

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013088323

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6243510596)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J259560097)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092121

Report#: SSV013088323
Open Date: 07/01/2013
Mileage: 88070
Warr Built Dt: 09/21/2005
Supplier RP:

Zone/Cd: 66-45501
Name: NAPLETON'S CLERMONT CHRYSLER J
Address: 15859 STATE ROAD 50
 CLERMONT, FL 347119533
Phone: 407 656-0204
 407 287-4378

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE IS STALLING EVERY TIME FILL TANK VERPOCANESTER WAS REPLACE AN PURGE SOLENOID

Service Action:LUIS, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK NO UPDATE CANISTER

Correction:

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060113000

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510085)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560827)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062123

Report#: SSV060113000
Open Date: 06/18/2013
Mileage: 11799
Warr Built Dt: 06/21/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE BUCKS AND DIES INTERMITTENTLY. CODE U0100 IS STORED IN TCM.

Service Action:LOUIS,NOT LIKELY TO BE THE TCM.PLEASE SEE STAR CASE S1218000002.TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION.YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. IT COULD BE A POSSIBLE PCM ISSUE,BUT LEAVE THAT FOR LAST,MOST OF THE STALLING ISSUES WE

ENCOUNTER ARE USUALLY SPARK PLUG OR IGNITION COIL RELATED.IT COULD BE A PCM ISSUE,BUT I SUGGEST WE LEAVE THAT AS A LAST RESORT ITEM AFTER COILS AND PLUGS ARE RULED OUT FIRST.THANKS,RICH H. THE TECH CALLED BACK STATING THAT HE IS LOOKING FOR OTHER POSSIBLE CAUSES FOR THE CONCERN BEFORE HE PUTS PARTS ON THE VEHICLE. PLEASE REVIEW STAR CASE#K18363958 PERTAINING TO THE U0100 FAULT AND PUT THE DATA RECORDER ON THE VEHICLE TO RECORD THE DIE CONCERN WHILE DRIVING TO SEE IF IT IS RELATED TO THE STAR CASE FOR COILS AND PLUGS. THANKS, BRETT REPLACED SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060114679

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144510103)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151561095)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060822

Report#: SSV060114679
Open Date: 06/17/2013
Mileage: 81069
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 42-39712
Name: SWOPE CHRYSLER DODGE JEEP
Address: 1012 N DIXIE HWY
 ELIZABETHTOWN, KY 42701
Phone: 270 765-2181

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS AND DIES AT RANDOM TIMES HE HAS DONE HAD THE ISSUE WITH THE GAS TANK FIXED. IT HAD A NEW TANK AND CANISTER INSTALLED OVER 1000 MILES AGO AND HIS ISSUE THEN WAS IT RUNNING BAD FOR A FEW MILES. THERE IS ONLY A QUARTER TANK OF GAS IN TANK WHEN THIS ISSUE STARTED. IT DOES HAVE WORN AUTOLITE PLUGS INSTALLED IN IT. WHOULD THEY CAUSE THE RPM UNDERSHOOT AND SOMETIMES DYING. I DONT REALLY COUNT ANY MISFIRES ON THE MISFIRE MONITOR

Service Action:BRYAN, IF IT HAPPENS AFTER A FILL UP-1.REFER TO CASE NUMBER: S1218000025 -, POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP 2.REFER TO CASE S121000002-HAVE YOU

REPLACED ALL THE PLUGS AND COILS MAKE SURE NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ARE BEING USED (GARMIN, ALARM, REMOTE START ETC.) THAT MAY CAUSE EMF INTERFERENCE. CHECK FOR RAW FUEL IN CANISTER-CHECK FOR STUCK OPEN PURGE SOLENOID-CHECK YOUR FUEL TRIM ADAPTIVES--3.CHECK TRANS FLUID LEVEL AND TORQUE CONVERTER OPERATION. YES, INCORRECT OR WORN SPARKPLUGS/COILS CAN CAUSE THIS CONDITION. ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FROM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, WE SEE MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S).INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM- REPLACE ALL SPARK PLUGS AND COILS (WITH OEM PARTS) \u0096RETEST CHANGED PLUGS AND ALL COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060119089

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53HX6H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6013610555)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J010660072)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 020901</p>	<p>Report#: SSV060119089</p> <p>Open Date: 06/17/2013</p> <p>Mileage: 72942</p> <p>Warr Built Dt: 02/09/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-45497</p> <p>Name: SOUTHERN DODGE CHRYSLER JEEP R</p> <p>Address: 2747 N MILITARY HWY NORFOLK, VA 235185606</p> <p>Phone: 757 855-2277</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WILL INTERMITTANTLY SHUT OFF BUT WILL RESTART. CUSTOMER STATES THAT IT APPEARS TO HAPPEN MORE OFTEN AFTER ADDING FUEL TO VEHICLE

Service Action:MARTIN, REFER TO CASE NUMBER: S1218000025 -, POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060127740

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6146510262)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089561009)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061415

Report#: SSV060127740
Open Date: 06/12/2013
Mileage: 75948
Warr Built Dt: 06/14/2005
Supplier RP:

Zone/Cd: 63-60196
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 5255 S IH 35
 GEORGETOWN, TX 786267549
Phone: 512 930-7900

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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CAR WILL RANDOMLY DIE AT IDLE OR WHILE DRIVING.

Service Action:DAVID, PER CONCERN, CHECK TO SEE IF THERE ARE PLATINUM PLUGS INSTALLED. REPORT BACK FOR REVIEW FROM THE DRIVE GROUP. TOM. DAVID, PER OUR CONVERSATION ON THE PHONE, PREVIOUSLY THE SPARK PLUGS, ALL COILS, MAP SENSOR, AND THE THROTTLE BODY HAVE BEEN REPLACED AND THE CONCERN OF INTERMITTENT STALLING IS STILL PRESENT. YOU HAVE REVIEWED S1218000002. ALSO REVIEW TECHNICIAN CONFIRMED REPAIR 12432470, A INTERNAL PCM ISSUE MAY BE CAUSING YOUR CONCERN, THANKS, TONY. CUSTOMOR DECLAIN REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060001851

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6132610756)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J144661307)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 060302

Report#: SSV060001851

Open Date: 06/07/2013

Mileage: 98378

Warr Built Dt: 06/03/2006

Supplier RP:

Zone/Cd: 71-26550

Name: BOB BAKER CHRYSLER JEEP DODGE

Address: 5555 CAR COUNTRY DR
CARLSBAD, CA 92008

Phone: 760 720-5337

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT VEHICLE WILL SHUT OFF WHILE AT IDLE OR UNDER 10 MPH. REMOVED ALL SPARK PLUGS AND FOUND ALL PLUGS ARE GAPPED TO SPECIFACATION (.045IN). NO DAMAGE FOUND TO ANY PLUGS OR COILS. AS STATED BEFORE, ALL PLUGS AND COILS WERE REPLACED DURING CUSTOMERS PREVIOUS VISIT, APROXIMATELY 2,800 MILES AGO BY DIFFERANT TECHNICIAN FOR SAME CONCERN. SAME FAULTS RETURNED THAT VEHICLE HAD DURING PREVIOUS VISIT. SWAPPED ALL SPARK PLUGS AND HAVE TEST DRIVEN VEHICLE APROXIMATELY 60 MILES WITHOUT ANY CUSTOMERS CONCERNS REOCCURING. AFTER THE VEHICLE HAD BEEN DRIVEN 60 MILES, VEHICLE STALLED AFTER GETTING OFF THE FREEWAY. REPLACED ALL IGNITION COILS WITH LIKE MAKE AND MODEL VEHICLE. VEHICLE STALLED DURING STREET TEST DRIVE AND SET UNKNOWN CODE (UO100)IN TCM. SHOULD I PROCEED AND REPLACE THE PCM, OR COULD THE TCM BE THE ISSUE

Service Action: JASON, SEE STAR CASE: S1218000002, MAKE SURE THE SPARK PLUGS ARE GAPPED PROPERLY AND ARE OEM PER THE STAR CASE, I WOULD REPLACE THE SPARK

PLUGS AND REEVALUATE. IF THE NEXT SET OF PLUGS DOESN T RESOLVE THE ISSUE ADDRESS THE COILS. EVEN IF THE SPARK PLUGS ARE GAPPED IMPROPERLY ON THESE HEMI S A STALLING ISSUE CAN OCCUR AND COMMUNICATION WILL BE LOST TO THE PCM.\r\n\r\nKYLE O. I CONTACTED JASON, I ADVISED TO INSTALL ALL NEW SPARK PLUGS AND REEVALUATE THE STALLING CONDITION. MAKE SURE THEY ARE OEM MOPAR FROM THE DEALER PARTS DEPARTMENT. IF THE NEXT SET OF PLUGS DOES NOT RESOLVE THE ISSUE, INSTALL EIGHT COILS FROM A LIKE MODEL AND REEVALUATE. IF THE ISSUE STILL PERSISTS AFTER THE NEXT SET OF COILS, REPLACE THE PCM.\r\n\r\nKYLE O. JASON,\r\n\r\nTHANKS FOR THE UPDATE, PLEASE KEEP ME POSTED. SOUNDS LIKE GOOD NEWS.\r\n\r\nKYLE O. JASON,\r\n\r\nREPLACE THE PCM AND RECHECK.\r\n\r\nKYLE O. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013122737

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6072610056)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083661310)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040508

Report#: SSV013122737
Open Date: 05/21/2013
Mileage: 68939
Warr Built Dt: 04/05/2006
Supplier RP:

Zone/Cd: 35-66460
Name: SOUTHERN CHRYSLER JEEP AT
Address: 1414 S MILITARY HWY
 CHESAPEAKE, VA 233202604
Phone: 757 424-4600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE CUTS OFF AFTER REFUELING WE CANNOT DUPLICATE & NO FAULT CODES THERE IS A CUSTOMER CARE ON THIS NOW. WE DID REPLACE VAPOR CANISTER BUT IT WAS NOT FULL OF FUEL. WONDERING IF ANY MORE HELP IS AVAILABLE FOR THIS CONCERN.

Service Action:WALTER, POS-FUEL TANK - CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. CUSTOMER DECLINED FURTHER DIAG. REFER TO CASE NUMBER #S1218000025- REPLACE FUEL TANK AND RETEST. NO SURE IF IT IS REPAIRED BUT WE DID REPLACE THE FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013054611

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6173510481)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J206560878)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080807

Report#: SSV013054611
Open Date: 05/19/2013
Mileage: 45047
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 35-68750
Name: VANN DODGE-CHRY-JEEP
Address: 899 SOUTH DELSEA DR
 VINELAND, NJ 083604492
Phone: 856 794-9700

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT STOP REPLACED PLUGS DIDNOT SEE ANY CARBOB TRACKS OR CRACKS ON COILS CAR LEFT TOOK COUPLE OF WKS SAME THING HAPPENS STALLS TURNS CEL ON WITH U0100 SET IN TCM LIGHT NOT ON WHEN IT COMES IN

Service Action: DAVID,\r\n\r\nSEE STAR CASE: S1218000002, MAKE SURE THE SPARK PLUGS ARE GAPPED PROPERLY AND ARE OEM PER THE STAR CASE, REPLACE THE SPARK PLUGS AGAIN AND REEVALUATE. IF THE NEXT SET OF PLUGS DOESN T RESOLVE THE ISSUE ADDRESS THE COILS. EVEN IF THE SPARK PLUGS ARE GAPPED IMPROPERLY ON THESE HEMI S A STALLING ISSUE CAN OCCUR AND COMMUNICATION WILL BE LOST TO THE PCM.\r\n\r\nKYLE O. DAVID,\r\n\r\nMAKE SURE THE PLUGS YOU REPLACED WERE OEM MOPAR FROM YOUR PARTS DEPARTMENT. I WOULD DATA RECORD THE STALL AND SEE IF ANY OF THE DATA PARAMETERS HAVE LINES IN THEM LIKE IN STAR CASE: S1218000002.\r\n\r\nKYLE O. COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060008066

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6075510248)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074560107)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040603

Report#: SSV060008066
Open Date: 05/19/2013
Mileage: 46019
Warr Built Dt: 04/06/2005
Supplier RP:

Zone/Cd: 71-60518
Name: STEWART CHRYSLER DODGE JEEP RA
Address: 800 SERRAMONTE BLVD
 COLMA, CA 940143222
Phone: 650 994-9800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLED AND WILL NOT RESTART WOULD YOU RECOMMEND REPLACING BOTH FUEL MODULES ROBERT V. WE WOULD PREFER TO REPLACE BOTH FUEL MODULES, AS LONG AS WE HAVE REASONABLE REASON TO REPLACE BOTH. THANKS ROBERT V.

Service Action:ROBERT YES THAT IS POSSIBLE AND CHECK THE TRANSFER TUBE TO BE SURE THEY ARE GOOD AND FOR SOME INFORMATION LOOK AT K30382361 K26519518 THANKS INSPECTED TRANSFER TUBES AND WIRING TO BE OK. REPLACED BOTH FUEL MODULES. CHECKED FUEL GAUGE AS OPPOSED TO FUEL SENDERS TO BE OK NOW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060076457

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77376H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6321520063)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J326560954)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112923

Report#: SSV060076457
Open Date: 05/19/2013
Mileage: 94211
Warr Built Dt: 11/29/2005
Supplier RP:

Zone/Cd: 63-45369
Name: COWBOY CHRYSLER DODGE JEEP
Address: 1305 HIGHWAY 96 BYP
 SILSBEE, TX 776566407
Phone: 409 385-3796

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES WHILE DRIVING VEHICLE DIED ,, WHEN DIED NOTICED OIL LIGHT ON AND WOULD NOT RESTART CHECKEDN ALL DATA NO HISTORY DATA OR FAIURE DATA..

NO AFTERMARKET ACCYS ALL MODULES UP TO DATE WHEN PERFORMING IDLE TEST RPM MATCHES DESIRED T/ BLADE HAS SMOOTHE OPERATION

Service Action: ROBBIE, RECORD FREEZE FRAME AND ENVIRONMENTAL DATA TO AID IN DUPLICATING CONCERN, AND VERIFYING REPAIR. \r\nARE THERE ANY AFTERMARKET ACCYS. INSTALLED ON VEHICLE THAT COULD CAUSE THAT COULD CAUSE EMI IF NOT, \r\nARE ALL MODULES UP TO DATE IF SO, DOES THE ACTUAL RPM FOLLOW DESIRED RPM WHEN PERFORMING AN IDLE ACTUATOR TEST IF SO, PERFORM AN ETC RELEARN. ALSO VERIFY SMOOTH T/BLADE MOVEMENT WHEN PERFORMING SEVERAL FOLLOWER TESTS. \r\nIF THE U0019 IS ACTIVE, DISCONNECT MODULES ONE AT A TIME. \r\nTHANK YOU, NEIL ROBBIE, TRY TO GET MORE DETAILED CONCERN INFO(ANY DIFFERENCE COLD/HOT/DECEL/STEADY SPEED/WHAT SPEED/AFTER FUEL FILL,...) TO HELP DUPLICATE THE CONCERN. OTHERWISE, MAKE SURE THE SP/PLUGS ARE OEM/MOPAR. SET UP

VEHICLE WITH A FLIGHT RECORDER PER SOL CASE #S1218000002 LOOKING FOR EVIDENCE OF EMI. YOU CAN LOAD UP A CUSTOM TEMPLATE WITH UP TO 100 ITEMS. BE SURE TO INCLUDE: RPM, MAP, TPS, THROTTLE BLADE %, APPS, VSS, PURGE, COIL BURN TIME, FUEL ADAPTIVES, INJ P/W, SPARK ADVANCE, MISFIRE COUNTS, KNOCK SENSORS, BAT+, IGN SENSE, TCC SLIP, CONVERTER CLUTCH STATE, PRESENT GEAR, C/C DIFF, PCM TIMER, ST/LT FUEL ADAPTIVES, & ALL O2 DATA. SOMETIMES THE PCM TIMER OR FUEL ADAPTIVES RESET AS WELL\r\n\r\nTHANK YOU, NEIL CUSTOMER TOOKK VEHICLE UNABLE TO DUPLICATE CONCERN AT ANY TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060097618

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W86H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6163620019)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J164661458)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062004

Report#: SSV060097618
Open Date: 05/17/2013
Mileage: 64575
Warr Built Dt: 06/20/2006
Supplier RP:

Zone/Cd: 51-41423
Name: MARTY CANCELA DODGE CHRYSLER J
Address: 2175 NORTH LINDBERGH BLVD
 FLORISSANT, MO 63033
Phone: 314 831-3300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT I DID NOT FIND ANY PROBLEMS WITH THE WIREING. WE GAVE VEHICLE BACK TO THE CUSTOMER. NOW IT IS BACK. CUSTOMER NOW SAYS WHEN BACKING UP THE VEHICLE WILL DIE AND THE THE TRANSMISSION FEELS TO BE SLIPPING. I NOW HAVE CODES U0100 AND P2638 IN THE TCM. CODE C121C IN THE ABS.

Service Action: DARRELL, WITH THE U0100 CONCERN BEING STORED, SUSPECT AN INTERMITTENT WIRING, OR CONNECTOR CONCERN. ADVISE TO CHECK THE CONNECTORS AT THE PCM, AND TCM. CHECK FOR A PARTIALLY BACKED OUT TERMINAL, PIN TENSION CONCERN, NOT PROPERLY SEATED CONNECTOR OR WIRE CRIMP CONCERN. IF NO CONCERNS FOUND, ADVISE TO PERFORM A WIGGLE TEST ON THE HARNESS, SEEING IF YOU CAN GET THE U0100 TO BECOME ACTIVE. DARRELL, SENSE YOU ALREADY HAVE VERIFIED THE CONNECTORS AT THE TCM AND PCM, ADVISE TO CHECK ALL THE POWER AND GROUNDS TO THE PCM. CHECK THE HARNESS FOR CHAFFING BETWEEN PCM AND TCM. ALSO VERIFY THERE ARE NO CONCERNS WITH THE CAN C CIRCUITS AT THE PCM, TCM(CHECK PIN TENSION). VERIFY THE INTEGRITY OF THE CAN C CIRCUITS WHILE

PERFORMING A WIGGLE TEST ON THE HARNESS. IF THERE ARE NO CONCERNS FOUND WITH POWER AND GROUNDS TO THE PCM WHEN WIGGLE TESTING, AND THERE ARE NO CAN C CIRCUIT CONCERNS FOUND, ADVISE TO REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012899630

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6159510679)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560166)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081505

Report#: SSV012899630
Open Date: 05/14/2013
Mileage: 79213
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 51-68844
Name: AUFFENBERG MOTOR CO OF MEXICO
Address: 202 W LIBERTY
 MEXICO, MO 65265
Phone: 573 581-2887
 573 581-8520

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING FUEL TANK THE VEHICLE RUNS BAD, CUTS OUT, AND WILL NOT IDLE.

Service Action: DEREK, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK NEEDS FUEL TANK AND CANISTER FUEL TANK AND CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060011185

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6329510060)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560322)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122100

Report#: SSV060011185
Open Date: 05/14/2013
Mileage: 55594
Warr Built Dt: 12/21/2005
Supplier RP:

Zone/Cd: 66-65666
Name: SUNCOAST CHRYSLER JEEP DODGE R
Address: 8755 PARK BOULEVARD
 SEMINOLE, FL 33777
Phone: 727 393-4621

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: AFTER FILL UP WITH FUEL CAR RUNS ROUGH AND STALLS ONLY AFTER FULL FILL UP CUST IS IN A RENTAL THE FUEL TANK TOOK CARE OF THE PROBLEM--- TOPPED OFF WITH FUEL RAN CAR NO ISSUES AT THIS TIME THANKS FOR THE HELP

Service Action: JOSEPH, REFER TO CASE S1218000025 , POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. GLAD TO HELP-PLEASE DOCUMENT REPAIR AND CLOSE CASE AT THE DEALER TO CLEAR YOUR IN BOX-JEFF REPLACED FUEL TANK NOT VENTING

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060116707

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W56H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6090520021)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J188560163)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 090102

Report#: SSV060116707

Open Date: 05/14/2013

Mileage: 93158

Warr Built Dt: 09/01/2005

Supplier RP:

Zone/Cd: 70-60115

Name: LITHIA CHRYSLER JEEP OF RENO

Address: 3223 MILL STREET
RENO, NV 895022219

Phone: 775 323-5113
775 323-3106

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING GAS TANK CAR WILL INTERMITTENTLY STALL OUT UNTIL IT GETS BELOW 3/4 OF A TANK AND THEN WILL BE FINE UNTIL FILLED UP AGAIN

Service Action: JASON, PLEASE REVIEW: S1218000025. KYLE O. HAVE NOT SOLD IT YET ADDITIONAL INFORMATION REQUIRED. KEEP ME POSTED-CASE NUMBER: S1218000025 -, POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013138194

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6117610630)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661119)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051213

Report#: SSV013138194
Open Date: 05/12/2013
Mileage: 77834
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 70-44090
Name: MARK THOMAS MOTORS INC
Address: 2315 SANTIAM HWY SE
 ALBANY, OR 973225208
Phone: 541 967-9105

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: AFTER CUSTOMER FILLS THE VEHICLE WITH FUEL AND STARTS DRIVING, THE VEHICLE WILL DIE. IT WILL RESTART IMMEDIATELY.

Service Action: MATT, IF ALL LINES ARE CLEAN. AND NOT KINKED. THEN WILL REQUIRE A NEW GAS TANK AND CANISTER. ADVISE THE CUSTOMER TO NEVER ADD FUEL AFTER THE 1ST PUMP CLICK OFF. REPLACED THE FUEL TANK AND VAPOR CANISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013186865

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510289)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220561044)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081710

Report#: SSV013186865
Open Date: 05/12/2013
Mileage: 66776
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 71-60147
Name: PORTERVILLE CHRYSLER JEEP DODG
Address: 777 WEST OLIVE AVENUE
 PORTERVILLE, CA 93257
Phone: 559 784-9512
 559 784-0947

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON, VEHICLE DIES WHEN RUNNING AT MEDIUM AND HWY SPEEDS.

Service Action:CLEMENTE,\r\n\r\nSEE STAR CASE: S1218000002, MAKE SURE THE SPARK PLUGS ARE GAPPED PROPERLY AND ARE OEM PER THE STAR CASE, IF NOT, REPLACE THE SPARK PLUGS AND REEVALUATE. IF THE NEXT SET OF PLUGS DOESN T RESOLVE THE ISSUE ADDRESS THE COILS. EVEN IF THE SPARK PLUGS ARE GAPPED IMPROPERLY ON THESE HEMI S A STALLING ISSUE CAN OCCUR AND COMMUNICATION WILL BE LOST TO THE PCM.\r\n\r\nKYLE O. REPLACING THE FRONT CONTROL MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012611279

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6333511651)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560627)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010902

Report#: SSV012611279
Open Date: 05/09/2013
Mileage: 63878
Warr Built Dt: 01/09/2006
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES.. THE THROTTLE LIGHT KEEPS COMING ON WHEN YOU FIRST START THE VEH.HAPPENS WHEN ITS COLD AND LET IT IDLE. IT WILL STALL OUT AND IT HAS STARTED SURGING.AFTER IT HAS RAN FOR ABOUT 20 MINS ITS OK.

Service Action:ROBERT,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE

ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. UNKNOWN FOR FIX. CUSTOMER DECLINED COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060013457

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6026610628)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661291)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021309

Report#: SSV060013457
Open Date: 05/09/2013
Mileage: 57597
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 51-44520
Name: SHERMAN DODGE CHRYSLER JEEP
Address: 7601 N SKOKIE BLVD
 SKOKIE, IL 60077
Phone: 847 982-9500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTS STATES THAT THE VEHICLE DIES OUT WHEN COMING TO A STOP INTERMITENTLY. GOOD MORNIN RICH, REPLACED ALL 8 COILS, ANOTHER TECH ROAD TESTED IT HOME LAST NIGHT. HE SAID IT DIED OUT AFTER DRIVING AT A STOP, THEN RESTARTED LIKE NOTHING HAPPENED. HAPPENED A COUPLE OF TIMES. DRIVING IN THIS MORNING, IT NEVER DIED OUT. THE ONLY CODE I HAVE IS IN THE TCM U0100, LOSS COMM WITH THE PCM. PROB UN-RELATED BUT, DDM HAD B1859, PDM HAD B10AC, HVAC HAD B1864. LET ME KNOW WHAT YOU THINK, ANY HELP IS HIGHLY APPRECIATED. THANKS, BRIAN I FORGOT TO SAY, ALL THE CODES WERE STORED WHEN I CHECKED THIS MORNING. JUST TRYING TO GIVE YOU ALL THE INFO I CAN. WHATS MY NEXT STEP

Service Action: BRIAN, MAKE SURE THE CORRECT SPARK PLUG PART NUMBER WERE INSTALLED CHAMPION REC14MCC4 ANYTHING ELSE OR ANOTHER BRAND WILL CAUSE A PROBLEM. IF THATS O.K. THEN THE NEXT MOVE WOULD BE TO RULE OUT THE IGNITION COILS, SWAP COILS WITH A DONOR VEHICLE AND SEE IF THE PROBLEM GOES AWAY. THANKS, RICH

H. BRIAN, THANKS FOR THE UPDATE. BRIAN, IF THE SPARK PLUGS AND COILS HAVE BEEN RULED OUT THEN AT THIS POINT LOAD TEST THE PCM POWER AND GROUNDS AND IF THAT'S O.K. YOUR NEXT MOVE WILL BE TO REPLACE THE PCM. MAKE SURE YOU LEAVE THE NEW IGNITION COILS ON, IF YOU DID HAVE A ONE OR MORE BAD COILS IT COULD HAVE DAMAGED THE PCM. THANKS, RICH H. PCM\r\n*****\r\nSTAR: TECH REPLACED THE PCM TO CORRECT STALLING AND CODES P0700 & C121C & U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012971044

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6242510361)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J217560231)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091722

Report#: SSV012971044
Open Date: 05/06/2013
Mileage: 38884
Warr Built Dt: 09/17/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES ON START UP AFTER FILLING FUEL TANK

Service Action: RICHARD,CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK CUSTOMER DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013145892

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6131511071)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080814

Report#: SSV013145892
Open Date: 05/05/2013
Mileage: 58726
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 63-45115
Name: VAUGHN CHRYSLER JEEP DODGE RAM
Address: 1120 NW MAIN ST
 BUNKIE, LA 713221521
Phone: 318 346-2626

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES AFTER FUEL FILLING

Service Action:FIRST SEE STAR CASE: S1218000025. DAVID CONTACTED STAR, STATES THE VEHICLE RUNS POORLY AFTER A FUEL FILL. DAVID CHECKED FOR KINKED VENT LINE, NPF. THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK.
 KYLE O. REPLACE WCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004582239

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6062510349)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066560669)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033015

Report#: SSV004582239
Open Date: 06/23/2005
Mileage: 215
Warr Built Dt: 03/30/2005
Supplier RP:

Zone/Cd: 42-65859
Name: SWEENEY CHRY-DODGE-JEEP INC
Address: 518 W MAIN ST
 LEBANON, OH 450362097
Phone: 513 932-2717

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIE OUT COMING TO A STOPDEALER CAN NOT FIND A PROB LEM, BUT HAS GOT VEHICLE TO DIE OUT . :RCR10:06/23/2005
Service Action:CHECK BASIC ADJUSTMENT MAY NEED SOME FRESH FUEL AND A GOOD RUN. INSTALL CO PILOT ,AND GET DATA RECORDINGS OF THE DIE OUT :RCR10:06 /23/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004587378

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152510201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J166560756)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062217

Report#: SSV004587378
Open Date: 06/28/2005
Mileage: 5
Warr Built Dt: 06/22/2005
Supplier RP:

Zone/Cd: 51-67665
Name: ART HOSSLER AUTO PLAZA INC
Address: 2000 NORTH MAIN STREET
 CANTON, IL 615201054
Phone: 309 647-1513

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL START AND RUN FOR 2.5 TO 3 MIN AND THEN DIE WILL RESTART. NO CODES SET OR STORED :SMG5:06/28/2005

Service Action:ED HAVE WE CHECK FUEL PRESSURE , DO WE HAVE SOME BAD GAS - DO WE HAVE AND VACUUM LEAKS :SMG5:06/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013149201

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6010610313)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J018660118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020912

Report#: SSV013149201
Open Date: 05/05/2013
Mileage: 38823
Warr Built Dt: 02/09/2006
Supplier RP:

Zone/Cd: 66-60063
Name: DUBLIN AUTO SUPERSTORE INC
Address: 2054 HWY 441 S.
 DUBLIN, GA 31021
Phone: 478 272-3500
 478 275-2749

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CEL ON AND STALLING

Service Action:JAMES,\r\n\r\nSEE STAR CASE: S1218000002, MAKE SURE THE SPARK PLUGS ARE OEM PER THE STAR CASE, REPLACE THE SPARK PLUGS AND REEVALUATE. IF THE NEXT SET OF PLUGS DOESN T RESOLVE THE ISSUE ADDRESS THE COILS. EVEN IF THE SPARK PLUGS ARE GAPPED IMPROPERLY ON THESE HEMI S A STALLING ISSUE CAN OCCUR AND COMMUNICATION WILL BE LOST TO THE PCM.\r\n\r\nKYLE O. REPLACED THE SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060048826

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6094510485)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J0915612%3)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042723

Report#: SSV060048826
Open Date: 05/05/2013
Mileage: 75991
Warr Built Dt: 04/27/2005
Supplier RP:

Zone/Cd: 66-60348
Name: FERMAN CHRYSLER JEEP DODGE AT
Address: 24314 S.R. 54
 LUTZ, FL 33559
Phone: 813 929-2400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR STALLING AT STOPS, AND FEELS LIKE CUTTING OFF AND ON WHILE DRIVING UPLOAD OF RECORDED FILES FAILS TO SEND FOR WITECH. HAVE TRIED USING DIFFERENT PC S STILL NO LUCK. WILL KEEP TRYING. PLEASE ADVISE IF I CAN SEND FILE VIA EMAIL.

Service Action: AARON TO OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETING IN THE PCM, AND IF RESETING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING

ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. CUSTOMER DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060087866

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W36H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6025620114)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J014661393)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 021006

Report#: SSV060087866

Open Date: 05/03/2013

Mileage: 26208

Warr Built Dt: 02/10/2006

Supplier RP:

Zone/Cd: 71-43174

Name: TUTTLE-CLICK'S TUSTIN CHRYSLER

Address: 40 AUTO CENTER DRIVE
TUSTIN, CA 92782

Phone: 714 730-4600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLING WHILE DRIVING INTERMITTENT. YES I DIDNOT SEE ANY GAP AT ALL. I JUST SENT SENCOND RECORDING DATA LET\r\nME KNOW GOOD INFORMATION. VEHICLE ALREADY LEFT THE SHOP I CANN'T CHECK ALL THAT AT THIS TIME, THANKS\r\nMINH

Service Action:MINH, DID YOU REVIEW THE RECORDING THERE IS NO STALL EVENT ON RECORDING. THE VEHICLE WAS STARTED, IDLEING, TRIGGER WAS HIT, THEN RECORDING RAN OUT AFTER 30SEC. MAKE ANOTHER DATA RECORDING PER SOL CASE #S1218000002 LOOKING FOR EVIDENCE OF EMI. YOU CAN LOAD UP A CUSTOM TEMPLATE WITH UP TO 100 ITEMS. BE SURE TO INCLUDE: RPM, MAP, TPS, THROTTLE BLADE %, APPS, VSS, PURGE, COIL BURN TIME, FUEL ADAPTIVES, INJ P/W, SPARK ADVANCE, MISFIRE COUNTS, KNOCK SENSORS, BAT+, IGN SENSE, MDS STATUS, TCC SLIP, CONVERTER CLUTCH STATE, PRESENT GEAR, C/C DIFF, C/C SYNCH, PCM TIMER, ST/LT FUEL ADAPTIVES, ALL O2 DATA, AND ALL VVT INFO(DESIRED AND ACTUAL). SOMETIMES THE PCM TIMER OR FUEL ADAPTIVES RESET AS WELL.\r\nRECORD FREEZE FRAME AND ENVIRONMENTAL

DATA TO AID IN DUPLICATING CONCERN, AND VERIFYING REPAIR. ARE THERE ANY AFTERMARKET ACCYS. INSTALLED ON VEHICLE THAT COULD CAUSE THAT COULD CAUSE EMI IF NOT, ARE ALL MODULES UP TO DATE IF SO, DOES THE ACTUAL RPM FOLLOW DESIRED RPM WHEN PERFORMING AN IDLE ACTUATOR TEST IF SO, PERFORM AN ETC RELEARN. ALSO VERIFY SMOOTH T/BLADE MOVEMENT WHEN PERFORMING SEVERAL FOLLOWER TESTS. THANK YOU, NEIL MINH, THE RECORDINGS ARE NOT HERE YET. SOMETIMES IT TAKES UP TO 6 HRS. TO GET THROUGH FIREWALLS. I WILL CONTACT YOU AFTER I REVIEW THEM. MEANWHILE DOCUMENT THE FOLLOWING: ARE THERE ANY AFTERMARKET ACCYS. INSTALLED ON VEHICLE THAT COULD CAUSE THAT COULD CAUSE EMI IF NOT, ARE ALL MODULES UP TO DATE IF SO, DOES THE ACTUAL RPM FOLLOW DESIRED RPM WHEN PERFORMING AN IDLE ACTUATOR TEST IF SO, PERFORM AN ETC RELEARN. ALSO VERIFY SMOOTH T/BLADE MOVEMENT WHEN PERFORMING SEVERAL FOLLOWER TESTS. THANK YOU, NEIL MINH, I REVIEWED THE 2 NEW RECORDINGS, AND THERE IS NO STLL EVENT ON EITHER ONE. HOWEVER, I DO SEE A DIFFERENCE BETWEEN THE APPS AND THE T/BLADE. ARE YOU SURE THE CUSTOMERS COMPLAINT ISN T A LACK OF POWER WHEN ACCELERATING WHEN VEHICLE RETURNS, ADVISE TO HARDWIRE THE T/BODY TO PCM WITH A NEW CONNECTOR AT T/BODY. CUT OUT THE OLD CIRCUITS AT BOTH ENDS; DO NOT OVERLAY OR PIGGYBACK CIRCUITS. THANK YOU, NEIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013147890

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610264)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J139661439)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060822

Report#: SSV013147890
Open Date: 05/01/2013
Mileage: 72424
Warr Built Dt: 06/08/2006
Supplier RP:

Zone/Cd: 66-26620
Name: CRONIC INC
Address: 2515 N EXPRESSWAY
 GRIFFIN, GA 30223
Phone: 770 227-4271

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE CUTS OFF SOMETIMES AT IDLE. NO KINKS FOUND, I DISCONNECTED AT BOTH ENDS AND SHOT AIR THROUGH THE LINES, IT CAME OUT THE OTHER END FINE, AND VISUAL INSPECTION SHOWED NO DAMAGE OR KINKS. IS OVER-FILLING AND LEAVING THE CAR RUNNING THE ONLY POSSIBLE SCENARIOS THAT RAW FUEL COULD ENTER THE SYSTEM OR COULD THE FUEL TANK BE THE ORIGINAL SOURCE OF THE PROBLEM NO KINKS FOUND, I DISCONNECTED AT BOTH ENDS AND SHOT AIR THROUGH THE LINES, IT CAME OUT THE OTHER END FINE, AND VISUAL INSPECTION SHOWED NO DAMAGE OR KINKS. IS OVER-FILLING AND LEAVING THE CAR RUNNING THE ONLY POSSIBLE SCENARIOS THAT RAW FUEL COULD ENTER THE SYSTEM OR COULD THE FUEL TANK BE THE ORIGINAL SOURCE OF THE PROBLEM THANKS, I LL LET YOU KNOW HOW THE REPAIR TURNS OUT.

Service Action:MARK, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK

WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK USUALLY CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. GLAD TO HELP-USUALLY REPLACING THE FUEL TANK WILL TAKE CARE OF THE CONCERN-JEFF REPLACED EVAP PURGE SOLENOID FOR RAW FUEL CONTAMINATION, SHOT AIR THROUGH CONTAMINATED LINE, AND TESTED... NOW OK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013070487

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6186510144)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J223560655)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 081815

Report#: SSV013070487

Open Date: 04/27/2013

Mileage: 55353

Warr Built Dt: 08/18/2005

Supplier RP:

Zone/Cd: 35-43689

Name: HERITAGE CHRYSLER DODGE JEEP R

Address: 11212 REISTERSTOWN RD
OWINGS MILLS, MD 211171908

Phone: 410 356-2277

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS OUT WHILE DRIVING AND SITING IN SHOP IN PARK CODE U0100 LOST COMMUNICATIONS WITH ECM/PCM NO OTHER CODES ONLY SETS IN TCM REPLACE FCM WITH KNOWN GOOD FCM AND ROAD TESTED FOR 23 MILES BEFORE VICHICLE STALLS WILL RESTART AFTER ABOUT 10 SECONDS WILL STALL AFTER 3 OR 4 RESTARTS WILL RUN FINE FOR 15 TO 20 MILES BEFORE STALLS

Service Action: LEONARD WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM AND SEE HOW IT DOES THANKS LEONARD OK THE NEXT THING IS OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETING IN THE PCM, AND IF RESETING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE

CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013110958

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6033610321)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J059660474)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030922

Report#: SSV013110958
Open Date: 04/26/2013
Mileage: 87270
Warr Built Dt: 03/09/2006
Supplier RP:

Zone/Cd: 66-44311
Name: KERNERSVILLE CHRYSLER DODGE JE
Address: 950 NC HIGHWAY 66 S
 KERNERSVILLE, NC 272843133
Phone: 336 996-4111

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUTS OFF/CUTS OUT AFTER FILL UP

Service Action: DAVID, IS THIS A CONCERN WITH THE TANK NOT TAKING GAS AND THE NOZZLE SHUTTING OFF DURING FILLING OR IS IT A CONCERN WITH THE ENGINE STALLING/ RUNNING ROUGH AFTER FILL-UP REFER TO STAR CASE# S1218000025, K14738841. MANY OTHER LIKE STAR CASES MIGHT APPLY ALTHOUGH THESE SEEM TO BE MOST RELIVENT TO YOUR CONCERN. IF YOU ARE HAVING A ISSUE WITH THE VEHICLE AFTER FILLING AND FIND RAW FUEL IN THE CANISTER TO REPLACE THE FUEL TANK, CANISTER AND PURGE; CLEARING THE VAPOR LINES OF ANY LIQUID FUEL AND RECHECKING THE CUSTOMERS CONCERN. THANKS BRETT GAS TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060010585

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6075510622)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J098560060)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 042204

Report#: SSV060010585

Open Date: 04/28/2013

Mileage: 28729

Warr Built Dt: 04/22/2005

Supplier RP:

Zone/Cd: 35-67323

Name: STEPHENS AUTO CENTER

Address: 104 STEPHENS DR
DANVILLE, WV 25053

Phone: 304 369-2411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT IDLE AND MID TO HIGH RPM MISFIRE / PCM RESET I GUESS ITS HARD FOR YOU TO UNDERSTAND WHAT IM SAYING THE VEHICLE RUNS GREAT MOST OF THE TIME ITS VERY HARD TO DUPLICATE STAR CASE K94202871 DESCRIBES IT VERY WELL I HAVE HAD SEVERAL OF THE LX HEMI CARS THAT HAVE HAD THIS SAME CONCERN ITS NOT REALLY A MISS ITS LIKE YOU MOMENTARILY SHUT THE KEY OFF AND BACK ON IF YOUR AT IDLE THEN ITS A STALL IF YOU ARE UP IN THE RPM RANGE IT SEEMS LIKE A BUCK OR A MISS BUT DO NOT BE CONFUSED IT IS A PCM GOING OFFLINE OR RESETTING ISSUE IT IS NOT A MISFIRE CUSTOMER IS WAITING REQUEST A PHONE CALL TO DISCUSS CONCERN IN A MORE PRACTICAL MANNER UNABLE TO DUPLICATE CONCERN AFTER SETTING THE IAT DTC, HOWEVER THE COILS AND PLUGS HAVE ALREADY BEEN REPLACED WITH NEW UNITS FOR THIS CONCERN AND THERE ARE SOME MODULES THAT HAVE A DTC FOR LOSS OF COMMUNICATION WITH PCM THERE IS A INCORRECT ENGINE OIL TYPE DTC THAT DISSAPPEARS WHEN THIS OCCURS AND THE PCM GOES RED ON THE WITECH SCREEN FOR A SPLIT SECOND OK SO THE CUSTOMER DROPPED

THE VEHICLE OFF TODAY AND I FOUND THAT IF I SET A DTC SUCH AS A IAT DTC, THE DTC WILL BE ERASED WHEN THIS HAPPENS, COULD A ASD ISSUE CAUSE THIS WELL AS BEST I CAN TELL THE ASD IS NOT DROPPING OUT, I CHECKED IT WITH A TEST LIGHT AND A FOG LIGHT IN THE PCM BREAKOUT BOX WITH THE T-HARNESS

Service Action: BRANDON, PLEASE START WITH THE BASICS, PULL A FUEL SAMPLE, PERFORM A FUEL PRESSURE AND FUEL PRESSURE LEAK DOWN TEST. LAB SCOPE THE CAM AND CRANK SENSORS AT THE PCM, CHECK THE CAM AND CRANK SYNC, INSTALL AND MONITOR A MANIFOLD VACUUM GAUGE, PERFORM A COMPRESSION AND CYLINDER LEAK DOWN TESTS. SEE IF YOU CAN DETERMINE THE CYLINDER OR CYLINDERS THAT ARE MISFIRING, THEN REMOVE THE ROCKER COVER AND CHECK THE LIFT ON THOSE CYLINDERS. THANKS, CHESTER. BRANDON, JUST AS A TEST, SET A CODE IN THE PCM FOR AN AIR INTAKE AIR TEMP, UNPLUG THE SENSOR ALLOW IT TO SET A CODE THEN PLUG THE SENSOR BACK IN AGAIN. DRIVE THE VEHICLE, WHEN THE CONCERN HAPPENS TO THE VEHICLE SEE IF THE DTC IS ERASED, IF IT IS THEN THE PCM IS GOING TO SLEEP FOR A SPLIT SECOND. IF THIS IS THE CASE THEN REPLACE ALL OF THE SPARK PLUGS AND SWAP THE COILS FROM ANOTHER VEHICLE. CHESTER. BRANDON, ARE THERE ANY AFTER MARKET ACCESSORIES ON THE VEHICLE. PLEASE MONITOR THE POWER FROM THE ASD RELAY AND SEE IF YOU ARE LOSING POWER FROM THE MODULE INTEGRATED POWER., CIRCUITS #S A-209, K-51, K342, K-343. THANKS, CHESTER. BRANDON, YOU STATED THAT THE CODE YOU SET WAS ERASED, THE PCM IIS GOING TO SLEEP FOR A SPLIT SECOND, YOU ALSO STATED THAT THE COILS AND THE SPARK PLUGS HAVE BEEN REPLACED. YOU ARE EITHER HAVING A CONCERN WITH THE ASD CIRCUIT OR WITH THE PCM. I WOULD RECOMMEND MONITORING THE ASD CIRCUIT TO SEE IF IT IS DROPPING OUT, (EASIEST ONE TO MONITOR). THANKS, CHESTER BRANDON, THANKS FOR THE UPDATE, PLEASE KEEP US POSTED. THANKS, CHESTER. CUSTOMER DECLINED NANY FURTHER DIAG

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060011056

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510745)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J342561449)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121513

Report#: SSV060011056
Open Date: 04/28/2013
Mileage: 92694
Warr Built Dt: 12/15/2005
Supplier RP:

Zone/Cd: 63-67494
Name: NORMAN CHRYSLER JEEP DODGE
Address: 481 NORTH INTERSTATE DRIVE
 NORMAN, OK 73069
Phone: 405 329-5770
 405 321-8228

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C/S THE CAR STALLS INTERMITTENTLY WHEN COMING TO A STOP. VEHICLE STARTS RIGHT BACK UP AND IF YOU DRIVE IT ABOUT 30 MILES IT WILL STALL AGAIN. I REMOVED THE PLUGS AND INSPECTED THE COILS AND PLUGS. THE PLUGS APPEARED TO BE THE ORIGINAL AND WERE SEVERELY WORN AND FOULED. I REPLACED THE PLUGS AND I HAVE NOT BEEN ABLE TO GET THE VEHICLE TO DIE. THE VEHICLE DOES HAVE A SEVERE SHUDDER AT CRUISING SPEEDS. IT FEELS LIKE A TCC SHUDDER BUT I HAVE NOTICED IT ONLY SHUDDERS WHILE IN MDS MODE. IF I PUT THE TRANS IN AUTO-STICK THERE IS NO SHUDDER.

Service Action: JAAKOB, I WOULD LIKE YOU TO REVIEW SOL CASE # S1218000002. JAY JAAKOB THANKS FOR THE UPDATE. IF YOU THINK VEHICLE HAS TRANS ISSUE AND YOU NEED ASSISTANCE I WOULD LIKE YOU TO START A NEW TICKET UNDER TRANS GROUP. JAY CONCERN WAS TRANSFERRED TO ANOTHER AGENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013127120

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H86H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610579)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157660985)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061306

Report#: SSV013127120
Open Date: 04/22/2013
Mileage: 74170
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 35-45027
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 5202 JEFFERSON DAVIS HWY
 FREDERICKSBURG, VA 22408
Phone: 540 898-7200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILL UP VEHICLE MAKES GURGLING NOISE AND CUTS OFF WHILE DRIVING CHECKED ALL HOSES AND I FILLED THE TANK AND IT WAS NOT RUNNING AND I STOPPED AT FIRST CLICK

Service Action: ROBERT, POS FUEL TANK CONCERN-CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. IF VEHICLE DIES OUT AFTER FILL UP-REPLACE FUEL TANK GAS TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013187500

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110510601)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J118560273)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051205

Report#: SSV013187500
Open Date: 04/22/2013
Mileage: 64173
Warr Built Dt: 05/12/2005
Supplier RP:

Zone/Cd: 71-60518
Name: STEWART CHRYSLER DODGE JEEP RA
Address: 800 SERRAMONTE BLVD
 COLMA, CA 940143222
Phone: 650 994-9800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING OUT WITH ETC LAMP COMING ON.

Service Action: ROBERT, PLEASE SEE STAR CASE S1218000002. TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. IT COULD BE A POSSIBLE PCM ISSUE, BUT LEAVE THAT FOR LAST, MOST OF THE

STALLING ISSUES WE ENCOUNTER ARE USUALLY SPARK PLUG OR IGNITION COIL RELATED.THANKS,RICH H. REPLACED ALL IGNITION COILS AND SPARK PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013014695

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6333510541)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335561285)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010315

Report#: SSV013014695
Open Date: 04/21/2013
Mileage: 48184
Warr Built Dt: 01/03/2006
Supplier RP:

Zone/Cd: 32-42490
Name: JOHNSON DODGE-CHRYSLER-JEEP
Address: 481 ROUTE 46 & NAUGHTRIGHT ROA
 BUDD LAKE, NJ 07828
Phone: 908 852-9250
 908 850-8700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENTLY MAY STALL AT STOP AFTER FUEL FILL UP

Service Action:JOHN,\r\n\r\nTHE MOST COMMON ISSUE WE SEE WITH STALLING ON THE HEMI S IS IMPROPER SPARK PLUGS AND GAP. SEE STAR CASE: S121800002. I WOULD ALSO CHECK
 THE FUEL PRESSURE WHEN THE TANK IS FULL.\r\n\r\nKYLE O. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013085736

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6236520016)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J263561618)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102004

Report#: SSV013085736
Open Date: 04/21/2013
Mileage: 60833
Warr Built Dt: 10/20/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS INTERMITENTLY BUT STARTS BACK UP NO DTC YES RPM IS GOOD AND FUEL PRESS IS 60 PSI AND QUALITY IS OK. I DONT HAVE ANYTHING TO CHECK ALCHOAL PERCENTAGE ANT IDEAS

Service Action: JOSEPH, DOES THE ACTUAL RPM FOLLOW THE DESIRED RPM DURING AN ACTUATION TEST IF SO, CHECK FUEL PRESSURE, PRESSURE DROP, AND QUALITY. CHECK THE FUEL FOR ALCOHAL %.\n\nTHANK YOU, NEIL CALLED TECH TO DISCUSS CASE. THERE ARE NO THERE ANY AFTERMARKET EQUIPMENT/ALARMS/REMOTE STARTS OR MOPAR ACCESSORIES. ALL MODS ARE UP TO DATE. TECH STATES THE COAR IS OWNED BY AN OLDER PERSON WHO DOES MOSTLY SHORT TRIP DRIVING. \n\nUSE A BORESCOPE TO INSPECT FOR CARBON IN CYLS.; AND IF NEEDED: PERFORM AN ENGINE DECARB USING 2 CANS OF MOPAR COMBUSTION CLEANER(P/N#4318001AC) THROUGH BRAKE BOOSTER HOSE-SOAK AND LET SIT FOR 2.5 HOURS AND THEN DRIVE, DOING SEVERAL WIDE-OPEN THROTTLE TO BLOW OUT CARBON. DRIVE ANOTHER 10 MI. AND THEN

RESET FUEL ADAPTIVES. \r\n CHECK CAM/CRANK SYNC-AV CAM /CRANK SYNC -0-10 DEGREES. LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM WHILE WIGGLE TESTING AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN. \r\nTHERE ARE 2 CASES OPEN ON THIS VEHICLE. PLEASE CLOSE 1 OF THEM. IF THERE IS STILL AN ISSUE, MAKE A DATA RECORDING OF STALL EVENT. IF AVAILABLE, INCLUDE: INCLUDE: RPM, MAP, TPS, THROTTLE BLADE %, APPS, VSS, PURGE, COIL BURN TIME, INJ P/W, MISFIRE COUNTS, KNOCK SENSORS, TCC SLIP, CONVERTER CLUTCH STATE, PRESENT GEAR, C/C DIFF, PCM TIMER, ST/LT FUEL ADAPTIVES, AND ALL O2 DATAK. \r\nTHANK YOU, NEIL REPLACED FUEL TANK,CANISTER AND PURGE SOLONOID.SWITCHING VALVE WAS BAD AND CANISTER WAS FULL OF FUEL AS WELL AS PURGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013150886

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6283510431)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J293561240)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102705

Report#: SSV013150886
Open Date: 04/21/2013
Mileage: 39224
Warr Built Dt: 10/27/2005
Supplier RP:

Zone/Cd: 66-45549
Name: UNIVERSITY CHRYSLER DODGE JEEP
Address: 1229 S QUINTARD AVE
 ANNISTON, AL 362018244
Phone: 256 236-7635

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE INTERMITTENTLY STALLS AND WILL NOT RESTART.ETC LAMP FLASHES JUST PRIOR TO STALL. NTF AROUND BELLHOUSING,REAR OF HEADS,OR NEAR CKP

Service Action:JEFFREY, CLOSELY INSPECT THE HARNESS NEAR THE CRANK SENSOR FOR DAMAGE NEAR THE ENGINE BLOCK. INSPECT THE ENGINE HARNESS THAT IS ROUTED BEHIND THE ENGINE. JEFFREY, BASED ON YOUR FINDINGS REPLACE THE ENGINE HARNESS. AFTER LOAD TESTING SEVERAL CIRCUITS TO VERIFY HARNESS INTEGRITY,TRIED KNOWN GOOD CRANK SENSOR.CRANK SENSOR WAS INTERMITTENTLY SHORTING INTERNALLY.REPAIR VERIFIED BY DEPARTMENT AS WELL AS CUSTOMER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013166488

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6123610368)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111660907)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053101

Report#: SSV013166488
Open Date: 04/21/2013
Mileage: 66840
Warr Built Dt: 05/31/2006
Supplier RP:

Zone/Cd: 66-68738
Name: CARL GREGORY CHRYSLER JEEP DOD
Address: 3700 BRISTOL HWY
 JOHNSON CITY, TN 376011376
Phone: 423 282-3011

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:AFTER FILLING THE VEH. WITH GAS VEH. WILL NOT START AND WHEN DOES VEH. RUNS ROUGH

Service Action:ROBERT, POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. ROBERT, SEE STAR CASE S1218000025, THE FUEL TANK IS THE ROOT CAUSE FOR THIS CONDITION. YOU MAY ALSO NEED TO REPLACE THE CANISTER, AND PURGE SOLENOID IF SATURATED WITH LIQUID FUEL. DRY OUT THE EVAP AND PURGE LINES IF NEEDED. \n\nIF ALREADY UPDATED: ARE THERE ANY DTCS IF NOT, ARE ALL MODULES UP TO DATE IF SO, IS CUSTOMER OVER FILLING AFTER FUEL PUMP HANDLE SHUTS OFF IF NOT, DOES THE ACTUAL RPM FOLLOW

DESIRED RPM WHEN PERFORMING AN IDLE ACTUATOR TEST IF SO, PERFORM AN ETC RELEARN. ALSO VERIFY SMOOTH T/BLADE MOVEMENT WHEN PERFORMING A FOLLOWER TEST. THANK YOU, NEIL CUSTOMER DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012898331

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6251510272)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J267560493)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092813

Report#: SSV012898331
Open Date: 04/17/2013
Mileage: 95687
Warr Built Dt: 09/28/2005
Supplier RP:

Zone/Cd: 35-42736
Name: COOK MOTORCARS LTD
Address: 1136 S PHIL BLVD
 ABERDEEN, MD 21001
Phone: 410 272-1500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT SOMETIMES AFTER FUELING VEHICLE FROM ALMOST EMPTY IT RUNS ROUGH AND STALLS. THEN IT CLEARS AND RUNS FINE. NO CHECK ENGINE LIGHT, NO CODES, I CANNOT DUPLICATE CONCERN, I HAVE GONE TO THE GAS SDTATION WITH THE CUSTOMER AND FILLED UP, AND STILL COULD NOT DUPLICATE CONCERN. THE VEHICLE IS BACK, I DID NOT FIND ANYTHING WRONG WITH VENT LINE OR THE EVAP SYSTEM. I DROVE WITH THE CUSTOMER AND DUPLICATED THE CONCERN. AFTER DRIVING THE THE GAS STATAION AND FILLING UP, THE VEHICLE STARTED AND DROVE THE THE NEXT INTERSECTION AND STALLED WHEN THE CUSTOMER HIT THE BRAKE. IT STARTED RIGHT BACK UP AND DROVE FINE AGAIN UNTIL THE BRAKES WERE APPLIED. THIS REPEATED SEVERAL TIMES, AND PERSISTED INTO THE SHOP, THE IDLE FLUCTUATED THE WHOLE TIME AND THE CAR WANTED TO STALL, BUT IF I KEPT MY FOOT ON THE THROTTLE IT DROVE OK.NO CODES SET AT ALL. SEEMS LIKE THE IAC...BUT I CANT PROVE IT

Service Action:CHRIS, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACE FUEL TANK. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013094859

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6235510634)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J224561125)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091004

Report#: SSV013094859
Open Date: 04/15/2013
Mileage: 14404
Warr Built Dt: 09/10/2005
Supplier RP:

Zone/Cd: 66-44305
Name: PALMER DODGE CHRYSLER JEEP RAM
Address: 11460 ALPHARETTA HWY
 ROSWELL, GA 30076
Phone: 770 410-1111

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #437616 STALLS FIRST 10 TO 15 MINUTES

Service Action:PIERO, IS THE VEHICLE STALLING AFTER FILL-UP AT THE GAS STATION CHECK FOR RAW FUEL IN THE CANISTER. CHECK THE TRANSMISSION FLUID LEVEL. MAKE SURE THAT THE VEHICLE HAS NO AFTERMARKET ACCESSORIES OR MODIFICATIONS. WIGGLE TEST THE HARNESS AND PERFORM INTERMITTENT CHECKS TO ATTEMPT TO DUPLICATE IN THE STALL CHECKING ALL GROUNDS. LAB SCOPE CAMSHAFT AND CRANKSHAFT POSITION SENSOR SQUARE WAVES AT THE PCM. MONITOR MISFIRES DURING THE CONCERN AND REFER TO START CASE#S1218000002 CHECKING IGNITION COILS AND PLUGS FOR ISSUES AND CHECK LT FUEL TRIMS AND FUEL PRESSURES. THANKS PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013113319

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6070510609)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074560098)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040611

Report#: SSV013113319
Open Date: 04/14/2013
Mileage: 34465
Warr Built Dt: 04/06/2005
Supplier RP:

Zone/Cd: 63-44107
Name: ACADIANA DODGE CHRYSLER JEEP R
Address: 1700 SW EVANGELINE TRWY
 LAFAYETTE, LA 705082155
Phone: 337 232-7361

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:REPLACED PLUGS, STILL DIES OUT ON IDLE WHILE SITTING IN THE SHOP. MONITOR NETWORK TOPOLOGY AND SAW PCM WENT TO RED BEFORE CAR DIED, RESTART NORMAL. STORED CODE THAT WAS IN THERE DELETED WHEN CAR DIED AS IF PCM HAD LOST POWER, NO ACTIVE CODES,\r\n PLEASE ADVISE

Service Action:JAN, SWAP ASD RELAY-DOES VEHICLE DIE OUT WITH FULL TANK OF GAS OR LIKE YOU SHUT THE KEY OFF NEW OEM PLUGS AND COILS IS PCM RESETTING LIKE STAR CASE NUMBER: S1218000002--1.MAKE SURE NO AFTERMARKET EQUIPMENT/ALARMS/REMOTE STARTS OR MOPAR ACCESSORIES ARE BEING USED (GARMIN , ALARM, REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE WIRED INTO ASD CIRCUIT OR IGNITION RUN CIRCUITS.2.CHECK CAM/CRANK SYNC-AV CAM /CRANK SYNC -0-10 DEGREES-3.LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN.4.CHECK LONG TERM FUEL TRIM ADAPTIVES.4.CHECK FUEL PRESSURE/LEAK DOWN REPLACED PCM, PROBLEM FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013119367

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510482)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313560162)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111406

Report#: SSV013119367
Open Date: 04/14/2013
Mileage: 76287
Warr Built Dt: 11/14/2005
Supplier RP:

Zone/Cd: 74-44408
Name: CHRYSLER OF FOREST CITY INC
Address: 1445 HIGHWAY 69 SOUTH
 FOREST CITY, IA 50436
Phone: 641 585-4040

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED AFTER TOWED IN RESTARTED

Service Action:TRANSFERED TO DRIVE GROUP FOR FURTHER ASSISTANCE. NO PLATNUM PLUGS FOUND. RON CONTACTED STAR, STATES THE VEHICLE INTERMITTENTLY STALLS. THE SPARK PLUGS HAVE BEEN REPLACED PER STAR CASE S1218000002, I ADVISED TO DATA RECORD THE STALL AND SEE IF ANY PARAMETERS ARE MISSING LIKE DESCRIBED IN THE STAR CASE, IF THIS TURNS OUT TO BE TRUE, REPLACE ALL EIGHT COILS AND REEVALUATE.\n\nKYLE O. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013150544

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6058610335)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660689)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042421

Report#: SSV013150544
Open Date: 04/14/2013
Mileage: 8258
Warr Built Dt: 04/24/2006
Supplier RP:

Zone/Cd: 66-68709
Name: GERRY WOOD CHRYSLER JEEP DODGE
Address: 525 JAKE ALEXANDER BLVD SOUTH
 SALISBURY, NC 281479055
Phone: 704 638-9090

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN FUEL TANK IS FULL , VEHICLE IS WARM , WHEN YOU COME TO A STOP OR SITTING AT IDLE VEHICLE CUTS OFF STARTED VEHICLE COLD , RAN FOUR ABOUT 5 MINS. THEN SHUT OFF , NO CODES PRESENT . INSTALLED FUEL PRESSURE GAGUE , PRESSURE IS 60PSI TEST DROVE FOR 20 MINS. HAS NOT SHUT OFF SIN I INSTALLED FUEL PRESSURE GUAGE. NONE NOTE: VECHILE ONLY SHUTS OFF WHEN TANK IS FULL , IF IT GETS BELOW 3/4 OF TANK WILL NOT SHUT OFF , IS IT STILL POSSIBLE THE FUEL TANK CHECK VALVE IS STUCK OPEN

Service Action: RANDY, POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL

AND CAUSE VEHICLE TO STALL AFTER FILL UP. UPDATE CASE AFTER FUEL TANK REPLACEMENT. YES, THE FUEL TANK CHECK VALVE MAY BE STICKING OPEN CAUSING VEHICLE TO STALL AFTER FILL UP-REPLACE FUEL TANK. NO REPAIRS MADE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV060033836

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6294510892)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J319560803)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120120

Report#: SSV060033836
Open Date: 04/16/2013
Mileage: 90257
Warr Built Dt: 12/01/2005
Supplier RP:

Zone/Cd: 51-66804
Name: MANCARI'S CHRYSLER JEEP DODGE,
Address: 4630 WEST 95TH STREET
 OAK LAWN, IL 604532514
Phone: 708 423-0910

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES FUEL SYTEM EVERY TIME CUSTOMER FILLS UP WITH FUEL THE CAR DIES OUT / IT HAPPENS WHEN U STOP

Service Action:RONNEY, REFER TO CASE NUMBER: S1218000025 -, POSSIBLE-FUEL TANK CONCERN. CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012984502

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510891)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147560025)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060519

Report#: SSV012984502
Open Date: 04/08/2013
Mileage: 99255
Warr Built Dt: 06/05/2005
Supplier RP:

Zone/Cd: 66-44402
Name: HENDRICK DODGE
Address: 81 MACKENAN DRIVE
 CARY, NC 27511
Phone: 919 319-9225
 919 462-1201

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:DRIVING WILL CUT OFF AND AT STOP LIGHT YES IT WILL START UP DRIVE ABOUT 1 MIN THEN DIES.THE TCM HAS THIS CODE. PLUGS ARE CHAMPION 7570.CLEAR CODE TEST
 DRIVRE STALLS AND U0100 RETURNS.I LOOKED UP CONFIRMED REPAIRS CASE #12321365

Service Action:ANGEL, WHEN THIS STALLS CAN YOU RESTART IT AND PUT IT IN GEAR IF YES THEN THIS MAY NOT BE TRANS RELATED. WHAT MODULE IS SETTING THE DTC ALSO IF THIS
 DIES OUT WHEN DRIVING IT IS NOT LIKELY TRANS. MAY BE A PCM ISSUE, POSSIBLE CKP DROP OUT, COIL SPIKEING THE PCM. WHAT SPARK PLUGS ARE IN IT . ANGEL YES
 THE PLATINUM PLUGS ARE THE ONES CAUSING THE ISSUES. REPLACE THE PLUGS AND COILS WITH OEM CLEAR ALL THE DTC S AND RECHECK OPERATION. SEE
 S1218000002. ANGEL STATES HE REPLACED THE PLUGS AND THE VEHICLE NO LONGER STALLS OUT DRIVING DOWN THE HIGHWAY. BUT IT DOES STALL AFTER COMING TO A
 STOP AND MORE CODES SET. ALL RELATED TO CAN C AND B DROPPING OUT.\r\n\r\nSTAR ADVISED ANGEL TO BE SURE ALL COIL PACKS WERE REPLACED OR TRY A KNOWN
 GOOD SET. FOLLOWING THE CASE GIVING IN THE LAST RESPONSE, DOES THE SCAN TOOL SHOW THE PCM LOSING THE INFO SHOWN IN THAT CASE PLEASE LET ME KNOW
 ANGEL - BRIAN ANGEL CALLED AND STATES HE REPLACED COLIS AND PLUGS AND VEHICLE OPERATES BETTER BUT STILL STALLS OUT WITH NO CODES.STAR ADVISES
 TECH TO CHECK CAM AND CRANK SENSOR WIRING HARNESS FOR ANY RUB THREWS. POSSIBLE SWAP OR REPLACE CAM AND CRANK SENSORS FIRST IN CASE THEY ARE

SHORTING OUT THE PCM.IF IT STILL ACTS UP THEN YES POSSIBLE PCM ISSUE. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013147891

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6179510159)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J186560924)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082020

Report#: SSV013147891
Open Date: 04/08/2013
Mileage: 8011
Warr Built Dt: 08/20/2005
Supplier RP:

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 6500 OKEECHOBEE BLVD
 WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT IS ON AND VEHICLE STALLS

Service Action:SAM,PLEASE SEE STAR CASE S1218000002.TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. IT COULD BE A POSSIBLE PCM ISSUE,BUT LEAVE THAT FOR LAST,MOST OF THE

STALLING ISSUES WE ENCOUNTER ARE USUALLY SPARK PLUG OR IGNITION COIL RELATED.THANKS,RICH H. SPARK

PLUGS\r\n*****\r\n\r\nSTAR: MIL LIGHT WAS ON SETTING U0100 ALSO CUSTOMER COMMENTS ENGINE STALLS/DIE
OUT,TECH REPLACED ALL THE SPARK PLUGS TO CORRECT THE STALLING AND U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013107753

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6221510265)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J241561113)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090117

Report#: SSV013107753
Open Date: 04/07/2013
Mileage: 93442
Warr Built Dt: 09/01/2005
Supplier RP:

Zone/Cd: 42-65870
Name: TRI-COUNTY CHRYSLER PRODUCTS
Address: 1290 HEBRON ROAD
 HEATH, OH 43056
Phone: 740 522-3153

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS THAT AFTER A FUEL TANK FILL UP UPON STARTING VEHICLE IT WILL MISS UNTIL IT BACK FIRES ONCE OR DIES. UN ABLE TO DUPLICATE PROBLEM. NO DIAG. CODES. ALL MODULES ARE UP TO DATE. CHECKED EVAPORATOR SYSTEM FOR RAW FUEL ALL CHECKS GOO INCLUDING CHARCOAL CANISTER.

Service Action: RALPH, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK. THANKS, JEFF. TELLING CUSTOMER NOT TO OVER FILL FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013097149

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77316 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6335520006)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J325560932)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121002

Report#: SSV013097149
Open Date: 04/04/2013
Mileage: 20206
Warr Built Dt: 12/10/2005
Supplier RP:

Zone/Cd: 66-45091
Name: GREENWAY CHRYSLER-JEEP-DODGE,
Address: 9051 EAST COLONIAL DRIVE
 ORLANDO, FL 32817
Phone: 407 306-9400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:BUCKS JERKS AND STALLS CUST TOOK CAR AND REPLACED ALL COILS. CALL BACK AND SAID STILL STALLS. ANY IDEAS

Service Action:SHAUNE, PLEASE SWAP OR REPLACE THE IGNITION COILS, SEE STAR CASE# S1218000002. THANKS RICH. SHAUNE,DATA RECORD THE DIE OUT AND REVIEW IT AND SEE IF ANYTHING OBVIOUS DROPS OUT OR IS BEING LOST.THANKS,RICH H. NEVER RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013114747

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610147)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J156660807)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061223

Report#: SSV013114747
Open Date: 04/03/2013
Mileage: 34294
Warr Built Dt: 06/12/2006
Supplier RP:

Zone/Cd: 66-61767
Name: HOLLYWOOD CHRYSLER JEEP
Address: 2100 NORTH STATE ROAD 7
 HOLLYWOOD, FL 330213890
Phone: 954 929-0784
 954 962-6400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES WHEN COMING TO S ASTOP OR SLOWING DOWN VEHICLE WILL JUST SHUT OFF AND GO COMPLETELY DEAD.

Service Action:MICHAEL,MAKE SURE THE SPARK PLUGS WERE INSTALLED BY THE DEALER AND ARE CHAMPION REC14MCC4.IF THATS O.K. LOAD TEST THE PCM POWER AND GROUND SUPPLIES AND INSPECT FOR TERMINAL ISSUES,IF THAT CHECKS OUT O.K. THEN REPLACE THE PCM.THANKS,RICH H.
 PCMr\n*****\nSTAR: TECH REPLACED THE PCM FOR U0100 AND STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013113177

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6180510007)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560123)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080814

Report#: SSV013113177
Open Date: 04/01/2013
Mileage: 19435
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 51-60386
Name: POAGE CHRYSLER DODGE JEEP, INC
Address: 900 CLINIC RD
 HANNIBAL, MO 634013614
Phone: 573 221-7313

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIES WHILE DRIVING

Service Action:CHARLES HAS CALLED STAR.....DISCUSSED THE HEMI COIL AND SPARK PLUG STALLING/DIE OUT ISSUE THATS OUTLINED IN THE STAR CASE.TECH INSTALLED CORRECT SPARK PLUGS,STAR ADVISED TECH THE NEXT MOVE WOULD ELIMINATION OF THE IGNITION COILS AS BEING THE ISSUE,LEAVE THE PCM AS A LAST RESORT. PCM REPLACED\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR U0100 AND STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012608339

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6355520121)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J002660586)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011023

Report#: SSV012608339
Open Date: 03/31/2013
Mileage: 54843
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 71-52912
Name: GLENN E THOMAS DODGE CHRYSLER
Address: 2100 E SPRING ST
 SIGNAL HILL, CA 90755
Phone: 562 426-5111

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES INTERMITTENT ROUGH IDLE DECARBONED REPLACED PCM REPLACED SPARK PLUGS UPDATED ALL MOD ALREADY DID THAT ALSO REPLACED PURGE SOL
 EVEN RESTRICTED PURGE FLOW TO SEE IF IT MADE ANY DIFFERENCE THE STRANGE THING IS THE P061A HAS ALWAYS BEEN STORED WHEN VEH COMES IN THANKS FOR ANY
 INFO SWAPPED COIL OFF GOOD VEH STILL STALLS GETTING CODE IN ABS MOD C121C NOT SURE IF THIS HAS ANYTHING TO DO WITH IT I GAVE IGNORED THIS CODE IN THE
 PAST ANY INFO WOULD BE GREAT I ALREADY REPLACED IT SHOULD I DO IT AGAIN JUST CHECKING I HAVE NO PROBLEM DOING IT JUST WANT TO BE SURE IT WAS
 RL606839AD I HAVE RECORDINGS NOT SURE HOW TO UP LOAD TO YOU GUYS COULD YOU PLEASE SHOT ME AN EMAIL ADDRESS SO I CAN SEND YOU SOME RECORDINGS
 THEY COULD NOT GET IT TO WORK THEY REC EMAIL THEM TO YOU GUYS WE FORWARDED THE RECORDINGS TO STAN GOZI. STAN WAS GOING TO SEND THEM TO
 SOMEONE ELSE BUT STAN IS NOW ON VACATION. OUR CUSTOMER IS GETTING HOT. CAN YOU LOOK NTO THIS FOR US THX

Service Action:ROBERT,TRY A ENGINE DECARB USING MOPAR COMBUSTION CHAMBER CLEANER,ADMINISTER TO A HOT ENGINE THRU THE BRAKE BOOSTER HOSE,LET IT SOAK FOR 2 HRS. THEN ROAD TEST WHILE PERFORMING 4-5 HARD UPSHIFTS, YOU MAY WANT TO REPEAT THIS PROCESS 2X S TO ACHIEVE OPTIMAL RESULTS.ALSO STAR HAS HAS CASES OF PLUGS AND COILS CAUSING DIE OUT ON HEMIS. THANKS FOR THE INFO CUST IS GOING TO THINK ABOUT IT ROBERT,TRY CLEANING THE FUEL INJECTORS,RELEARN THE THROTTLE BODY. ROBERT,MAKE SURE THE PLUGS ARE OEM MAKE SURE ITS ONLY USING NGK PLZTR5A-13.IF NEEDED SWAP COILS WITH A DONOR VEHICILE OR REPLACE THE IGNITION COILS.YOU COULD HAVE THE CONDITION DESCRIBED IN STAR CASE S1218000002. ROBERT,IF THE SPARK PLUGS AND COILS HAVE BEEN RULED OUT THEN REPLACE THE PCM. ROBERT,IF IT WAS A REMAN TYPE PCM THEN YES,SEE IF THERE IS A RL PART NUMBERED PCM AVAILABLE THRU PARTS,THE RL PART NUMBERED PCM S ARE NEW. ROBERT,O.K. YOU HAVE THE RL PCM,THEN SEE IF YOU CAN DATA RECORD THE DIE OUT AND SEE IF ANYTHING OBVIOUS IS DROPPING OUT OR BEING LOST. ROBERT,CONTACT THE WI-TECH HELP DESK AT 1-888-WITECH-1.OR REFER TO THE THE WITECH KNOWLEDGEBASE IS A GREAT WAY TO STAY INFORMED WITH THE LATEST NEWS AND ANNOUNCEMENTS, HOW-TO VIDEO TUTORIALS, AND MANY OTHER HELPFUL ARTICLES. ACCESS THIS RICH RESOURCE OF INFORMATION EITHER BY CLICKING THE RSS FEED BUTTON IN THE LOWER LEFT OF THE WITECH DIAGNOSTIC APPLICATION WINDOW, OR BY TYPING HTTP://KB.DCCTOOLS.COM DIRECTLY INTO THE ADDRESS BAR OF YOUR WEB BROWSER ROBERT IF YOU ARE UNABLE TO UPLOAD YOUR RECORDINGS THEN YOU NEED TO CONTACT THE WI-TECH HELP DESK AT 1-888-WITECH-1.OR REFER TO THE THE WITECH KNOWLEDGEBASE IS A GREAT WAY TO STAY INFORMED WITH THE LATEST NEWS AND ANNOUNCEMENTS, HOW-TO VIDEO TUTORIALS, AND MANY OTHER HELPFUL ARTICLES. ACCESS THIS RICH RESOURCE OF INFORMATION EITHER BY CLICKING THE RSS FEED BUTTON IN THE LOWER LEFT OF THE WITECH DIAGNOSTIC APPLICATION WINDOW, OR BY TYPING HTTP://KB.DCCTOOLS.COM DIRECTLY INTO THE ADDRESS BAR OF YOUR WEB BROWSER ROBERT,I THINK YOU SHOULD CONTACT WITECH AND ASK TO SPEAK WITH A SUPERVISOR SO YOU CAN RESOLVE THE UPLOAD ISSUE YOU HAVE AT YOUR DEALERSHIP.THATS THEIR JOB.....DO HAVE THE NAME OR A TICKET NUMBER OF WHO YOU SPOKE TO AT WI-TECH ROBERT, HAVE YOU TRIED RUNNING THIS ENGINE OFF OF A DIFFERENT PREMIUM FUEL SOURCE LEON THROTTLE BODY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012765727

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6213510175)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560608)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082602

Report#: SSV012765727
Open Date: 03/31/2013
Mileage: 10000
Warr Built Dt: 08/26/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS SHORTLY AFTER FUELING. STARTS BACK AND RUNS NORMALLY AFTER THAT. WE HAVE BEEN UNABLE TO DUPLICATE. NO CODES IN PCM. CUST ADMITS TO TOPPING OFF\ TANK, AND FILLING THE CAR WITH AS MUCH FUEL AS POSSIBLE. WE HAVE ADVISED HIM N THE PAST NOT TO TOP OFF TANK, AND HE SAYS ISSUE HAS NOT BEEN PRESENT SINCE HE QUIT THAT. I SEE THE STAR CASES INVOLVING CANISTER CONTAMINATION. I HAVE REMOVED CANISTER AND CANNOT SEE ANY RAW FUEL, BUT THIS SURE SEEMS TO BE JUST LIKE THAT CASE. LOOKING FOR A LITTLE ADVISE. CAR STILL PERIDICALLY SHUTS OFF SHORTLY AFTER FILLING, AND IS HARD TO START, ACTS LIKE OUT OF GAS. AGAIN, WE CANNOT DUPLICATE, BUT PREVIOUS TEST SHOWED NO SIGNS OF RAM FUEL ANYWHERE IN EVAP SYSTEM. DO YOU ADVISE RUNNING THE CAR FOR A WHILE WITH THE PURGE SOL HOSES UNHOOKED TO SEE IF THAT ELIMINATES PROBLEM OR JUST UNPLUG PURGE SOL OR JUMP OFF A CLIFF \r\nSHOULD WE TRY A VAPOR CANISTER, OR MAYBE IS THERE SOMETHING ELSE WE RE NOT THINKING OF

Service Action:CHRISTOPHER, ADVISED TO INSPECT THE PURGE SOLENOID FOR EVIDENCE OF DEBRIS. ADVISED IF THE CUSTOMER WAS OVERFILLING THE VEHICLE THAT IS MOST LIKELY THE ROOT CAUSE OF THE STALLING. CHRUISTOPHER, THE BEST OPRTION IS TO GO WITH THE CUSTOMER WHEN THEY FUEL THE VEHICLE AND SEE IF THE CONCERN DUPLICATES. UNABLE TO DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012906211

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088661439)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041108

Report#: SSV012906211
Open Date: 03/31/2013
Mileage: 95309
Warr Built Dt: 04/11/2006
Supplier RP:

Zone/Cd: 63-60447
Name: WAXAHACHIE DODGE CHRYSLER JEEP
Address: 2405 N. INTERSTATE 35E
 WAXAHACHIE, TX 75165
Phone: 469 517-0030
 469 517-0044

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THIS IS A POLICE CHARGER AND CUSTOMER STATES THAT WHEN WHEN SHIFTS INTO GEAR INTERMITTENTLY. THERE ARE LOSS COMMUNICATION CODES ONE TO PCM AND OTHER TO ABS. ALSO LOTS OF LOW BATTERY CODES. TESTED BATTERY AND BATTERY IS GOOD. ALTERNATOR IS KEEPING BATTERY CHARGED AT 13.8V. I WAS FINALLY ABLE TO SEE WHAT THE CUSTOMER WAS TALKING ABOUT. YOU GO TO DRIVE AND VEHICLE JUST DIES. NO LOSS OF POWER. AFTER STARTING VEHICLE MULTIPLE TIMES (SINCE VEHICLE DIED QUICKLY AFTER STARTING.) THE LOSS COMMS HAPPEN BECAUSE THE BATTERY WAS BEING DRAINED. THIS TIME A P2172 WAS SET THAT HAS NEVER BEEN SET BEFORE. I HAVE REPLACED A GROUND STRAP AT THE BATTERY, PLUGS. WATCHING FUEL PRESSURE NOW AND ITS SITTING AT 60PSI. CUSTOMER ALSO SAYS IT WOULD DIE IN PARK. SHORT TERM AND LONG TERM SITTING AT 2% LH AND 1.5% RH ADD TO ABOVE - WENT AND DROVE VEHICLE AND THE FUEL PRESSURE WAS ALL OVER THE PLACE. WOULD SIT AT 60 THEN SPIKE 70 DROP TO 40 THEN BACK TO 60

Service Action: BRYCE, PER CONCERN, I WOULD TAKE A VERY GOOD LOOK AT THE GROUND FROM THE BATTERY POST TO THE BLOCK AND BELL HOUSING AND SHOCK TOWERS FOR HIGH RESISTANCE CONCERNS. MEASURE WITH THE OHM METER AND REPORT BACK FINDINGS. THANKS, TOM. BRYCE, I WOULD LIKE YOU TO REVIEW SOL CASE #S121800002. KEEP ME POSTED. THANKS, JAY OVER FILLING GAS TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013093606

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6146510262)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089561009)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061415

Report#: SSV013093606
Open Date: 03/31/2013
Mileage: 75163
Warr Built Dt: 06/14/2005
Supplier RP:

Zone/Cd: 63-60196
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 5255 S IH 35
 GEORGETOWN, TX 786267549
Phone: 512 930-7900

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUTS OUT WHILE DRIVING

Service Action:JEFFREY,\r\n\r\nSEE STAR CASE: S1218000002, MAKE SURE THE SPARK PLUGS ARE GAPPED PROPERLY AND ARE OEM PER THE STAR CASE, REPLACE THE SPARK PLUGS AGAIN AND REEVALUATE. IF THE NEXT SET OF PLUGS DOESN T RESOLVE THE ISSUE ADDRESS THE COILS. EVEN IF THE SPARK PLUGS ARE GAPPED IMPROPERLY ON THESE HEMI S A STALLING ISSUE CAN OCCUR AND COMMUNICATION WILL BE LOST TO THE PCM.\r\n\r\nKYLE O. NEW SPARK PLUGS, HAD ORIGNAL PLUGS, 75,000 MILES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013094811

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6147511285)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J171560891)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062707

Report#: SSV013094811
Open Date: 03/29/2013
Mileage: 52906
Warr Built Dt: 06/27/2005
Supplier RP:

Zone/Cd: 63-60088
Name: TEAM DODGE CHRYSLER JEEP OF
Address: 130 IH 45 S
 HUNTSVILLE, TX 773404236
Phone: 936 295-2277

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER SAYS DIES WHILE DRIVING AT TIMES, WIL START RIGHT BACK UP. CUSTOMER BRINGS IN WILL HAVE CODES U0100 IN TCM ABS TIPM ESM. IT HAPPENS VERY INTERMITTENTLY. CUST TO RETURN

Service Action: HECTOR, IT COULD BE A POSSIBLE PCM ISSUE, BUT BEFORE YOU GO THERE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE

LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. THANKS, RICH. HECTOR, THANKS FOR THE UPDATE.RICH. REPLACED PCM CUSTOMER TOOK CAR.HAS NOT RETURNED OR HAD PROBLEM HAPPEN AGAIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013117124

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510324)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J350560307)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011011

Report#: SSV013117124
Open Date: 03/29/2013
Mileage: 3135
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 66-42685
Name: STEVE WHITE MOTORS INC
Address: 3470 HWY 70 SE
 NEWTON, NC 286588950
Phone: 828 464-3458

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT TIMES WHEN ACCELERATING VEHICLE CUTS OUT LIKE YOU LIFT FOOT OFF THE GAS AND THEN TAKES RIGHT BACK OFF AGAIN, NO CEL ARE YOU TALKING ABOUT AN ELECTRICAL SPIKE FROM THE PLUGS OR COILS, I HAVE A RECORDING I JUST SENT TO YALL IF YOU WOULD LIKE TO CHECK THAT OUT PLEASE.

Service Action: SHANE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE

PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. SEE STAR CASE S121800002, THANKS, RICH H. SHANE, TAKE A LOOK AT STAR CASE S121800002 THEN YOUR DATA RECORDINGS AND COMPARE WHATS SHOWN IN THE STAR CASE WITH YOUR DATA RECORDING. REPLACED COILS AND SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013055037

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6023610374)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J056660323)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030714

Report#: SSV013055037
Open Date: 03/28/2013
Mileage: 75932
Warr Built Dt: 03/07/2006
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH DIES OUT WHILE DRIVING 10 TO 30 MPH ALSO AT IDLE. ENG STARTS RIGHT BACK UP. WENT TO TOP OFF FUEL TANK & ENG STALLED OUT AFTER DRIVING ABOUT 50 YARDS. DIED OUT 3 TIMES WILL RESTART. CHECKED PCM RUN TIME AFTER ENG DIED OUT NOT AT ZERO AT 66.7. WOULD I REPLACE FUEL TANK ONLY

Service Action:WALDEN A BUS ISSUE SHOULD NOT SHUT THE ENGINE DOWN BUT THINGS WE HAVE SEEN ON A 5.7 ARE OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP

SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM WALDEN YES THE TANK AND THE CANISTER AND LET ME KNOW HOW IT GOES THANKS REPLACED FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013069584

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6248510568)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J265561274)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092713

Report#: SSV013069584
Open Date: 03/26/2013
Mileage: 83295
Warr Built Dt: 09/27/2005
Supplier RP:

Zone/Cd: 51-60260
Name: LINWOOD MOTORS
Address: 3345 PARK AVE
 PADUCAH, KY 420014039
Phone: 270 444-6901

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES VEHICLE WILL HESITATE AT TIMES AND WILL DIE AT TIMES.

Service Action:BRIAN,SEE IF THIS HAPPENS ONLY AFTER A FUEL FILL EVENT.IF NOT THEN IGNITION COILS AND SPARK PLUGS ARE COMMON TO CAUSE DIE OUTS ON THE HEMI.SEE STAR CASES S1218000002 & K14738841. REPLACED SPARK PLUGS VEHICLE DIED AGAIN. REPLACED DRIVERS SIDE COILS VEHICLE HAS NOT RETURNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012968934

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57206H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6213511568)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560565)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082604

Report#: SSV012968934
Open Date: 03/24/2013
Mileage: 34325
Warr Built Dt: 08/26/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE DIES AFTER VEHICLE FUEL TANK WAS FILLED WITH FUEL, GOES ABOUT 10FT THEN DIES. HARD TO START BUT RESTARTS & RUNS FINE AFTER RESTART. I VERIFIED CONCERN WITH CUSTOMER AT FUEL STATION & VEHICLE WAS NOT RUNNING. HE STOPPED FILLING AFTER FIRST NOZZLE SHUTOFF. NO DTC & PURGE FUNCTIONING PROPERLY. NO SIGNS OF FUEL IN CANISTER. CUSTOMER DECIDED TO TAKE VEHICLE & WAS NOT ABLE TO PERFORM TESTS. HE IS NOW BACK & ALSO NOTICED VEHICLE STUMBLING ON HIGHWAY & WHITE OR LIGHT COLORED SMOKE COMING OUT TAILPIPES. TECHCONNECT REFERENCE TICKET #424065 STALLING AFTER FILLED UP.

Service Action: MIKE, MAKE SURE CUSTOMER IS NOT OVERFILLING TANK BY ADDING FUEL AFTER 1ST SHUT OFF, OR BY ADDING FUEL WITH VEHICLE RUNNING. IF NOT, ARE THERE ANY DTCs IF NOT, ARE ALL MODULES UP TO DATE IF SO, CHECK CANNISTER FOR EVIDENCE OF RAW FUEL. TEST PURGE VALVE FOR VACUUM LEAKS AND OPERATION. THANK

YOU, NEIL MIKE, WHAT ARE THE FUEL TRIMS AT WHEN HOT/IDLE/PARK IF UNDER 10, I WOULD SUGGEST MAKING A DATA RECORDING OF EVENT FOR MORE CLUES. THERE ARE NO KNOWN ISSUES FOR THIS CONCERN.

THANK YOU, NEIL MIKE, WHAT ARE THE FUEL TRIMS AT WHEN HOT/IDLE/PARK IF UNDER 10, I WOULD SUGGEST MAKING A DATA RECORDING OF EVENT FOR MORE CLUES. ALSO ON PG 246, THE OWNERS MANUAL STATES: THE MANUFACTURER RECOMMENDS THE USE OF 89-OCTANE FOR OPTIMUM PERFORMANCE. STAR HAS SEEN SEVERAL CASES THAT THIS IMPROVED CONCERN. THERE ARE NO OTHER KNOWN ISSUES FOR THIS CONCERN.

FOR THE SMOKE ISSUE : IS THERE ANY COOLANT DROP OR CONSUMPTION ISSUES PRESSURIZE THE COOLING SYSTEM O/N WITH THE SP/PLUGS REMOVED, AND THEN INSPECT FOR EVIDENCE OF COOLANT IN CYLS WITH A BORESCOPE.

THANK YOU, NEIL DAN THAT THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL AFTER FILLING UP THAT'S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. UNLESS THE CUSTOMER IS OVER FILLING THE FUEL TANK. FOR SOME REASON WE HAVE SEEN A LOT OF THE 2006 DO THIS THANKS FUEL TANK,CANISTER,PURGE SOLENOID AND BLOW OUT THE LINES.GO GET GAS

WITH CUSTOMER AFTER FILLED UP THE CAR RUNNING PERFECT NO STALLING,DIES OUT ANYMORE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013010624

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6053620055)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J052660882)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030920

Report#: SSV013010624
Open Date: 03/24/2013
Mileage: 40117
Warr Built Dt: 03/09/2006
Supplier RP:

Zone/Cd: 66-45035
Name: CROWN DODGE OF FAYETTEVILLE
Address: 436 NORTH MCPHERSON CHURCH ROA
 FAYETTEVILLE, NC 28303
Phone: 910 864-2411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR CUTS OF INTERMITANTLY NO CODES THE CODE WENT STORED BUT IS STILL IN PCM THERE IS NO RESET HAPPENING HERE.

Service Action: LEROY, ADVISED TO DISCONNECT THE PURGE SOLENOID TO SET A FAULT CODE, THEN PLUG IT BACK IN SO THE FAULT TURNS STORED. THEN SEE IF THE STORED FAULT IS STILL PRESENT AFTER THE STALL OCCURRS. IF THE CODE IS NO LONGER PRESENT THE PCM IS RESETTING. ADVISED TO LOAD AND VOLTAGE DROP THE PCM POWER AND GROUNDS. ADVISED POSSIBLE 5 VOLT SUPPLY SHORTED TO GROUND. LEROY, BASED ON YOUR FINDINGS MONITOR APPS VOLTAGES WHEN THE CONCERN OCCURRS. ADVISED POSSIBLE APPS. REPLACE IGNITION COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013020758

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57286H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6278510901)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J124570897)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102920

Report#: SSV013020758
Open Date: 03/24/2013
Mileage: 76151
Warr Built Dt: 10/29/2005
Supplier RP:

Zone/Cd: 70-60337
Name: RAIRDON'S CHRYSLER JEEP DODGE
Address: 12828 NE 124TH ST
 KIRKLAND, WA 980348309
Phone: 425 821-1777

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CHECK ENGINE LIGHT COMES ON AND VEHICLE STALLS AND JERKS THE PLUGS THE 1ST TIME WERE THE ORIGNAL PLUGS THE CAR CAME WITH.I DID GAP NEW OE PLUGS AND INSTALLED THEM LAST TIME IN AND THIS SOLVED THE PROBLEM FOR A SHORT TIME.DO YOU REALLY THINK I SHOULD REPLACE THE PLUGS AGAIN OR SHOULD I JUST REPLACE THE REST OF THE COILS THE PLUGS WE GOT FROM CHRYSLER HANE THE CROME COLORED TIP. THEY DO NOT HAVE THE DARK COLORED TIP AND BY THE STAR CASE IT DOES NOT SAY THE ONE IT WANTS. SHOULD IT BE DARK COLORED OR THE CHROME COLOR THE ONES THAT WERE IN IT FROM FACTORY WERE DARK AND THE ONES I PUT IN IT WERE DARK AND NOW THEY ARE SENDING THE CHROME COLORED ONES.IS THAT OK

Service Action:WILLIAM,\r\n\r\nSEE STAR CASE: S1218000002, MAKE SURE THE SPARK PLUGS ARE GAPPED PROPERLY AND ARE OEM PER THE STAR CASE, REPLACE THE SPARK PLUGS AGAIN AND REEVALUATE. IF THE NEXT SET OF PLUGS DOESN T RESOLVE THE ISSUE ADDRESS THE COILS. EVEN IF THE SPARK PLUGS ARE GAPPED IMPROPERLY ON THESE

HEMI S A STALLING ISSUE CAN OCCUR AND COMMUNICATION WILL BE LOST TO THE PCM.\r\n\r\nKYLE O. WILLIAM,\r\n\r\nYES REPLACE THE PLUGS AGAIN AND REEVALUATE I
HAVE SEEN THIS MANY TIMES ON 2006-2009 HEMI S.\r\n\r\nKYLE O. WILLIAM,\r\n\r\nTHE PICTURE IS A COMPARISON EXAMPLE, IT DOES NOT SPECIFY THE DARKNESS OF THE
TIP. MAKE SURE YOU GET THE PLUGS FROM YOUR PARTS DEPARTMENT AND MAKE SURE THE PLUGS WERE ORDERED FROM CHRYSLER, ARE IN A \ MOPAR\ BOX, AND
WERE NOT ORDERED FROM A RETAIL PARTS STORE. IF THE TUNE UP DOES NOT RESOLVE THE ISSUE, SWAP KNOWN GOOD COILS FROM A LIKE MODEL AND
REEVALUATE.\r\n\r\nKYLE O. COILS AND PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012234216

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6244510403)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J258561283)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092113

Report#: SSV012234216
Open Date: 03/13/2013
Mileage: 16521
Warr Built Dt: 09/21/2005
Supplier RP:

Zone/Cd: 66-45552
Name: HENDRICK CHRYSLER DODGE JEEP R
Address: 287 CONCORD PKWY N
 CONCORD, NC 280276732
Phone: 704 792-9700
 888 742-0254

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT IDLE, IN GEAR OR PARK NO CODES IDLE DOES NOT MOVE JUST DIES

Service Action: RON, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 , PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE , THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. TECH REPLACED COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012641904

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6172510475)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J179560572)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072309

Report#: SSV012641904
Open Date: 03/17/2013
Mileage: 31804
Warr Built Dt: 07/23/2005
Supplier RP:

Zone/Cd: 35-57325
Name: QUIGLEY CHRYSLER DODGE JEEP RA
Address: ROUTE 100 NORTH
 BOYERTOWN, PA 19512
Phone: 610 367-2193
 610 367-2191

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR SHUTTS OF AFTER STARTING OH IF YOU STAY ON THE THROTTLE IT WILL STAY RUNNING, COILS WHY COILS I DO NOT HAVE ANOTHER CAR TO SWAP COILS

Service Action:ADAM VERIFY ALL RELATED INPUTS.INSPECT PLUGS FOR BEING CORRECT AND CORRECT GAP ALSO IF YOU HAVE A DONOR VEHICLE AVAILABLE SWAP OUT ALL THE COILS AND RETEST. ADAM ITS A KNOWN ISSUE WITH 5.7 ENGINES THAT THE COILS INTERFERE WITH THE PCM AND CAUSE STALLING CONCERNS. CLEAN THROTTLE BODY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012953946

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158611751)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J173660582)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062823

Report#: SSV012953946
Open Date: 03/15/2013
Mileage: 58265
Warr Built Dt: 06/28/2006
Supplier RP:

Zone/Cd: 71-41198
Name: HADDAD DODGE
Address: 3000 HARRIS RD
 BAKERSFIELD, CA 93384
Phone: 661 398-0264
 661 398-0129

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STAMBLED AND DIED OUT AFTER FILLING UP TANK, TRYED TO STARTED DIED OUT AGAIN ,STARTED UP AND CONTINIUED STAMBLIG THE SMOTH OUT THANK U FOR QUICK RESPONCE! FOUND OPEN IN GROUND CIRCUIT FOR LEFT REAR TURN SIGNAL

Service Action: DAVID THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THATU0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. UNLESS THE CUSTOMER IS OVER FILLING THE FUEL TANK. ALSO SEE STAR CASE K79299899 FOR MORE INFORMATION. OK LET ME KNOW WHAT YOU FIND THANKS OK DAVE THANKS FOR THE INFORMATION DROVE VEHICLE UNTIL VEHICLE BLEW OUT THE BAD GAS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012965674

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6147510248)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J171560569)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062603

Report#: SSV012965674
Open Date: 03/17/2013
Mileage: 8872
Warr Built Dt: 06/26/2005
Supplier RP:

Zone/Cd: 51-45475
Name: UFTRING CHRYSLER, DODGE, JEEP,
Address: 140 RADIO CITY DR
 NORTH PEKIN, IL 615541574
Phone: 309 382-1222
 888 382-4440

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: OP IDLEING. ALSO ON OCCASION IT WILL STUMBLE BUT NOT DIE, INSTEAD THROTTLE (LIGHTNING BOLT) LIGHT COMES ON AND RPM CYCLES UP AND DOWN 1400-1500RPM. DOES THIS UNTIL YOU SHUT IT OFF THEN ONCE AGAIN IT RUNS NORMAL. TRYED THIS TWICE, BOTH TIMES IT RESET TO NO CODES. I KINDA FIGURED THE PCM IS SHUTTING DOWN, BIG QUESTION IS WHAT THE HECK IS CAUSING IT SO AT THIS POINT I NEED TO REPLACE THE PLUGS THAT WERE JUST CHANGED RECENTLY AT AN INDEPENDANT SHOP TO RULE THEM OUT JUST AN UPDATE. HAVE CHECKED PCM POWERS AND GROUNDS MULTIPLE TIMES NOW AND AGAIN ALL ARE OK. EVEN RAN A REDUNDANT POWER FROM BATTERY TO BYPASS IT AND IT STILL ACTS UP. IS BECOMING LESS FREQUENT ACTING UP LAST COUPLE OF DAYS WHICH MAKES IT EVEN MORE FRUSTRATING TO DIAGNOSE IF IT ISN T HAPPENING. AT THIS POINT I M LEFT WITH TRYING TO CONVINCING THE CUSTOMER TO REPLACE THESE SPARK PLUGS HE HAD CHANGED ELSEWHERE TO ONES WE HAVE HERE AT THE DEALER, EVEN THOUGH THEY ARE BOTH CHAMPION PLUGS. DON T KNOW WHERE ELSE TO GO FROM THERE. STILL ACTING UP INTERMITTENTLY. HAVE NOT REPLACED PLUGS, ALL POWERS AND GROUNDS CHECK GOOD. THEY HAVE BLACK TIPS. REPLACED ALL SPARK PLUGS, TEST DROVE. STILL DIES OUT. AFTER A WHILE DRIVING, QUILTS ACTING UP AND RUNS NORMAL. YES IT SET U0100 IN TCM, FCMCGW, AND ESM. WHEN IT WOULD ACT UP IN PAST WOULD SOMETIMES SET THIS CODE, MAINLY IN TCM, AND AT TIMES WOULD SET P2172 IN PCM. I UPLOADED A VEHICLE SCAN REPORT IF THATS OF ANY HELP. WILL THESE CRACKS

BE VISIBLE AS IT SITS OR WITH INTAKE REMOVED REMOVED INTAKE,NO OBVIOUS CRACKS FOUND. IS THERE ANYWHERE SPECIFIC TO BE LOOKING ON IT CAN NOT FIND ANYTHING OUT OF THE ORDINARY ON THE SEALSVEHICLE DIES INTERMITTENTLY. WILL DIE OUT WHILE DRIVING OR SITTING AT IDLE. AT FASTER SPEEDS IT WILL DIE AND START BACK UP (CUT OUT AND REFIRE). AT SLOWER SPEEDS IT JUST DIES AND YOU HAVE TO RESTART IT. IF YOU LET IT SIT AT IDLE AND RUN IN SHOP IT MAY RUN FOR 5 MINUTES AND DIE, WILL START BACK UP AND THEN DIE SECONDS LATER OR RUN FOR 15 MINUTES BEFORE IT WILL DIE AGAIN. IT SOMETIMES SETS CODES WHEN IT DOES THIS. USUALLY P2172 IS WHAT SETS AND GOES ACTIVE, BUT ON OCCASION THAT CODE WONT SET AND U0100 SETS IN THE TCM ONLY.\r\nIT HAS HAD A GROCERY LIST OF THINGS REPLACED AT A COUPLE OF OTHER INDEPENT SHOPS THAT HAVE NOT EFFECTED IT AT ALL. YES HAVE SEEN BOTH CASES. ALLREADY CHECKED WIRING AT BRAKE PEDAL...IS OK.\r\nPLUGS AND COILS JUST REPLACED. DATA RECORDINGS HAVE BEEN UPLOADED WHEN I WROTE THIS. OK. WE DIDN T REPLACE PLUGS AND COILS, ANOTHER INDEPENDANT SHOP DID. I KNOW THEY USED OEM PLUGS, NOT SURE ON COILS. WILL FIND OUT THIS INFO AND GO FROM THERE. THANKS. REMOVED AND INSPECTED ALL PLUGS. FOUND ONE THAT HAD BEEN DROPPED BECAUSE ELECTRODE WAS SMASHED ON END (NOT TOUCHING). THIS OBVIOUSLY LEAVES A POSSIBILITY THAT IT MAY BE CRACKED. CAN T SEE ANYTHING WITH NAKED EYE, BUT REPLACED IT ANYWAY. OTHER PLUGS LOOK OK. COILS ARE INDEED AFTERMARKET BWD. WILL RUN WITH NEW PLUG IN IT AND SEE IF PROBLEM PERSISTS BEFORE DEALING WITH COILS. STILL DIES WITH SMASHED PLUG REPLACED. REPLACED COIL WITH GOOD ONE, DOING ONE CYLINDER AT A TIME AS STATED IN STAR CASE. STILL DIES WHEN USED ON ALL 8 CYLINDERS. SWAPPED 8 COILS FROM ANOTHER 300 TO THIS ONE ALL AT ONCE, STILL DIES OUT. OK. JUST AN UPDATE FOR YOU ON THIS GOOFY CAR. ALL POWERS AND GROUNDS CHECK OUT OK. EVEN PUT A TEST LIGHT IN LINE WITH POWERS AND RAN UNTIL IT DIED TO SEE IF LIGHT STAYS LIT, WHICH IT DID. DISCONNECTED GENERATOR BECAUSE WE VE HAD A COUPLE OTHER VEHICLES IN THE PAST ACT WEIRD SIMILAR TO THIS AND IT WAS THE GENERATOR SPIKING VOLTAGE THROUGH THE SYSTEM. UNFORTUNATLY ON THIS CAR ITS NOT! ONE THING I VE NOTICED FOR SURE THE LAST FEW DAYS IS THAT ONCE IT REACHES NORMAL OPERATING TEMP IT WILL NOT DIE. HAD IT RUNNING IN SHOP FOR OVER 1.5HRS WITHOUT DIEING. TEST DROVE IT 15 MILES AND IT NEVER DIED. WE LET IT SIT FOR AROUND 40 MINUTES AND DROVE AGAIN AND THEN IT ACTED UP 3 TIMES NOT LONG AFTER STARTING TO DRIVE, THEN NEVER DID IT AGAIN. LET IT SIT OVERNIGHT AND EVERYDAY SO FAR IT WILL ACT UP JUST SITTING IN THE SH

Service Action:BRIAN, I WOULD LIKE YOU TO REVIEW SOL CASE # K59540930 AND S1218000002. KEEP ME POSTED. THANKS, JAY BRIAN, I LOOKED AT THE DATA RECORDINGS YOU SENT AND EITHER IGNITION COIL OR PLUGS ARE TAKING OUT PCM. YOU SHOULD HAVE NO PROBLEM IF YOU REPLACED ALL IGNITION COILS AND SPARK PLUGS. JAY BRIAN THAKS FOR THE UPDATE. JAY BRIAN, CHECK POWERS AND GROUND FOR THE PCM. IT SEEMS LIKE YOU ARE LOSING PCM. TRY REFLASHING PCM AND RETEST. SYMPTOM THAT YOU HAVE DESCRIBED IS EXACTLY LIKE WHAT SOL CASE S1218000002 TALKS ABOUT. LAB SCOPE CAM AND CRANK SENSORS AT THE PCM AND CHECK CONNECTORS AND WIRING FOR THE SENSORS FOR GOOD CONNECTION. IF ALL CHECKS OUT THEN THE PCM COULD BE A POSSIBLE SUSPECT. KEEP ME POSTED, THANKS, JAY BRIAN, I DISCUSSED ABOUT THIS CASE TO MASTER CONSULTANT. HE SUGGESTED TO SET A FAULT CODE BY DISCONNECT PURGE SOLENOID AND RECONNECTING. ROAD TEST AFTER. IF THE CODE GOES AWAY WHEN ENGINE STALLS THEN PCM IS GETTING KNOCKED OUT. KEEP ME POSTED. THANKS, JAY BRIAN, IT S THE SPARK PLUGS, IGNITION COIL OR LOSING POWER OR GROUND FOR THE PCM. JAY BRIAN, I WOULD CHECK POWER AND GROUNDS FOR THE PCM FIRST BEFORE REPLACING SPARK PLUGS. AFTER YOU HAVE DONE BOTH OF THIS AND PROBLEM STILL EXIST THEN I WILL ESCALATE THIS CASE TO MASTER CONSULTANT. THANKS, JAY BRIAN, WHAT IS THE STATUS ON THIS VEHICLE JAY BRIAN, IF THE SPARK PLUGS HAVE BLACK TIPS THEN THEY ARE OEM AND IF THEY HAVE SILVER TIPS THEN THEY ARE AFTERMARKET. JA CALLED BRIAN TO

FIND OUT ABOUT THE STALLING CONDITION HE HAS. HE HAS REPLACED PCM, SPARK PLUGS, COILS, PURGE SOLENOID, CAM SENSOR, CRANK SENSOR, ALL 4 O2 SENSORS, MAP SENSOR, ASD RELAY AND EGR VALVE. BRIAN DUE TO LACK OF FORWARD PROGRESS I AM ESCALATING THIS CASE TO MASTER CONSULTANT. JAY SPOKE WITH TECHNICIAN REGARDING THE CONCERN. ADVISED TECHNICIAN TO REPLACE THE SPARK PLUGS WITH THE CORRECT APPLICATION FROM THE PARTS DEPARTMENT. BRIAN, ARE THERE ANY CODES PRESENT AT THIS TIME ADVISED POSSIBLE CRACKED INTAKE MANIFOLD. BRIAN, THE REPORTS HAVE NOT YET ARRIVED. ADVISED TO INSPECT THE BOTTOM OF THE INTAKE MANIFOLD FOR CRACKS. BRIAN, THE INTAKE WILL HAVE TO BE REMOVED. BRIAN, IF THERE ARE NO VISIBLE CRACKS CLOSELY INSPECT THE SEALS ON THE INTAKE GASKETS. THE CASE IS BEING ESCALATED. RECEIVED ASSISTANCE REQUEST FROM STAR, I HAVE TRIED TO CONTACT THE DEALER THIS AM. NO ANSWER. CALLED THE DEALER SPOKE TO THE TECH. BRIAN. BRIAN STATES THAT THE VEHICLE WILL INTERMITTENTLY DIE OUT. PCM IS RESETTING. ALL COILS HAVE BEEN SWAPPED OR REPLACED, ALL THE PLUGS ALL OEM. DTC S SOMETIMES NO CODES USUALLY U0100 IN TCM. ADVISED TO ORDER A PCV VALVE FROM DEPOT, SMOKE TEST UPPER INTAKE THROUGH THE BRAKE BOOSTER HOSE WHEN VEH IS COLD. HAVE PROVIDED MY DIRECT LINE NUMBER TO CALL ME ON WITH UPDATES. TECH CALLED HAS REPLACED THE PCM. THE PCM WAS SUPPOSED TO HAVE BEEN REPLACED BUT WASN'T THE TCM HAD BEEN REPLACED NOT THE PCM. THE NEW PCM FIXED THE VEHICLE. WRONG COMMUNICATION FROM THE OTHER DEALER. CASE REVIEW ONLY. REPLACED PCM. MISCOMMUNICATION FROM CUSTOMER TO US ON WHAT WAS REPLACED, WHICH WAS MAINLY DUE TO THE PREVIOUS DEALER THAT HE HAD IT AT MISINFORMING HIM THAT THEY HAD REPLACED PCM WHEN ACTUALLY THEY HAD ONLY REPLACED TRANS CONTROLLER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013022278

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57206H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6186511745)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J236560007)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082908

Report#: SSV013022278
Open Date: 03/17/2013
Mileage: 81910
Warr Built Dt: 08/29/2005
Supplier RP:

Zone/Cd: 66-60522
Name: FIELDS CHRYSLER JEEP DODGE RAM
Address: 750 TOWNE CENTER BLVD
 SANFORD, FL 327717493
Phone: 407 878-7710
 407 878-7712

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CAR STALLS OUT AND STORES CODE U0100 IN TCM. CAR RESTARTS. SOMETIMES CAR SIFTS HARD I REPLACED THE PLUGS 100 MILES AGO AND 1 COIL WAS ALSO REPLACED. OK REPLACED COILS WITH KNOW GOOD COILS AND WHEN DRIVING CAR STALL STILL. IT IS JUST LIKE KEY WAS TURNED OFF. CAR WILL RESTART ONLY IF KEY IS CYCLED TO OFF THEN BACK ON. I AM ONLY LOSING MODULES ON BOTH BUSES

Service Action: SCOTT ONE ISSUE THAT HAS BEEN A PROBLEM IS SPARK PLUGS AND/OR COILS INVOLVING THE HEMI AND THIS CODE. FIRST MAKE SURE THE SPARK PLUGS ARE FACTORY AND IF SO NOT WORN. COILS ARE ANOTHER ISSUE. LOOK FOR CRACKS. IF NONE FOUND TRY A KNOWN GOOD SET OF COIL PACKS. PLEASE LET ME KNOW YOUR RESULTS - BRIAN . SCOTT REVIEW CASE #S121800002. KEEP IN MIND THE COILS IF BAD MAY NOT SHOW SIGNS OF CRACKING OR TRACKING - BRIAN . SCOTT IS THE PCM LOSING VOLTAGE AND GOING OFF LINE GRAPH THE IGN AS SHOWN IN CASE #S121800002 AND LET ME KNOW YOUR RESULTS - BRIAN PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013030711

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6070510609)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074560098)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040611

Report#: SSV013030711
Open Date: 03/15/2013
Mileage: 33886
Warr Built Dt: 04/06/2005
Supplier RP:

Zone/Cd: 63-44107
Name: ACADIANA DODGE CHRYSLER JEEP R
Address: 1700 SW EVANGELINE TRWY
 LAFAYETTE, LA 705082155
Phone: 337 232-7361

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT, AND NO POWER ON ACCEL. VEHICLE HAS OEM PLUGS. SWAPPED COIL PACKS, STILL DYING OUT. SWAPPED CAM SENSOR, CRANK SENSOR, MAP SENSOR AND TRIED ANOTHER ASD RELAY, STILL DIES OUT. PLUGS WERE REPLACED A WEEK AGO. PLUGS ARE RE14MCCA. TRIED ANOTHER COIL PACK, SWAPPING ONE AT A TIME . ENGINE DIED EVERYTIME. THE ONLY OTHER THING CHANGED WHEN PLUGS WERE CHANGED WAS 1/2 O2 SENSOR WAS REPLACED. DISCONNECTED O2, STILL DIES OUT. SPARK PLUGS ARE SPRE14MCC4 SPARK PLUGS ARE SPRE14MCC4

Service Action: JULIUS, PLEASE SEE STAR CASE S1218000002. THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS, MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES. IF NEEDED REPLACE THE SPARK PLUGS. SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT

ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS ALSO WITH STRANGE FAULT CODES OR NO FAULT CODES.THANKS,RICH H. JULIUS,REPLACE THE PLUGS. JULIUS,MAKE SURE THE PLUGS THAT WERE INSTALLED ARE ONLY MOPAR OEM CHAMPION REC14MCC4.DID THIS PROBLEM START OR CROP UP AFTER THE PLUGS WERE REPLACED BY CHANCE STAR RETURNED A CALL BACK TO JULIUS,SPARK PLUG P/N SEEMS INCORRECT,STAR ADVISED TECH SHOULD BE SPRE14MCC4 PER VIN IN STAR PARTS CATALOG. JULIUS,TRY ANOTHER SET OF PLUGS,BE CAREFUL WHEN INSTALLING THEM,MAKE SURE THEY ARE ALL GAPPED CORRECTLY.IF THE PROBLEM PERSISTS,I WANT TO FIND A DONOR VEHICLE THAT USES THE SAME IGNITION COIL TYPE AND SWAP ALL COILS OUT AT THE SAME TIME.IF THE PROBLEM STILL PERSISTS THEN MAKE A DATA RECORDING OF THE DIE OUT.THANKS,RICH H. REPLACED SPARK PLUGS.\r\n*****\r\nSTAR: TECH INSTALLED A 2ND SET OF SPARK PLUGS TO CORRECT THE STALL/DIE OUT CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013031379

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6123510300)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133560912)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052617

Report#: SSV013031379
Open Date: 03/14/2013
Mileage: 25819
Warr Built Dt: 05/26/2005
Supplier RP:

Zone/Cd: 35-23296
Name: BERGLUND CHRYSLER JEEP DODGE
Address: 2525 FRANKLIN RD SW
 ROANOKE, VA 240141007
Phone: 540 345-9881

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: I HAVE A VEHICLE WITH A USED ENGINE RECENTLY INSTALLED. IT DIES OUT WITH CODE U0100. I PERFORMED THE REPAIR AS PER STAR CASE S1218000002. REPLACED ALL 16 PLUGS & ALL 8 COIL PACKS . THE OLD PLUGS MEASURED 80K OHMS !! IM THINKING THE PCM IS DROPPING OUT BUT IM INTO TO IT PRETTY DEEP & MY MANAGERS ARE GETING TICKED OFF AT ME. ANY HELPFULL HINTS ON YOUR END THANX DJ THANX . SHOULD I LEAVE THE NEW COILS IN THE CAR OR SHOULD THE OLD ONES BE OK

Service Action: DERRICK,MAKE SURE THE PLUGS YOU REPLACED/INSTALLED WERE ONLY CHAMPION REC14MCC4 FROM YOUR PARTS DEPT. FROM MOPAR.AND WERE ALL GAPPED CORRECTLY.IF THATS ALL O.K. CHECK AND LOAD TEST THE PCM POWER AND GROUND SUPPLIES,IF THOSE CHECK O.K. THEN REPLACE THE PCM. DERRICK,I WOULD LEAVE THEM ON,STAR HAS HAD SOME REPORTS OF THE IGNITION COILS SPIKING THE PCM AND DAMAGING IT.

PCM\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR U0100 AND STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012860176

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6207520027)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J249560618)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101101

Report#: SSV012860176
Open Date: 03/10/2013
Mileage: 56248
Warr Built Dt: 10/11/2005
Supplier RP:

Zone/Cd: 32-45420
Name: ROUTE 46 CHRYSLER JEEP DODGE
Address: 1655 ROUTE 46
 LITTLE FALLS, NJ 074241717
Phone: 973 774-1000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES OUT AFTER FILLING TANK WITH FUEL. VEHICLE WILL INTERMITTANTLY DIE OUT UNTIL GAS LEVEL DROPS A LITTLE

Service Action:LOUIS, ADVISED TO INSPECT THE FUEL CONTROL VALVE ON THE FUEL TANK FOR STICKING OPEN. FUEL TANK REPLACEMENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012888306

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA73W86H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6248520021)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J264560253)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111211

Report#: SSV012888306
Open Date: 03/10/2013
Mileage: 84342
Warr Built Dt: 11/12/2005
Supplier RP:

Zone/Cd: 70-42180
Name: OAK HARBOR MOTORS INC
Address: 75 SE PIONEER WAY
 OAK HARBOR, WA 982773297
Phone: 360 675-5901

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS AND RUNS POORLY AFTER FILLING UP FUEL TANK. CUSTOMER WAS MADE AWARE OF OVERFILLING THE TANK AND HAS SINCE STOPPED, BUT SAYS THAT THE ISSUE KEEPS HAPPENING.

Service Action:CORY, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACE FUEL TANK. REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012903556

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6318510446)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J319560973)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120223

Report#: SSV012903556
Open Date: 03/10/2013
Mileage: 94379
Warr Built Dt: 12/02/2005
Supplier RP:

Zone/Cd: 32-64410
Name: YOUNG'S MOTORS INC
Address: 1871 ROUTE 9W, P O BOX 215
 MILTON, NY 12547
Phone: 845 795-2111

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING FUEL TANK VEHICLE DIED OUT. FOUND LIQUID IN VACUUM PURGE LINE AND PURGE SOLENOID.

Service Action: GREGG, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACE CANISTER AND PURGE SOLENOID, BLEW OUT LINES. TOLD CUSTOMER TO NOT OVERFILL ANYMORE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012971967

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108610156)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661047)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051015

Report#: SSV012971967
Open Date: 03/10/2013
Mileage: 58574
Warr Built Dt: 05/10/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE INTERMITTENTLY STALLS, AND LOSES DRIVE IN TRANSMISSION. REPLACED ALL THE COILS, AND FOUND THAT PROBLEM STILL EXISTED. TECHNICIAN WAS ABLE TO DUPLICATE CONCERN AFTER VEHICLE HAD BEEN FILLED WITH FUEL. FURTHER DIAGNOSIS FOUND THAT VEHICLE WAS STALLING AFTER A PURGE EVENT, AND AM ABLE TO DUPLICATE THIS CONDITION. REMOVING THE PURGE LINE AT THE SOLENOID SHOWED RAW FUEL IN THE LINES. FOUND A STAR CASE STATING THIS. IN THE STAR CASE #:K14738841, STATES TO \ LIQUID CHECK\ THE FUEL CONTROL VALVE, AND REPLACE THE CANISTER AND PURGE SOLENOID. HOW DOES ONE GO ABOUT \ LIQUID CHECK\ ING THE FUEL CONTROL VALVE SHOULD THE TANK BE REPLACED

Service Action: TIMOTHY, WE NEED TO SWAP ALL IGNITION COILS ALSO. PLUGS AND COILS ARE THE MOST COMMON ISSUE WITH THIS CONCERN. THANKS, JAY TIMOTHY, IF YOU HAVE FUEL IN THE CANISTER AND PURGE SOLENOID THEN FUEL TANK WILL NEED TO BE REPLACED ALONG WITH ANY OTHER COMPONENTS THAT WERE DAMAGED BY THE LIQUID

FUEL. THANKS, JAY REPLACED FUEL TANK, CHARCOAL CANISTER, AND PURGE SOLENOID DUE TO RAW FUEL CONTAMINATION THROUGH PURGE SYSTEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012991585

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6136510708)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147561032)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060706

Report#: SSV012991585
Open Date: 03/10/2013
Mileage: 80489
Warr Built Dt: 06/07/2005
Supplier RP:

Zone/Cd: 66-68511
Name: MIRACLE CHRYSLER DODGE JEEP
Address: 1290 NASHVILLE PIKE
 GALLATIN, TN 370663954
Phone: 615 452-2792

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHEN DRIVING REPLACED ALL COILS AND PLUGS STILL NO CHANGE HELP

Service Action:BRIAN CALLED IN ABOUT THE STALLING CONCERN HE HAS AND SETS U0100 CODE. HE HAS CHECKED WIRING NEAR PARKING BRAKE ASSEMBLY. ADVISE HIM TO REVIEW SOL CASE # S1218000002. JAY U0100 TECH CHECKED AND LAB SCOPED CMP AND CKP AT PCM WHILE PERFORMING WIGGLE TEST. USUALLY OCCURS DURING 1/2 THROTTLE AND MAYBE WORSE WHEN COLDER AMB TEMPS. \r\n\r\nWATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES, REPLACE THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE. ADVISED TECH TO CHECK THE FUEL TRIM MONITOR FOR A RESETTING CONDITION. ADVISED TECH THAT IF THE FUEL TRIM MONITOR IS RESETTING TECH TO DIAG THE 5V SUPPLY CIRCUIT FOR A SHORT TO GROUND. \r\nIF THE PCM IS SHUTTING DOWN WHEN THIS HAPPENS DON T TOUCH THE KEY AND GO INTO DATA AND SEE IF THE RUN TIMER WENT BACK TO ZERO; - IF YES AND YOU HAVE NEW PLUGS

AND NEW COILS THEN I WOULD THINK POSSIBLE PCM ISSUE. PERFORM LOADED VOLTAGE DROP TESTS ON PCM POWERS AND GROUNDS BEFORE REPLACING. \r\nTHANK YOU, NEIL SENT RECORDINGS FOR NEIL. SENT RECORDINGS FOR NEIL. SENT RECORDINGS FOR NEIL. BRIAN, THE RECORDING SHOWS THE PCM RESETTING AND THEN THE ASD SHUTS DOWN. PERFORM LOADED VOLTAGE DROP TESTS ON PCM POWERS AND GROUNDS. IF ALL, OK REPLACE PCM.\r\nTHANK YOU, NEIL CALLED TECH AS REQUESTED. HE NEVER GOT THE NOTIFICATION OF YESTERDAYS REPLY AT 5:01 PM EST.\r\nTHE RECORDING SHOWS THE PCM RESETTING AND THEN THE ASD SHUTS DOWN. PERFORM LOADED VOLTAGE DROP TESTS ON PCM POWERS AND GROUNDS. IF ALL, OK REPLACE PCM. THE DRIVERS WERE MOST LIKELY HURT FROM BEFORE THE COIL AND PLUG REPLACEMENT.\r\nTHANK YOU, NEIL REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012999301

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63HX6H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6060511064)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J083560028)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 041300</p>	<p>Report#: SSV012999301</p> <p>Open Date: 03/10/2013</p> <p>Mileage: 51909</p> <p>Warr Built Dt: 04/13/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-60444</p> <p>Name: CHRYSLER JEEP DODGE OF NORTH</p> <p>Address: 909 S. FEDERAL HWY POMPANO BEACH, FL 330627048</p> <p>Phone: 954 943-6700 954 943-0244</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE KEEPS STALLING WHEN COMING TO A STOP

Service Action:DANIEL, I WOULD LIKE YOU TO REVIEW SOL CASE # S1218000002. KEEP ME POSTED. THANKS, JAY IGNITION COILS AND SPARK PLUGS RESET ADAPTIVES TEST DROVE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013006563

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152510457)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J159560655)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061401

Report#: SSV013006563
Open Date: 03/10/2013
Mileage: 82603
Warr Built Dt: 06/14/2005
Supplier RP:

Zone/Cd: 35-08911
Name: BROWN-DAUB INC
Address: 3903 HECKTOWN RD
 EASTON, PA 180452351
Phone: 610 253-3521

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #425497 VEHICLE KEEPS STALLING OUT

Service Action:RYAN,\r\n\r\nMAKE SURE THE SPARK PLUGS ARE OEM MOPAR PER STAR CASE: S1218000002. SOMTIMES AN IMPROPERLY GAPPED SPARK PLUG ON THESE HEMI S CAN CAUSE YOUR DESCRIBED CONDITION. I WOULD REPLACE THE SPARK PLUGS AGAIN PER THE STAR CASE AND VERIFY PROPER GAP.\r\n\r\nKYLE O. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013047043

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6309520047)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J311561028)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112604

Report#: SSV013047043
Open Date: 03/10/2013
Mileage: 23233
Warr Built Dt: 11/26/2005
Supplier RP:

Zone/Cd: 71-67086
Name: CHASE CHRYSLER JEEP
Address: 2979 AUTO CENTER CIRCLE
 STOCKTON, CA 952122830
Phone: INACTIVE
 209 956-7600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES AFTER FILLING CAR WITH GAS CAR WILL STALL ONCE GAS LEVEL GETS LOWER SEEMS TO BE OK

Service Action:STEVEN THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL AFTER FILLING THE TANK THATW0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. UNLESS THE CUSTOMER IS OVER FILLING THE FUEL TANK. WE DO SEE THESE TANK VALVE FOR THIS ISSUE ALOT IN THE 2006 LX. BE SURE THE CUSTOMER IS NOT OVER FILLING ALSO THANKS CUSTOMER DID HAVE THE FUNDS TO FIX IT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012656671

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6234510548)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J242560640)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090911

Report#: SSV012656671
Open Date: 03/03/2013
Mileage: 47899
Warr Built Dt: 09/09/2005
Supplier RP:

Zone/Cd: 66-68510
Name: MALL OF GEORGIA CHRYSLER DODGE
Address: 4345 BUFORD DR
 BUFORD, GA 30518
Phone: 770 945-0839

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CAR IS SURGING RIGHT OFF IDLE. NO DTC S NO MISFIRES THE CAR IS SURGING RIGHT OFF IDLE. NO DTC S NO MISFIRES PURGE NOT FILLED WITH FUEL. IT IS IDLING A LITTLE ROUGH, LONG TERM ADDITIVES OK. CAR IS AT OPERATING TEMP. PURGE IS NOT STUCK OPEN , EGR IS WORKING FINE, THROTTLE BODY DOES NOT SEEM TO HAVE WEAR, JUST DID STATE THE ENGINE WAS BORED OVER, NOT SURE IF THIS IS TRUE. DOES NOT HAVE AN AFTERMARKET PROGRAMMER. CAM CRANK IS OK. IT DOES NOT HAVE AN AFTERMARKET PROGRAMER. ALSO SOMETHING THAT IS WEIRD BUT DO NOT KNOW IF IT IS RELATED. LOW FUEL DISPLAYED IN EVIC HOWEVER GAS LIGHT IS NOT ON. AND PCM IS SHOWING 0.0 GALLONS OF FUEL.. THE CAR IS SURGING RIGHT OFF IDLE. NO DTC S NO MISFIRES PURGE NOT FILLED WITH FUEL. IT IS IDLING A LITTLE ROUGH, LONG TERM ADAPTIVES OK. CAR IS AT OPERATING TEMP. PURGE IS NOT STUCK OPEN , EGR IS WORKING FINE, THROTTLE BODY DOES NOT SEEM TO HAVE WEAR, CUST DID STATE THE ENGINE WAS BORED OVER, NOT SURE IF THIS IS TRUE. DOES NOT HAVE AN AFTERMARKET PROGRAMMER. CAM CRANK IS OK. IT DOES NOT HAVE AN

AFTERMARKET PROGRAMMER. ALSO SOMETHING THAT IS WEIRD BUT DO NOT KNOW IF IT IS RELATED. LOW FUEL DISPLAYED IN EVIC HOWEVER GAS LIGHT IS NOT ON. AND PCM IS SHOWING 0.0 GALLONS OF FUEL.. OK. AUTOLIGHT PLUGS COULD THIS BE AN ISSUE

Service Action: JAKE, DOES IT HAPPEN AFTER FILL UP-FULL TANK OF GAS SEE IF CUSTOMER IS LEAVING THE CAR RUNNING WHILE FILLING GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM. CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL. IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP. CHECK YOUR LONG TERM FUEL TRIM ADAPTIVES.CHECK EGR OPERATION.POS WORN THROTTLE BODY. REMOVE AFTERMARKET PROGRAMMER-RETURN TO STOCK CONFIGURATION AND RETEST CHECK FUEL TANK CHECK VALVE ON TANK CROSSOVER IF IT STICK S OPEN MAY CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REFER TO CASE CASE NUMBER: S1218000002--ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FORM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, I AM HEARING MORE AND MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S).OTHER HEMI STALL OUT CAUSES-BAD ASD RELAY-POOR CONTACT- INCORRECT SPARK PLUGS-PLATINUM/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST.CHECK FUEL PUMP PRESSURE. . REPAIRED VACUM LINE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012859620

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510549)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J350560269)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010517

Report#: SSV012859620
Open Date: 03/03/2013
Mileage: 91487
Warr Built Dt: 01/05/2006
Supplier RP:

Zone/Cd: 32-23011
Name: BRIGHAM-GILL MOTORCARS INC
Address: 817 WORCESTER ST
 NATICK, MA 017602099
Phone: 508 655-4200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING GAS TANK STALL OUT ,DOES NOT TOP OFF, ONLY STALL AFTER FILL TANK

Service Action: BRIAN, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012952305

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6159510692)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560151)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081501

Report#: SSV012952305
Open Date: 03/03/2013
Mileage: 7167
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 35-60411
Name: PEARSON CHRYSLER JEEP DODGE
Address: 8250 W BROAD ST
 RICHMOND, VA 232944125
Phone: 804 965-0300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE CUTS OFF AND JERKS AFTER FILLING UP FUEL TANK VEHICLE CUTS OFF AND JERKS AFTER FILLING UP FUEL TANK I REMOVE THE CANISTER,ITS VERY HEAVY AND IT SMELL LIKE RAW GAS WHEN YOU BLOW AIR IN IT BUT NO GAS IS COMING OUT UNLESS THE CANISTER HAS ABSORB SOME OF THE GAS.THERE IS A LOT OF DIRT STICKING TO THE CANISTER AND THE NVLD LIKE IT WAS WET FOR A WHILE AND IN THE RIGHT REAR FENDER WELL WHERE THE CANISTER MOUNTS.I CHECKED ALL VENT LINES FOR KINKED EVEN ON TOP OF THE GAS TANK SO SHOULD I TRY A NEW CANISTER AT THIS TIME OR A FUEL TANK OR BOTH

Service Action:TIM, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER

FILL UP. POS-FUEL TANK WHEN THE CANISTER IS SOAKED WITH FUEL-IT LIQUIFIES THE CHARCOAL AND ENDS UP PLUGGING THE TANK VENT-WHICH SOUNDS LIKE THIS
CUSTOMER CONCERN-REPLACE CANISTER AND ALL CONTAMINATED COMPONENTS AND FUEL TANK . FUEL TANK AND CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012975521

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6069610317)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J093661206)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042014

Report#: SSV012975521
Open Date: 03/03/2013
Mileage: 69799
Warr Built Dt: 04/20/2006
Supplier RP:

Zone/Cd: 63-66490
Name: CRENWELGE MOTORS
Address: 301 MAIN ST
 KERRVILLE, TX 780285294
Phone: 830 896-4835

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES, VEHICLE STALLS AFTER FUELING TO A FULL TANK. THANK YOU FOR YOUR RESPONSE. WE LL ADVISE THE CUSTOMER ABOUT THE FILL UP AND IF THE SYMPTOMS PERSIST TO RETURN THE VEHICLE FOR FURTHER EVALUATION. CUSTOMER CAME BACK TODAY AND STATES THAT THE CONCERN IS STILL EVIDENT WITH THE SYMPTOM OF STALLING ON LEFT HAND TURNS WITH SLIGHT ACCELERATION. I VE DEALTH WITH A PRIOR CUSTOMER WITH A SIMILAR CONCERN. AFTER FILLING UP THE FUEL TANK MYSELF, ROAD TESTED AND DUPLICATED THE CONCERN. I REPLACED THE FUEL TANK AND PUMP MODULES AND THE CONCERN WAS NO LONGER EVIDENT. WOULD YOU RECOMMEND THE SAME FOR THIS ISSUE

Service Action: MICHAEL, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK

VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK GLAD TO HELP-PLEASE DOCUMENT REPAIR AND CLOSE CASE AT THE DEALER TO CLEAR YOUR IN BOX-JEFF YES -REPLACE FUEL TANK. REPLACED FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012986192

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26H1 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C AWD
LXFS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6096510954)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J064560230)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 042606

Report#: SSV012986192

Open Date: 03/02/2013

Mileage: 57088

Warr Built Dt: 04/26/2005

Supplier RP:

Zone/Cd: 63-60448

Name: BAYSHORE CHRYSLER JEEP DODGE

Address: 5225 I 10 EAST
BAYTOWN, TX 77521

Phone: 281 421-6000
281 421-6008

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING AND AT IDLE

Service Action:STACEY OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS

THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM SOMETIME THE CODE U0100 WILL COME UP ALSO. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. #4 COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012997663

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6262510540)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J203561409)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100408

Report#: SSV012997663
Open Date: 03/03/2013
Mileage: 40755
Warr Built Dt: 10/04/2005
Supplier RP:

Zone/Cd: 32-26778
Name: SANSONE CHRYSLER JEEP DODGE
Address: 90-100 ROUTE 1
 AVENEL, NJ 070011688
Phone: 732 815-2600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: AFTER FUELING UP VEHICLE STALL OUT OK SIR THANK U.

Service Action: BALRAM, MAKE SURE ALL TANK VENTING PLUMING IS OPEN -NO BLOCKAGE-KINKING. THE USUAL FIX IS TO REPLACE THE GAS TANK AND CANISTER. THE MOST COMMON ISSUE THAT CAUSES THAT CAUSES THIS ISSUE IS OVER FILLING THE GAS TANK.
 AFTER REPAIR ADVISE THE CUSTOMER TO NEVER ADD FUEL AFTER THE FIRST PUMP CLICK OFF. BALRAM, YOU ARE WELCOME. REPLACE FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013006259

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6236520016)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J263561618)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102004

Report#: SSV013006259
Open Date: 03/03/2013
Mileage: 60158
Warr Built Dt: 10/20/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN THE CAR IS COLD IT STALLS ON YOU. IT NEVER DOES IT ONCE IT WARMS UP. NO DTC S ANYWHERE IN ANY MODULE. STARTS RIGHT BACK UP BUT YOU USUALLY HAVE TO HAVE YOU FOOT ON THROTTLE TO GET IT TO REFIRE. DOES IT EVERYTIME WHEN ITS COLD NOT AFTER FUEL FILL. I PUT DATA RECORDER ON IT AND COULD NOT SEE ANYTHING DROPPING OUT. BUT THIS THING WITH THE COILS AND PLUGS SEEMS TO BE A GGOD PLACE TO START WILL LET YOU KNOW THE OUTCOME.

Service Action: JOE, 1.DIE OUT AFTER FILL UP -CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK 2.MAKE SURE NO AFTERMARKET EQUIPMENT/ALARMS/REMOTE STARTS OR MOPAR ACCESSORIES ARE BEING USED

(GARMIN , ALARM, REMOTE START ETC.) THAT MAY CAUSE EMF INTERFERENCE WIRED INTO ASD CIRCUIT OR IGNITION RUN CIRCUITS. 3. CHECK CAM/CRANK SYNC-AV CAM /CRANK SYNC -0-10 DEGREES-4. LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN. 5. CHECK LONG TERM FUEL TRIM ADAPTIVES. 6. CHECK FUEL PRESSURE/LEAK 6. REFER TO CASE NUMBER: S1218000002 - INCORRECT SPARK PLUGS-PLATINUM/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM--REPLACE ALL SPARK PLUGS AND COILS-RETEST. SPARK PLUGS WITH BLACK TIP PLUGS/OEM - ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FROM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, WE SEE MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S). INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM- REPLACE ALL SPARK PLUGS AND COILS (WITH OEM PARTS) -RETEST REPLACED SPARK PLUGS WITH COPPER PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013032849

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510778)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J196560017)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082419

Report#: SSV013032849
Open Date: 03/03/2013
Mileage: 85990
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 71-26772
Name: MCCONNELL CHRYSLER JEEP DODGE
Address: 1395 HEALDSBURG AVE
 HEALDSBURG, CA 954483200
Phone: 707 433-3384

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: WHILE DRIVING THE THROTTLE LIGHT CAME ON AND THE AND THE VEHICLE WOULD JOLT. HAPPENED SEVERAL TIMES AND THEN THE VEHICLE SHUT OFF. IT TOOK SEVERAL ATTEMPTS TO RESTART THE VEHICLE AND WHEN IT STARTED THE CUSTOMER HAD SOME WARNING LIGHTS ON. THE SERVICE MANAGER TEST DROVE THE VEHICLE AND HE SAID THAT AT A STOP THE VEHICLE SHUDDERED AND THEN STALLED. THE VEHICLE RESTARTED AND NO LIGHTS WERE ON. CHECKED FOR DTC S AND ON THE TCM STORED U0100 WAS THE ONLY DTC CHECKED THE CAN C RESISTANCE ITS AT 60OHMS, CHECKED THE IGN. FEED TO PCM FROM THE IGNITION SWITCH AND OK. INSTALLED KNOWN GOOD IGNITION SWITCH AND THE VEHICLE STILL TURNED OFF. SENT A FREEZ FRAME REPORT

Service Action: VICTOR, WE HAVE NO KNOWN COMMON ISSUE OR RELATED CASE FOR THIS CONCERN. PERFORM PUBLISHED DIAGS FOR CODE C1014 AND C2204 AND FOLLOW STEPS. CHECK TCM CONNECTOR FOR CORROSION. KEEP ME POSTED. THANKS, JAY VICTOR, I BEILEVE THE CODE WE NEED TO PAY ATTENTION TO IS THE U0100. IF THE CODE IS

ACTIVE I WANT YOU TO DISCONNECT THE BATTERY AND MEASURE HOW MANY OHMS YOU HAVE BACK PROBING THE CAN C WIRES AND MEASURING THE RESISTANCE BETWEEN THEM, YOU SHOULD HAVE 60 OHMS. IF THE CODE IS ACTIVE AND YOU DO HAVE 60 OHMS I WOULD SUSPECT YOU HAVE AN IGNITION POWER TO THE PCM DROPPING OUT FROM TIME TO TIME OR A PCM STARTING TO FAIL. J.P. VICTOR CALL ME WHEN YOU GET A CHANCE, I DON T SEE YOUR DATA RECORDING IN THE SYSTEM.
866 799 1695 EXT 472 0007 VEHICLE WAS TAKEN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013061950

Vehicle Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
300C RWD
LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6223510249)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J263560094)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092600

Repair Information

Report#: SSV013061950
Open Date: 03/03/2013
Mileage: 91453
Warr Built Dt: 09/26/2005
Supplier RP:

Dealer Information

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES WHILE DRIVING ENGINE WILL DIE

Service Action:STEVE IF IT STALL AFTER FILLING THE TANK THEN CHECK THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT'S THE ISSUE AFTER A FILL UP. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. UNLESS THE CUSTOMER IS OVER FILLING THE FUEL TANK. WE DO SEE THIS ALOT ON THIS YEAR AND MAKE THANKS CUSTOMER DENIED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011589752

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327510489)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560561)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122120

Report#: SSV011589752
Open Date: 02/22/2013
Mileage: 51043
Warr Built Dt: 12/21/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT TIMES WHEN STOPPED AT A RED LIGHT THE ENGINE WILL DIE. DOES RESTART RIGHT BACK UP. NO CODES WERE SET

Service Action: WILLIAM PLATINUM PLUGS HAVE BEEN BAD ISSUE IN 5.7. CHECK AND SEE IF THE RUN TIMER IS RESETTING TO ZERO WHEN THIS HAPPENS IF YES REMOVE THE PLUGS AND SEE IF YOU GET A CHANGE, IF NO CHANGE THE SWAP THE COILS FROM ANOTHER CAR AND SEE HOW IT DOES. WILLIAM MARTIAN NO LONGER ADVISOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012927778

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610636)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661190)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020802

Report#: SSV012927778
Open Date: 02/24/2013
Mileage: 57660
Warr Built Dt: 02/08/2006
Supplier RP:

Zone/Cd: 74-44230
Name: FREMONT MOTOR CODY INC
Address: 3127 BIG HORN AVE
 CODY, WY 824148445
Phone: 307 587-6206

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES CAR STALL AND CHECK ENGINE LIGHT COMES ON

Service Action:STEVEN, I HAVE A FEW CASES FOR PCM REPLACEMENT FOR THIS CONCERN. IF THE VEHICLE STALLS OUT WHILE DRIVING THEN THE PCM IS WHAT I WOULD CONCETRATE ON. VERIFY THE ENGINE HARNESS IS NOT CHAFING OUT CAUSING THE 5 VOLT SENSOR SUPPLIES TO SHORT OUT. TRY TO DUPLICATE THE CONCERN TO SEE IF THE 5 VOLTS IS DROPPING OUT. IF NOT SUSPECT THE PCM. KEEP US POSTED. THANKS, MIKE R. INSTALLED A NEW PCM AND CUSTOMER HAS BEEN DRIVING CAR FOR SEVERAL WEEKS AND SIYS THAT CONCERN HAS NOT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012960112

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6321510518)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J316560642)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120706

Report#: SSV012960112
Open Date: 02/24/2013
Mileage: 71899
Warr Built Dt: 12/07/2005
Supplier RP:

Zone/Cd: 32-44961
Name: FLEMINGTON DODGE-CHRY-JEEP
Address: 204 US ROUTE 202 / 31
 FLEMINGTON, NJ 08822
Phone: 908 788-5858

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS ON A DAILY BASICS, LOW RPMS, OIL PRESSURE WARNING COMES ON. NOTICED AFTER GAS FILLED.

Service Action:TED, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013010307

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6328520009)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J326560965)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113017

Report#: SSV013010307
Open Date: 02/24/2013
Mileage: 5306
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 51-42283
Name: LOU FUSZ CHRYSLER JEEP DODGE
Address: 3480 HIGHWAY K
 O FALLON, MO 633688138
Phone: 314 966-0630
 636 442-8100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AFTER FILLING TANK OR WHEN MAKING HARD TURNS

Service Action: GARY,CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK CUSTOMER DECLINED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013040266

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6236510145)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J249560210)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091215

Report#: SSV013040266
Open Date: 02/24/2013
Mileage: 75000
Warr Built Dt: 09/12/2005
Supplier RP:

Zone/Cd: 63-45519
Name: FRENZEL MOTORS, INC
Address: 2110 VETERANS MEMORIAL DR
 ABBEVILLE, LA 705104003
Phone: 337 893-4555

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT ENGINE DIES OUT AFTER FILLING WITH FUEL AND HARD TO START. DOESN T DO IT AGAIN TILL HE FILLS UP AGAIN

Service Action: RUSSELL, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK CUSTOMER STATES THAT HE IS NOT OVER FILLING TANK, IF HE LETS IT IDLE FOR 2 OR 3 MINUTES WILL NOT DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013051925

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6202512369)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J211560206)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081208

Report#: SSV013051925
Open Date: 02/24/2013
Mileage: 78288
Warr Built Dt: 08/12/2005
Supplier RP:

Zone/Cd: 71-24105
Name: JEEP CHRYSLER DODGE OF ONTARIO
Address: 1202 AUTO CENTER DR
 ONTARIO, CA 917612208
Phone: 909 390-9898

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLING AT TIMES

Service Action:JOHN CALLED AND WANTED TO KNOW IF I HAD LOOKED AT THE DATA RECORDINGS HE HAD SENT FOR STALLING ISSUE. ADVISED HIM TO REVIEW SOL CASE # S121800002 AFTER LOOKING AT THE DATA RECORDINGS. JAY PERFORMMED STAR CASE AS PRESCRIBED PER DATA RECORDING AND STALLING CONCERN STILL PERSITS. CUST REQUESTED REFUND AND REMOVAL OF ALL INSTALLED COMPONANT I.E. COILS AND PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012936190

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6248510649)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J269560213)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092805

Report#: SSV012936190
Open Date: 02/18/2013
Mileage: 54776
Warr Built Dt: 09/28/2005
Supplier RP:

Zone/Cd: 66-43754
Name: RIVERSIDE CHRYSLER JEEP DODGE
Address: 1601 HIGHWAY 70 EAST
 NEW BERN, NC 28560
Phone: 252 633-4411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHILE DRIVING ENGINE WILL MOMENTARILY CUT OFF CHIME DINGS OIL PRESS LIGHT COMES ON CEL THROTTLE THEN ENGINE RESUMES NORMAL OPERATION ACT JUST LIKE YOU CYCLED KEY NO CODES SET MAY DO IT AT IDLE OR DRIVING

Service Action: WALTER, PLEASE SEE STAR CASE S1218000002. TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START

WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. COILS AND PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012961607

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6218510028)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J270560684)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100121

Report#: SSV012961607
Open Date: 02/18/2013
Mileage: 23844
Warr Built Dt: 10/01/2005
Supplier RP:

Zone/Cd: 71-44461
Name: CROWN DODGE
Address: 555 W CYPRESS AVENUE
 REDDING, CA 960012819
Phone: 530 241-4321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER FILLED WITH FUEL, DROVE AWAY AND ENGINE STALLED..RESTARTED AND DROVE AGAIN AND STALLED AGAIN..HAD TOWED IN..I RAN AGAIN AND LET IDLE A WHILE..ENGINE STALLED ..RESTARTED FINE..1 PCM DTC STORED .P1521 INCORRECT OIL TYPE..WHILE MONITORING INFO, ENGINE STALLED AGAIN..TOOK FUEL SAMPLE AT RAIL..FUEL LOOKS GOOD..CANNOT GET TO STALL AGAIN..HAD DRIVEN 3 TIMES..STILL OK..FOUND STAR CASE S1218000002..DOES NOT HAVE ASD DTC..SHOULD THIS BE SUSPECT OR COULD INCORRECT OIL TYPE HAVE ANYTHING TO DO WITH IT OR ALL JUST A COINCIDENCE I REMOVED THE EVAP CANNISTER AND FOUND NO FUEL..ALL LOOKS OK..I CANNOT FIND STAR CASE K79299899..ANY OTHER IDEA THANKS..

Service Action: STEVE THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT'S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW

FUEL CAN CAUSE DAMAGE TO THEM ALSO. UNLESS THE CUSTOMER IS OVER FILLING THE FUEL TANK. ALSO SEE STAR CASE K79299899 FOR MORE INFORMATION. STEVE THERE WOULD BE NO FUEL IN THE CANISTER IF THE CAR IS RUNNING GOOD IT ONLY HAPPENS WHEN THEY FILL IT. BUT IF YOUR GETTING IT TO STALL IN THE BAY WHAT I NEED TO KNOW DOES THIS HAPPEN ONLY AFTER FILLING WITH FUEL OR NOT AND WE HAVE SEEN A FEW OF THESE LX THAT WILL STALL AFTER FILLING THE TANK AND ITS BEEN THE FUEL TANK VALVE THANKS REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012781662

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6139610393)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J150661277)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060712

Report#: SSV012781662
Open Date: 02/17/2013
Mileage: 62351
Warr Built Dt: 06/07/2006
Supplier RP:

Zone/Cd: 71-24110
Name: MIDWAY JEEP CHRYSLER DODGE RAM
Address: 777 CAMINO DEL RIO SOUTH
 SAN DIEGO, CA 92108
Phone: 619 224-4151

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VE IT A TRY. WELL JAY I THINK WE FINALLY GOT IT. PUT IN TCM AND LET IDLE IN MY BAY FOR 30 MINUTES. NO STALL. THEN DROVE IT 20 MILES WITH NO STALL. CAME BACK AND LET IDLE ANOTHER 30 MINUTES. NO STALL. I VE NEVER SEEN A TCM SHUT OFF A CAR BUT WITH ALL THE ELECTRONICS IN THE CAR I GUESS ANYTHING NOWDAYS IS POSSIBLE. THANKS FOR ALL YOUR HELP. GUESS I LL SHIP IT AND KEEP MY FINGERS CROSSED!VEHICLE STALLS PULLED P BRAKE ASSEM AND CHECKED WIRING. NO CHAFFING SEEN. HARNESS FREE. OTHER TCM CONNECTOR WIRING GOES STAIGHT TO FIREWALL AND ISN T HITTING ANYTHING. NONE OF US HAVE HAD IT STALL WHILE DRIVING. ONLY DIED ONCE FOR ME AS I LEFT IT IDLING IN MY BAY AS I DID OTHER WORK. I LL CHECK THE PLUGS BUT CAR RUNS SMOOTH. NO HESITATION. PULLED PLUGS. LOOK LIKE NEW.WITH CAR RUNNING, WIGGLED WIRING TO CRANK SENSOR. NO STALL OR BUCKING. NO MIS FIRES AT IDLE OR UNDER LOAD UNDER WHICH CLINDER IS MIS FIRING ON ODB2 SCREEN. OK THANKS. EVERYTHING CHECKED WHEN I TESTED FOR POWER AND GOUNDS AT BOTH PCM AND TCM. CHECKED FOR WIRE CHAFFING BY

BRAKE. OK. WHEN CAR STALLED IN MY BAY, IT JUST SHUT DOWN WITH NO CODES. WASN T BY IT WHEN IT SHUT OFF. HAVEN T BEEN ABLE TO GET IT TO STALL. LAST VISIT, OTHER TECH AND THE SERVICE MANAGER BOTH DROVE THE CAR AND IT NEVER STALLED. TRYING TO GET IT TO STALL SO I CAN HOPEFULLY GET SOME DATA. WAS JUST DRIVING CAR. AFTER ABOUT 10 MILES, GOING 70MPH ON FREEWAY, ENGINE SHUT OFF FOR A SPLIT SECOND, RPM S TO 0 THEN RIGHT BACK TO 70MPH AND SAME RPM S. CAR JUST NOSED OVER LIKE MY FUELER PITCHING RODS! GONNA TRY A CRANK SENSOR. I VE GOT A SLIGHT PROBLEM. SEEMS THE WIRES I WERE WIGGLING WERE ACTUALLY FOR THE KNOCK SENSOR. I USUALLY DON T DO ENGINE DRIVEABILITY SO THIS IS KINDA NEW TO ME. I LIKE TRANSMISSION STUFF. I VE BEEN THRU SERVICE INFO TAB, ELECTRICAL TAB, AND SEARCH AND CANNOT FIND WHERE THE CRANK SENSOR IS LOCATED. PARTS CATALOGE SHOWS IT UP IN THE BACK ENGINE BUT I DON T SEE IT. NEVER MIND. FOUND ENGINE GUY AND HE SAID IT S BEHIND THE STARTER. HAD SERVICE MANAGER DRIVE CAR THIS MORNING AND NOTHING. HE PARKED IT BEHIND MY BAY RUNNING. CAR SHUT OFF. STARTED IT BACK UP AND IT IDLED FOR A HOUR AND NEVER SHUT OFF. MOVED IT TO MY OPEN BAY AND LET RUN. IT SHUT OFF AFTER AFEW MINUTES AS I WAS WALKING BY. ONLY CODE THAT CAME BACK WAS U0100 STORED IN TCM. WHAT SHOULD I TRY, A TCM OR PCM. SOMETHING IS SHUTTING DOWN AFTER IT GETS WARM. TUGGING ON TCM HARNESS BEHIND PARK BRAKE DOES NOTHING. ALREADY DID CRANK SENSOR. AND IT STILL SHUT OFF. DRIVEABILITY GUY SAID HE HAS HAD PROBLEMS WITH THE COIL PKGS. WILL TRY THEM TOMORROW. THANKS. I LL KEEP YA POSTED. PUT NEW COILS IN THIS MORNING. ENGINE WAS COLD. IT RAN FOR ABOUT 5 MINUTES AND AS I WAQS TALKING TO ANOTHER TECH, IT JUST SHUT OFF. DIDN T TURN KEY OFF AND CHECKED FOR CODES.NONE. OK. THANKS. I LL GI

Service Action:RUSS, ANYTHING IS POSSIBLE BUT THE TCM CAUSING THE STALL IS NOT THE NORMAL. CHECK AT PARKING BRAKE ACTUATOR FOR HARNESS CHAFFING BETWEEN THE DASH BRACE AND PARKING BRAKE. CHECK THE CKP SENSOR WIRING AND CONNECTIONS, DETERMINE WHAT SPARK PLUGS ARE INSTALLED. HAVE YOU DUPLICATED THE STALL WHEN DRIVING RUSS WE HAVE SEEN CASES OF PLATNIUM PLUGS CAUSES A MODULE RESET AND STALL CONDITION. ALSO POSSIBLE COIL ISSUES. THIS WOULD BE A DRIVEABILITY ISSUE, NOT TRANS RELATED. OK TRANSFERED TO DRIVEABILITY GROUP SOMEONE WILL CONTACT YOU. SURE. RUSSELL, IF ENGINE WIRING, CONNECTORS/CONNECTION, POWER AND GROUND AT THE PCM CHECKS OK THEN I WOULD PERFORM PUBLISHED DIAGNOSTICS FOR U0100-LOST COMMUNICATION WITH ECM/PCM. KEEP ME POSTED WITH DETAILS. THANKS, JAY RUSSELL THANKS FOR THE UPDATE. LET ME KNOW WHAT YOU FIND. THANKS, JAY OK RUSSELL. HAVE A GOOD WEEKEND. JAY RUSSELL, LET ME KNOW WHAT YOU FIND. THANKS, JAY RUSSELL, AT THIS POINT I WOULD TRY CRANK SENSOR FIRST AND SEE WHAT HAPPENS. ALSO KEEP IN MIND A 5V ENGINE SENSOR SHORTING TO GROUND CAN KNOCK OUT PCM (STALLING CONDITION). YOU MIGHT HAVE TO REPLACE ALL IGNITION COILS AT THE SAME TIME. WE HAVE HAD MANY ISSUES WERE IGNITION COILS ARE KNOCKING OUT PCM WHICH WILL CAUSE THIS ISSUE. LAST RESORT IS THE PCM. KEEP ME POSTED WITH DETAILS. THANKS, JAY RUSSELL THANKS FOR THE UPDATE. JAY RUSSELL, AFTER PERFORMING PUBLISHED DIAGNOSTICS AND CAN BUS CHECKS OK THEN AT THIS POINT I WOULD REPLACE TRANS CONTROL MODULE. JAY RUSSELL THANKS FOR THE UPDATE. JAY RUSSELL THANKS FOR THE UPDATE. IF YOU NEED ASSISTANCE IN THE FUTURE PLEASE LET US KNOW. JAY TCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012785265

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6201510499)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J222560534)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081719

Report#: SSV012785265
Open Date: 02/17/2013
Mileage: 74361
Warr Built Dt: 08/17/2005
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: I HAVE FLUSHED THE POWER STEERING SYSTEM, NOTHING SEEMED TO BE IN IT AND THE COLOR WAS STILL PRETTY CLEAR AS THE FLUID HAS BEEN REPLACED SEVERAL TIMES AT THIS POINT. NO CHANGE IN POWER STEERING, I THEN REPLACED THE POWER STEERING PUMP, NO CHANGE AS WELL WITH NEW PUMP. I M GOING TO ORDER A FAN ASSEMBLY AND PUT IT ON NEXT UNLESS THERE IS SOMETHING ELSE YOU THINK I SHOULD TRY FIRST. MOSTLY BECAUSE I GOT THE MOST CHANGE OUT OF THE SYSTEM WHEN I REPLACED THE FAN AND THE FACT THAT I SHOULD HAVE FULL PRESSURE AT THE FAN AND WHEN I ACTUATE THE SOLENOID NOTHING HAPPENS AND THE CIRCUIT SEEMS TO BE OK. IF THERE IS A BLOCKAGE IN THE FAN THOUGH IT WOULD MAKE SENSE HAVING HIGH PRESSURE AND THE FAN NOT WORKING. WRONG VEHICLE, IGNORE THAT LAST ONE....STILL HAVEN T GOTTEN BACK ON THIS CAR, SORRY.

Service Action: VEHICLE STALLS WHILE DRIVING, SEEMS TO HAPPEN MORE AT LOWER SPEEDS. ONLY CODE SET IS U0100 IN TCM SETTING AGAINST THE PCM. CHECK ENGINE LIGHT IS NOT

ON. VEHICLE WAS IN PREVIOUSLY WITH TRANSMISSION STUCK IN LIMP IN AND NOT SHIFTING, HAD SEVERAL CODES. REPLACED DASH TO ENGINE WIRING HARNESS, VEHICLE NOW SHIFTS AND DRIVES FINE OTHER THAN STALLING OUT RANDOMLY. \r\n\r\n\r\nDUPLICATED : YES - DRIVE VEHICLE, SEEMS TO HAPPEN MORE AT LOW SPEEDS SUCH AS PARKING LOT DRIVING, VEHICLE WILL JUST SHUT OFF, ALMOST LIKE SOMEONE TURNED THE KEY OFF BUT IT STILL HAS POWER TO THE DASH AND CLUSTER, VEHICLE HAS ALWAYS STARTED BACK UP. REPAIRS AND TESTS PERFORMED : CHECKED FUEL PRESSURE, PRESSURE IS NORMAL. CODE U0100 IS STORED AND I CAN COMMUNICATE WITH THE TCM. NO OTHER CODES AT THIS TIME, U CODE MAY BE UNRELATED BUT WITH A NEW WIRING HARNESS BETWEEN THE TRANS AND THE PCM I D IMAGINE IT WOULD HAVE TO BE A MODULE ISSUE DTCS : U0100\r\n\r\n\r\nTECHCONNECT SEARCH : U0100\r\n\r\n\r\nJOSEPH, NO COMMON CONCERNS FOR THIS ISSUE. LET S PERFORM THE LOSS OF COM TEST WITH THE WITECH AND REPORT BACK FINDINGS. WIGGLE CONNECTORS AND WIRING WHILE THIS TEST IS RUNNING. THANKS NICK OK REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012903310

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6116610732)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J101660943)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051219

Report#: SSV012903310
Open Date: 02/17/2013
Mileage: 59070
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 71-24105
Name: JEEP CHRYSLER DODGE OF ONTARIO
Address: 1202 AUTO CENTER DR
 ONTARIO, CA 917612208
Phone: 909 390-9898

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS WITH POWER BRAKING OF ENGINE. MIL COMES ON MOMENTARILY CHIME COMES ON VOLTAGE DROPS TO 12 VOLTS AND ENGINE MAY DIE. ON ROAD TEST, ANY TORQUE LOAD OR DOWN SHIFT WILL CAUSE SAME CONCERN. STILL STALLING AFTER PREVIOUS REP AIRS MADE, THIS TIME HAD COMM DTC S IN CAN BUS CIRCUIT. CKED UNDER DASH AND FOUND CAN C+ WIRE SHOERTED TO GROUND FROM TRANS MODULE AT MODULE MOUNTING BRKT. REPAIRED WIRE AND INSULATED IT WITH CONVELUTE TO PROPTECT IT. HAD SRV ADVISOR DRIVE LAST NIGHT AND HE DIDN T MAKE IT TO HIGHWAY. TWP DITC S PRESENT IN ABS MODULE ONLY. U0002 FIRST AND C212C. WILL DRIVE THIS A.M. WITH ABS DISCONNECTED TO VERIFY IF MODULE IS THE CAUSE.

Service Action:JOHN CHECKED THE WIRING AT EM BRAKE AND WIRING. IS GOING TO REPLACE THE PCM FOR CUTTING OUT ISSUE. JOHN, DO YOU HAVE THE P0002 AND C212C FIXED REPLACED ALL SPARK PLUGS ANSD IGNITION COILS TO CORRECT CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012913010

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W46F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6070620112)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J061660146)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040404

Report#: SSV012913010
Open Date: 02/17/2013
Mileage: 61222
Warr Built Dt: 04/04/2006
Supplier RP:

Zone/Cd: 35-23295
Name: WHITTEN BROTHERS INC
Address: 10701 MIDLOTHIAN TPKE
 RICHMOND, VA 232354703
Phone: 804 378-0707

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE SHUTS OFF AT IDLE PARKING LOT MANUVERS OR COMING TO A STOP....ALL INTERMITTANTLY. HAPPENS AFTER FILLING UP

Service Action:ROBERT, IF YOU CAN SWAP ALL COILS WITH A LIKE VEHICLE AND IF NOT YET DONE REPLACE THE SPARK PLUGS. ROBERT DO THE DIAG FOR U0019. OVER FILLING TANK
 USUALLY IS THE CAUSE OF THIS STALLING THE USUAL FIX IS A NEW TANK AND CANISTER. FUEL TANK,,,, WAS INFORMED BY CUSTOMER THAT SYMPTOMS OCCURED WHEN
 FUEL TANK WAS FULL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012929003

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H86H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610884)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660273)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051505

Report#: SSV012929003
Open Date: 02/17/2013
Mileage: 94110
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 42-64777
Name: BOB & CHUCK EDDY CHRYSLER DODG
Address: 4850 MAHONING AVENUE
 AUSTINTOWN, OH 44515
Phone: 330 792-5221

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES STALLS OUT AND RUNS ROUGH POOR SHIFTING BEFORE STALLING. CUSTOMER STATES STALLED TWICE SENCE LAST TIME IN FOR SAME PROBLEM (1,082 MI). CANNOT DUPLICATE COMPLAINT. CAR HAS HISTORY OF STALLING. CUSTOMER SEEMS TO BELIEVE ITS ALWAYS SAME PROBLEM. THE ONLY FAULT CODE IM GETTING IS B2105 WITCH SEEMS TO INVOLVE THE ELETRONIC SHIFT MODULE. MODULE IS ACTIVE ON THE BUS BUT I CANNOT GET INTO IT TO READ ANY INFORMATION. ALL IT SAYS IS THE INITAL ATTEMPT TO RETRIVE PART NUMBER FAILD CASE #S1218000002 HAS ALREADY BEEN TRIED. AFTER PULLING VECHILE OUT OF SHOP AND BACK IN THE NEXT DAY I FOUND CODES PCM-P07000, ABS-U0002, TCM-U0002-U0121-U0103, CCN-U0019, FCM-U0001-B2105, PTIM-U0019-U0151, SCM-U0002, ESM-U0001. LOOKS LIKE SOMETHING IS TAKING BUS DOWN .CLEARED CODES ONLY ONE THAT RETURNED WAS B2105 HAD ALLREADY CHECKED THINGS SUGESTED IN THOSE CASES. NO PROBLEMS FOUND . CLEARED CODES AGAIN AND CANNOT GET THEM TO RESET. BUT DID NOTICE THAT GAUGES DROPED OUT WHEN MOVEING SHIFTER ON COLD START. DID VISUALY

CHECK WIREING AND WIGGLED TO TRY TO DUPLICATE.STILL CANT COMMUNICATE WITH ESM WITH Y TECH

Service Action:DAN, I WOULD LIKE YOU TO REVIEW SOL CASE #S1218000002 FOR THIS CONCERN. KEEP ME POSTED WITH THE RESULTS. THANKS, JAY DAN, I WOULD LIKE YOU TO REVIEW SOL CASE #S1108000112, K59540930 AND K18363958. THANKS, JAY DAN, IT SEEMS TO ME WE HAVE A WIRING ISSUE. IF THE GAUGES DROPPED WHEN YOU MOVED SHIFT LEVER, I WOULD SUSPECT SLM IS TAKING THE BUS DOWN. REPLACE SHIFT LEVER ASSEMBLY. JAY ESM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012962211

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57256H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144510273)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J192560589)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 073017

Report#: SSV012962211
Open Date: 02/17/2013
Mileage: 16409
Warr Built Dt: 07/30/2005
Supplier RP:

Zone/Cd: 63-45069
Name: ALLEN SAMUELS CHRYSLER DODGE J
Address: 11200 NORTH FWY
 FORT WORTH, TX 761776900
Phone: 817 337-1937

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT C DIES OUT DID FIND A SUSPICIOUS COIL HAD SOME MARKINGS ON IT REPLACED COIL RAN ALOT LONGER THIS TIME BEFORE IT DIED OUT TIMER DID RESET AND SAW ACTUAL BREAKS IN THE DATA RECORDING ALONG WITH DASHES UNDER SOME OF THE DATA INSTEAD OF THE DATA SHOWING NOW HAVE P0688 AND ALL 4 O2 SENSOR HEATER PERFORMANCE CODES WHICH I DONT THINK THE O2 CODES ARE RELATIVE TO THE ASD CODE DID CHECK ALL WIRING ETC LOOKS GOOD COULD THE PCM BE THE ISSUE IT DID SET THE O2 CODES ACTUALLY THE O2 CODES ARE PENDING IF IT HAS NEW COILS AND PLUGS AND HARNESS IS GOOD IS THERE ANYTHING ELSE THAT COULD SHUT THE PCM DOWN I DONT KNOW WHAT ELSE TO DO OTHER THAN PUT A PCM IN IT PULLED ALL SPARK PLUGS AND INSPECTED NO CRACKS AND PLUGS ARE GAPPED AT 42 TO 43 THEY ARE RE14MCC4 WHICH IS ON THE EMMISIONS LABEL DID FIND THAT OTHER TECH DID USE ANTI SEIZE ON PLUGS COULD THIS CAUSE AN ISSUE ALONG WITH GAP BEING A LITTLE TIGHT REPLACED EVERY SPARK PLUG AND GAPPED THEM HAS ALL NEW COILS WHAT ABOUT THE PCM IT DID HAVE 4 PENDING CODES FOR O2 HEATER

PERFORMANCE CODE WHICH SEEMS IRRELEVANT TO PROBLEM COULD THIS BE A BAD PCM

Service Action: CRAIG CALLED AND SECOND TECH WORKING ON THE CAR AND HAS NEW COILS AND PLUGS AND STILL STALLS. ADVISED CRAIG TO OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THEN REPLACE THE FCM OR TIPM SOMETIME THE CODE U0100 WILL COME UP ALSO. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP.

ON LX COIL STALL SEE STAR CASE K94202871 K14443423 S1218000003. ALSO HEAR ARE SOME OTHER STAR CASES THAT CAN HELP ALSO: K45283108 K80348736 K88949174 K95564144 K14157242 K56020285 K64361152 K70356313 CRAIG THEM DASHES USUALLY IS THE PCM GOING DOWN AND MUST BE THE RUN TIMER IS GOING BACK TO ZERO WRIGHT AND IF YOU HAVE DIFFERENT COILS AND DIFFERENT SPARK PLUGS AND MOVE THE HARNESS AWAY FROM THE COILS ITS POSSIBLE FOR A PCM. CRAIG HAS CONTACTED STAR, ADVISED TECH TO PERFORM TUNE-UP/REPLACE PLUGS, VEHICLE HAS NEW COILS. INSTALL CHAMPION REC14MCC4 AND RECEIVE PARTS FROM DEALER PARTS DEPARTMENT. INSTALL PLUGS AND RECHECK FOR STALLING CONCERN. IF CONDITION PERSISTS AFTER SPARK PLUG REPLACEMENT, THAN SUSPECT A POSSIBLE ISSUE W/ THE PCM.

RICH H. HAVE, NO REPORTS OF ANTI-SEIZE CAUSING THIS TYPE OF CONCERN, BUT MISGAPPED PLUGS COULD, REPLACE ALL THE PLUGS REGARDLESS. CRAIG, IT COULD BE A POSSIBILITY, IF YOU HAVE RULED OUT PLUGS AND COILS THEN TRY THE PCM. AAAA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012969217

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W96F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6347520113)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J343560984)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011116

Report#: SSV012969217
Open Date: 02/17/2013
Mileage: 35565
Warr Built Dt: 01/11/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:AFTER FILLED UP FUEL TANK VEHICLE STALLED

Service Action:DENNIS,SEE STAR CASE S1218000025.IF THIS ONLY HAPPENS AFTER THE VEHICILE IS FILLED OR WITH A FUEL TANK AND LATER GOES AWAY WHEN THE FUEL LEVEL IN THE TANK RECEDES THEN SUSPECT A FUEL TANK CONTROL VALVE ISSUE.ITS PART OF THE FUEL TANK.ALSO MAKE SURE THE VAPOR CANISTER IS NOT LOADED WITH FUEL AND THERE IS NO LIQUID FUEL FOUND IN THE PURGE LINES.MAY EVEN NEED TO REPLACE THE PURGE SOLENOID & VAPOR CANISTER IN SOME CASES,BUT THE FUEL TANK WILL BE THE ROOT CAUSE HERE. FUEL TANK ALSO HAD TO REPLACE CANISTER AND PURGE SOLENOID DUE TO FUEL CONTAMINATION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012753131

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6067620122)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J065660471)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032114

Report#: SSV012753131
Open Date: 02/11/2013
Mileage: 64315
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 71-60557
Name: SCOTT ROBINSON CHRYSLER DODGE
Address: 20900 HAWTHORNE BLVD
 TORRANCE, CA 905034612
Phone: 310 542-0900

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES ENGINE WILL STALL INTERMITLY WHEN COMMING TO A STOP. \r\nON CHECK ENGINE LAMP.

Service Action: JOHN, SPARK PLUGS AND COILS ARE THE MOST COMMON TO CAUSE DIE OUTS ON THE HEMI S.THERE IS NO WAY TO TEST THEM ITS A PROCESS OF ELIMINATION IN MOST CASES STARTING WITH NEW PLUGS.SUGGEST YOU RULE OUT THE PLUGS FIRST BY REPLACING THEM AND IF THE ISSUE PERSISTS THEN SWAP OUT ALL THE IGNITION COILS WITH A DONOR VEHICLE. CUSTOMER DID NOT HAVE TIME TO LEAVE THE CAR FOR THE NEEDED TIME TO PROPERLY DIAG. THE INTERMITANT STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012879869

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6186511605)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J263560024)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092222

Report#: SSV012879869
Open Date: 02/10/2013
Mileage: 54547
Warr Built Dt: 09/22/2005
Supplier RP:

Zone/Cd: 66-65315
Name: STANFORD MOTORS INC
Address: HIGHWAY 18 WEST
 VERNON, AL 35592
Phone: 205 695-9142
 205 695-9192

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATED VEHICLE FELT LIKE TRANSMISSION WENT TO NEUTRAL AND ENGINE DIED OUT - OIL LIGHT ONLY WARNING LIGHT TO COME ON. AFTER COASTING TO STOP THE VEHICLE FAILED TO RESTART. ENGINE TURNED OVER BUT WOULD NOT START. AFTER APPROX 5 MINS IT DID RESTART BUT CUSTOMER COULD ONLY DRIVE ABOUT HALF MILE BEFORE IT REPEATED AND SHUT DOWN. VEHICLE TOWED TO SHOP. DURING TESTING THIS AFTERNOON WE HAVE PURPOSLEY OPEN CIRCUITED THE F902 AT THE SHIFT LEVER. ENGINE KEEPS RUNNING AND WE JUST GET COMMUNICATION ERRORS FROM THE SYSTEM. WE CAN NOT DETERMINE THE CAUSE OF ENGINE SHUTDOWN AND NO RESTART. COULD YOU TELL US WHAT THE FCM IS LOOKING FOR AS NORMAL ON THAT CIRCUIT HAVE GOTTEN NO REPONSE FROM LAST UPDATE AS STATED PURPOSELY CAUSING FAULT IN THE F902 CIRCUIT NEITHER CAUSES THE B2105 FAULT TO SET NOR DOES IT SHUT DOWN THE ENGINE. WE D APPRECIATE ANY IDEAS. THANKS WE HAVE RESEARCHED THIS ISSUE ONLINE AT A NATIONAL TECH WEBSITE WE HAVE ACCESS TO AND HAVE BEEN ADVISED THE USE OF PLATINUM

SPARKPLUGS WILL CAUSE RFI INTERFERENCE THAT DISRUPTS THE PCM. OUR CUSTOMER REQUESTED PLATINUM PLUGS APPROX 28,000 MILES AGO BUT HAS NOT HAD ANY DRIVEABILITY ISSUE TO DATE. IS THERE ANY VALIDITY TO THIS CLAIM WE STILL HAVE NO ANSWERS TO THE PROBLEM SOURCE. IF NOTHING ELSE WE LL SEND THE CAR OUT WITH THE CO-PILOT INSTALLED AND RISK ANOTHER TOW BILL.

Service Action: DAVID, THIS CODE COULD CAUSE A ISSUE, NOT SURE IF IT COULD STALL VEHICLE. IF CONTROLLER DOES NOT SEE IGNITION RUN/START IT COULD TAKE VOLTAGE AWAY AND STALL ENGINE. . . DAVID ON THE F902 CIRCUIT IT IS LOOKING FOR 12 VOLTS . DAVID, WE HAVE SEEN SPARK PLUGS, AND COILS CAUSE INTERFERENCE BEFORE, BUT THAT HAS BEEN RARE. ADVISED THAT IF NOTHING ELSE HAS BEEN FOUND THEN IT IS POSSIBLE THAT THE SPARK PLUGS ARE AT FAULT. WE REPLACE THE SPARK PLUGS WITH NON - PLATINUM OEM PLUGS - SENT CUSTOMER OUT WITH CO-PILOT. AFTER 3 WEEKS NO ISSUES - CUSTOMER RETURNED AND CO-PILOT REMOVED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012901668

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510466)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J168560421)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062411

Report#: SSV012901668
Open Date: 02/10/2013
Mileage: 59053
Warr Built Dt: 06/24/2005
Supplier RP:

Zone/Cd: 66-45426
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 5901 MADISON AVE
 TAMARAC, FL 333216412
Phone: 954 861-6200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: OIL LIGHT COME ON WHILE DRIVING & VEHICLE STALLS FUEL PRESSURE IS STEADY AT 55-60 PSI & NO DTC. AM WAITING FOR THE CAR TOO COOL DOWN TO PERFORM OIL PRESSURE TEST

Service Action: KURT. ARE THERE ANY DTCS PLEASE VERIFY THE OIL PRESSURE WITH A MANUAL GAUGE. WHAT IS THE FUEL PRESSURE WHEN THE CAR STALLS KEN K. KURT. PLEASE VERIFY THE COILS AND PLUGS ARE OE AND ARE NOT DAMAGED. (STAR ONLINE SOLUTION K94202871). VERIFY THE PCM POWER AND GROUNDS ARE OKAY. IF NOTHING IS FOUND THE STALLING CONCERN IS LIKELY THE PCM. LET US KNOW WHAT YOU FIND WITH THE OIL PRESSURE. THANK YOU. KEN K. NO MORE STALL AFTER REPLACING SPARK PLUGS. HEMI TUNE-UP WAS RECOMMENDED & SERVICE ADVISOR DIDNT WANT TO SELL IT. SO SPARK PLUGS ON SHOP TICKET & NO PAY FOR THIS TECH. THANKS KEN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012902761

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6154510168)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560269)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062102

Report#: SSV012902761
Open Date: 02/10/2013
Mileage: 48193
Warr Built Dt: 06/21/2005
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:AFTER FILLING TANK CAR WILL DIE

Service Action:STANLEY, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK GAS TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012952114

Vehicle Information

VIN: 2D4GZ57286H [REDACTED]
Model Year: 2006
Make/Model: DODGE
MAGNUM RT AWD
LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6278510901)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J124570897)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102920

Repair Information

Report#: SSV012952114
Open Date: 02/10/2013
Mileage: 75445
Warr Built Dt: 10/29/2005
Supplier RP:

Dealer Information

Zone/Cd: 70-60337
Name: RAIRDON'S CHRYSLER JEEP DODGE
Address: 12828 NE 124TH ST
KIRKLAND, WA 980348309
Phone: 425 821-1777

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALL

Service Action:WILL,REFER TO CASE S121000002-HAVE YOU REPLACED ALL THE PLUGS AND COILS MAKE SURE NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ARE BEING USED (GARMIN, ALARM,R EMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE. CHECK FOR RAW FUEL IN CANISTER-CHECK FOR STUCK OPEN PURGE SOLENOID-CHECK YOUR FUEL TRIM ADAPTIVES/FUEL PRESSURE. SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013015297

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV77376H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6018620019)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J023660883)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020222

Report#: SSV013015297
Open Date: 02/07/2013
Mileage: 79434
Warr Built Dt: 02/02/2006
Supplier RP:

Zone/Cd: 63-26492
Name: BOB MOORE DODGE CHRYSLER JEEP,
Address: 7420 NW EXPRESSWAY
 OKLAHOMA CITY, OK 731321547
Phone: 405 720-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE DIES AT IDLE AFTER COMING TO A COMPLETE STOP. CONDITION IS INTERMITTEN BUT DOES HAPPEN OFTEN I HAVE PERFORMED A LOAD TEST ON BATTERY AND BATTERY PASSED. I HAVE NOT HAD THE VEHICLE DIE WHILE DRIVING ONLY WHILE STATIONARY EITHER IN PARK OR GEAR DOESNT SEEM TO MATTER. I HAVE PULLED PCM OUT AND DISCONNECTED ALL CONNECTORS AND FOUND NO BROKE WIRES OR SMASHED PINCHED OR ANYTHING. LOOKED FOR BACK OUT OR SPREAD TERMINALS AND STILL NO PROBLEM FOUND. PLUGGED PCM BACK IN AND STARTED VEHICLE AND WIGGLED WIRE HARNESS PRETTY ROUGH AND NO EFFECT ON MOTOR WHILE RUNNING. RAN FLIGHT RECORDER ON VEHICLE AND DROVE VEHICLE. GOT IT TO DIE ON ME TWICE WHILE OUT, ONCE WHILE COMING TO A STOP LIGHT AND ONCE AGAIN LEAVING A STOP LIGHT, LIKE A SLOW ROLL BEFORE U PRESS THE ACCELERATOR. NO ABNORMAL READINGS FROM FLIGHT RECORDER. SAME TWO CODES ARE POPPING UP EXCEPT THE BATTERY LOW VOLTS CODE IS ACTIVE IN THE AMP, AND THE U0100 STORED IN TCM. CANNOT FIND ANY REFERENCE TO CUSTOMER CONCERN ON

TECH CONNECT.

Service Action: STAR REVIEWED CASE. MILES IF BATTERY IS BAD REPLACE IT. IF BATTERY IS SULFATED IT WILL CAUSE THIS CONCERN. MILES DOES THIS ONLY HAPPEN WHEN STOPPING IF IT DID AND HAD NO CODES I WOULD SUGGEST VALVEBODY ISSUE BUT IF THESE TWO CODES ARE SETTING AFTER IT HAPPENS I WOULD CHECK PCM CONNECTORS THOROUGHLY FOR SPREAD TERMINALS -LOOSE CONNECTION. CHECK ALL POWER AND GROUND CIRCUITS FOR BREAKING AT TERMINALS AT PCM CONNECTORS. IF YOU WIGGLE CONNECTORS WHILE ENGINE IS RUNNING DOES IT CUT OUT MILES IF BATTERY CHECKS OUT OK/ YOU CAN NOT GET IT TO ACT UP/ POSSIBLY VEHICLE DIES OUT WHILE DRIVING ALSO BESIDES SLOW SPEEDS THEN ISSUE MAY BE WITH REPLACING SPARK PLUGS AND IGNITION COILS. WE HAVE SEEN DIFFERENT LINE OF VEHICLES WHERE THE COILS ARE KNOCKING OUT THE PCM WHEN DRIVEN(INTERMITTENTLY). SOMETIMES THE ONLY WAY TO ISOLATE IT IS WHEN IT HAPPENS DOES PCM LOOK LIKE IT'S BEEN RESET. ADAPTIVE RESET THIS MAY BE YOUR ISSUE. MILES PERFORM DIAGNOSTICS FOR THE B210D IN AMP. POSSIBLE CIRCUIT ISSUE/OR AMP SETS THIS CODE WHEN IT'S ON AND VEHICLE STALLS. FOR THE U0100 AND THE WAY VEHICLE IS STALLING I WOULD REPLACE THE PCM. THE TCM WILL SET THIS CODE IF PCM DROPS OUT FOR A SPLIT SECOND. IF IT WAS A TCM ISSUE THE VEHICLE WOULD NOT STALL. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV013001375

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178511677)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J192560040)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072816

Report#: SSV013001375
Open Date: 01/25/2013
Mileage: 12006
Warr Built Dt: 07/28/2005
Supplier RP:

Zone/Cd: 63-36495
Name: BURNS MOTORS, LTD
Address: 1300 E US HIGHWAY 83
 MCALLEN, TX 785018852
Phone: 956 682-1381

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE VEHICAL STALLS OUT WHILL DRIVING.

Service Action:FERNANDO OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE

ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM SOMETIME THE CODE U0100 WILL COME UP ALSO. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012831852

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610257)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J054660409)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022712

Report#: SSV012831852
Open Date: 01/20/2013
Mileage: 16492
Warr Built Dt: 02/27/2006
Supplier RP:

Zone/Cd: 51-42749
Name: WEST BROTHERS CHRYSLER INC
Address: #3 NORTHEAST SERVICE ROAD
 SULLIVAN, MO 63080
Phone: 573 468-3178

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS IN CAR WASH AFTER FILLING UP WITH FUEL. NO UNSUAL DATA DISPLAYED ON SCANNER. ALSO STALLED WHEN PULLING OUT OF CAR WASH AND THE JET DRIER WAS BLOWING ON CAR. REPLACED THE EVAP CANISTER AND PURGE SOLENOID. THEN TOOK CAR TO GAS STATION AND FILLED WITH FUEL. DID NOT OVERFILL. VEHICLE DIED 3 MINUTES AFTER FILLING UP. DID NOT HAVE TO BE IN CAR WASH IT JUST DIED ON IT S OWN IN THE PARKING LOT.

Service Action:KYLE, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REFER TO CASE CASE NUMBER: S1218000002-MOST COMMON CAUSE FOR HEMO DIE OUT-STALL-- INCORRECT SPARK PLUGS/WORN/CARBON

TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST. REPLACED GAS TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012872304

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6140510321)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J153560793)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060821

Report#: SSV012872304
Open Date: 01/20/2013
Mileage: 65098
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 32-45072
Name: CHRY-JEEP-DODGE OF WARWICK LLC
Address: 185 ROUTE 94 SOUTH
 WARWICK, NY 10990
Phone: 845 986-2021

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AND TPS SERVICE LIGHT IS ALWAYS ON OKAY THANK YOU

Service Action: THOMAS, IF THE STALLING IS HAPPENING AFTER A FUEL FILL EVENT THEN THE MOST PROBABLE CAUSE IS AN ISSUE WITH THE FUEL TANK CONTROL VALVE WHICH IS PART OF THE FUEL TANK. THE FUEL TANK IS THE ROOT CAUSE, AND THE PURGE SOLENOID AND CANISTER ARE USUALLY FOUND TO BE SATURATED WITH FUEL CAUSING THE STALLING. FOR THE TPS SYSTEM ISSUE YOU WILL NEED TO START ANOTHER FOR THAT CONCERN AND ROUTE IT INTO THE CORRECT GROUP WHICH WOULD BE BODY/CHASSIS. THOMAS, YOUR WELCOME, RICH H. REPLACED TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012891346

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510059)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017660040)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020100

Report#: SSV012891346
Open Date: 01/20/2013
Mileage: 70934
Warr Built Dt: 02/01/2006
Supplier RP:

Zone/Cd: 71-45118
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 2727 DOWD DRIVE
 SANTA ROSA, CA 954077818
Phone: 707 542-3331

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DYING AND ROUGH IDLE SENT COPILOT READINGS

Service Action: PAUL, YOU COULD HAVE A POSSIBLE PCM ISSUE, OR IT COULD BE POSSIBLE IGNITION COILS AND PLUGS. PAUL, I WILL REVIEW THE DATA RECORDINGS.....BUT YOU MAY WANT TO REFER TO STAR CASE S1218000002 AND TAKE A LOOK AT THE DATA RECORDINGS FOR YOURSELF, THERE ARE EXAMPLES OF DATA RECORDINGS THAT ILLUSTRATE WHAT IT LOOKS LIKE WHEN YOU HAVE IGNITION COILS OR SPARK PLUGS CAUSING THE ISSUE. THANKS, RICH H. PAUL, STAR HAS REVIEWED THE DATA RECORDINGS YOU SUBMITTED, THEY ARE INDICATIVE OF EITHER IGNITION COILS OR THE SPARK PLUGS LIKE THE STAR CASES SUGGESTS, START WITH NEW SPARK PLUGS. USE ONLY CHAMPION REC14MCC4 ANYTHING OTHER THEN THIS NUMBER COULD BE CAUSING THE ISSUE, PLATINUM PLUGS ARE A NO-NO. IF THE ISSUE PERSISTS THEN SWAP OUT ALL 8 COILS WITH A KNOWN GOOD RUNNING HEMI. ADVISED CUST OF REPLACING PLUGS AND POSS COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012891642

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6294510613)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J307560108)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111219

Report#: SSV012891642
Open Date: 01/20/2013
Mileage: 67983
Warr Built Dt: 11/12/2005
Supplier RP:

Zone/Cd: 51-66804
Name: MANCARI'S CHRYSLER JEEP DODGE,
Address: 4630 WEST 95TH STREET
 OAK LAWN, IL 604532514
Phone: 708 423-0910

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INITIALLY- CUST IN FOR FAILED STATE EMISSION TEST. LATER, CUST ALSO STATED THAT THEY HAD AN INTERMITTENT DIE-OUT PROBLEM

Service Action:PATRICK,1. REFER TO CASE NUMBER: S1218000002.VERIFY NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ARE BEING USED (GARMIN, ALARM ,REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE. CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-CHECK YOUR FUEL TRIM ADAPTIVES. OTHER HEMI STALL OUT CAUSES-BAD ASD RELAY-POOR CONTACT- INCORRECT SPARK PLUGS-PLATINUM/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM--CHECK TRANS FLUID LEVEL-IF NPF-REPLACE ALL SPARK PLUGS AND COILS-RETEST. ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FORM 2003 - 2008) APPEAR TO BE

SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, I AM HEARING MORE AND MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S).2. IF DIE OUT IS AFTER FILL UP-CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK NEW PCM/COILS/PLUGS ALL MONITORS RUN, ALL OK NOW

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012943687

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510412)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147560070)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060619

Report#: SSV012943687
Open Date: 01/20/2013
Mileage: 5136
Warr Built Dt: 06/06/2005
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
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: AFTER FUELING UP TANK, ENGINE WILL DIE AT STOPLIGHTS AT IDLE. ONLY DOES SO FOR A FEW TIMES.

Service Action: STEVEN, THE USUAL FIX IS NEW TANK AND CANISTER. TELL THE CUSTOMER NOT TO ADD ANY FUEL AFTER 1ST PUMP CLICK OFF. CUSTOMER DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012859306

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6250510068)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J265560857)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092612

Report#: SSV012859306
Open Date: 01/13/2013
Mileage: 96620
Warr Built Dt: 09/26/2005
Supplier RP:

Zone/Cd: 70-24173
Name: DICK HANNAH CHRYSLER JEEP DODG
Address: 3517 NE AUTO MALL DR
 VANCOUVER, WA 986627199
Phone: 800 906-8309
 877 240-1867

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE HAS DIED A FEW TIMES COMING TO A STOP. NO WARNING LIGHTS COME ON, NO DTCS. WILL RESTART RIGHT AWAY.

Service Action:PETER, UP DATE THE PCM. MAKE SURE PLUGS ARE ALL NEW AND CORRECT. SWAP ALL 8 COILS WITH A LIKE VEHICLE. ROAD TEST VEHICLE. . WAS NEVER ABLE TO
 DUPLICATE. UPDATED PCM. CUSTOMER DECLINED PLUGS AND TOOK THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012876352

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57206H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610623)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661142)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020319

Report#: SSV012876352
Open Date: 01/13/2013
Mileage: 38206
Warr Built Dt: 02/03/2006
Supplier RP:

Zone/Cd: 35-41007
Name: DICK GREENFIELD DODGE CHRYSLER
Address: 2700 BRUNSWICK PIKE RT 1
 LAWRENCEVILLE, NJ 086489801
Phone: 609 882-1000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLING/DIES .. WHEN ACCELARATING HAS NO POWER HESITATE, STUMBLES DIES.NO CODES WE REPLACE PCM UNDER STAR CASE 12432470/12321365..

Service Action:MIKE,THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS ALSO WITH STRANGE FAULT CODES. SEE STAR CASE S121800002, YOU MAY OR MAY NOT HAVE CODES. COILS FIXED ISSUE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012876980

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6307510723)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J322560913)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112421

Report#: SSV012876980
Open Date: 01/13/2013
Mileage: 13096
Warr Built Dt: 11/24/2005
Supplier RP:

Zone/Cd: 71-61339
Name: JACK POWELL CHRYSLER JEEP DODG
Address: 1625 AUTO PARK WAY
 ESCONDIDO, CA 920292008
Phone: 760 745-2880

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALL WHILE COMING TO A STOP OR PARKING LOT MANUEVERS.

Service Action:GARRETT. ARE BOTH BANKS GOING TO THE -33 OR IS IT ONLY ON ONE SIDE PLEASE MONITOR THE FUEL PRESSURE WHEN THE CAR HAS THE ISSUE AND REVIEW STAR ONLINE SOLUTION K32541114. STAR ONLINE SOLUTION 999922890 MAY BE HELPFUL EVEN THOUGH IT IS NOT SPECIFICALLY FOR THIS CAR. LET US KNOW WHAT YOU FIND. THANK YOU. KEN K. BOTH BANKS WENT TO -33%. DRAINED 1/8 TANK OF FUEL FROM TANK. PROBLEMS NO LONGER OCCURRED. REPLACED FUEL TANK AS PER STAR CASE. COMPLETELY FILLED FUEL TANK AND ROAD TESTED, VEHICLE NOLONGER STALLED WHEN STOPPING OR HESITATED ON ACCELERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012885628

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H66H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6210511663)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J249560101)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 091022</p>	<p>Report#: SSV012885628</p> <p>Open Date: 01/13/2013</p> <p>Mileage: 5224</p> <p>Warr Built Dt: 09/10/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-45476</p> <p>Name: SUBURBAN CHRYSLER JEEP DODGE O</p> <p>Address: 1790 MAPLELAWN DR TROY, MI 480844611</p> <p>Phone: 248 585-8800 248 519-9465</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AFTER FILLING UP GAS TANK DOES THE PURGE AND CANISTER NEED TO BE REPLACED AGAIN

Service Action: MIKE, THE CANISTER AND PURGE SOLENOID ARE NOT THE ROOT CAUSE HERE, ITS THE FUEL TANK CONTROL VALVE THATS PART OF THE FUEL TANK, SO THE FUEL TANK NEEDS TO BE REPLACED. MIKE, HOPEFULLY NOT, IT WOULD BE A JUDGEMENT CALL BASED ON YOUR INSPECTION OF EACH COMPONENT. I WOULD THINK NOT IF THE CONDITION HAS NOT BEEN ON GOING SINCE THE PARTS WERE REPLACED. DRY THEM OUT IF LIQUID FUEL IS FOUND IN THEM THE BEST YOU CAN. HAVE HAD CASES WHERE TECHS REPLACED THE TANK AND REPLACED NEITHER COMPONENT & IT WAS O.K. HOPE THIS HELPS, RICH H. REPLACED TANK PURGE AND CANISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012910975

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H1 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6075510411)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074560187)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040601

Report#: SSV012910975
Open Date: 01/13/2013
Mileage: 35481
Warr Built Dt: 04/06/2005
Supplier RP:

Zone/Cd: 71-45565
Name: TURLOCK CHRYSLER DODGE JEEP RA
Address: 1600 AUTO MALL DR
 TURLOCK, CA 953809534
Phone: 888 753-6493
 209 250-5800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES ENGINE DIES WHILE DRIVING IN THE CITY STOP AND GO WORSE WHEN COLD. NO IT DOES NOT HAPPEN AFTER FILL UPS.

Service Action:ADOLFO,DOES IT HAPPEN AFTER A FILL UP CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK 1.LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN.2.CHECK CAM/CRANK SYNC-AV CAM /CRANK SYNC -0-10 DEGREES-CHECK ENGINE TIMING 3.CHECK FUEL PRESSURE AND LONG TERM FUEL TRIM ADAPTIVES 4.PERFORM COMPRESSION/LEAK DOWN TEST.REFER TO CASE CASE NUMBER: S1218000002-REPLACE ALL PLUGS /COILS. MONITOR ALL

CYLINDERS FOUND A MIS-FIRE ON CYLINDER #1, CHECK FOR COMPRESSION AND LEAK DOWN, FOUND 30% LEAKAGE ON CYLINDER #1, CUSTOMER HAD BOTH CYLINDER HEADS REPAIR IN SOME OTHER SHOP, HIS TAKING IT BACK THE THEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012911715

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6286510275)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J297560727)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 103109

Report#: SSV012911715
Open Date: 01/13/2013
Mileage: 25381
Warr Built Dt: 10/31/2005
Supplier RP:

Zone/Cd: 71-60397
Name: TRACY CHRYSLER JEEP DODGE
Address: 3460 NAGLEE RD
 TRACY, CA 953047304
Phone: INACTIVE
 209 820-1800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES VEHICLE DIES AFTER FUELING. CAN HEAR GURGLING SOUND FROM GAS TANK... WILL STALL OUT ON LEFT TURNS, IDLE, AND 40MPH... WILL RESTART OK..

Service Action: ADVISED TECH THAT THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT WOULD BE THE ISSUE. REPLACE FUEL TANK AND CANISTER AND CHECK THE OPERATION OF THE NVLD AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. UNLESS THE CUSTOMER IS OVER FILLING THE FUEL TANK. JAMIE CALLED AND DID NOT FIND ANY RAW FUEL IN THE CANISTER. ADVISED IT WILL DRY OUT AS THE ENGINE RUNS. CUST DECLINED ANY WORK AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012939166

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6237510488)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J256560158)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091703

Report#: SSV012939166
Open Date: 01/13/2013
Mileage: 60745
Warr Built Dt: 09/17/2005
Supplier RP:

Zone/Cd: 66-45488
Name: LANDERS MCLARTY DODGE CHRYSLER
Address: 5080 ACADEMY LN
 BESSEMER, AL 350225249
Phone: 205 923-6343
 205 923-7278

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN CAR GETS FILLED UP WITH GAS IT STALLS & WON'T ACCELERATE FOR ABOUT 4 MILES THEN RUNS FINE IT DASE THIS EVERY TIME TANK IS FILLED. I TOOK THE CAR TO THE GAS STATION & FILLED IT MY SELF & THE PROPBLEM ACCURED. I NOTICED THAT THE GAS PUMP NOZZEL DIDN'T FIT NORMALLY INTO FILLER NECK ONLY THE TIP OF NOZZEL WOULD GO IN.I CAN NOT SEE ANY DAMAGE TO FILLER NECK.LOOKED DOWN FILLER NECK DO SEE REASON WHY NOZZEL DOSE NOT GO ALL THE WAY IN. PLEASE ADVISE THANKS IF YOUWOULD CALL ME IT WOULD SAVE TIME #205-306-9239.

Service Action: LARRY, REPLACE FUEL TANK-CHECK FOR KINKED VENT LINE-.THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE

VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK WAITING CUSTOMER APPROVAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012334999

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510727)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333561272)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120601

Report#: SSV012334999
Open Date: 12/21/2012
Mileage: 97798
Warr Built Dt: 12/06/2005
Supplier RP:

Zone/Cd: 42-26252
Name: KAHLO CHRYSLER JEEP DODGE, INC
Address: 9900 PLEASANT ST
 NOBLESVILLE, IN 460603940
Phone: 317 773-6363

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING

Service Action:CHRIS,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. DSBBDSD

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012811941

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H1 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6160510424)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J090561159)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061514

Report#: SSV012811941
Open Date: 12/30/2012
Mileage: 6161
Warr Built Dt: 06/15/2005
Supplier RP:

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 6500 OKEECHOBEE BLVD
 WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHILE DRIVING VEHICLE JUST STALLS OUT ROAD TESTED AFTER MAKEING LONG LEFT TURN IN ROUND ABOUT AFTER COMING OUT AND GOIND STRAIGHT STALLED OUT MAX SPEED ACHIEVED 40MPH. NO CODES PRESENT, INSPECTED ALL POWER AND GROUND. SWAPPED OUT FUEL AND ADS RELAY WITH KNOW GOOD ONES. STUMBLES. AFTER HAPPENS LONG CRANK TIME. WAS UNABLE TO GET FUEL PRESSURE TEST ON IT BEFORE RESTART SPARK PLUGS FINE. ROAD TESTED SAME ROUTE. MAKEING LONG SWEEPING LEFT TURN. WHEN COMING OUT AND ACCEL CAR BUCKED AND STALLED. FUEL PRESSURE FINE WHOLE TIME. COULD THERE BE AN ISSUE WITH THE ROLL OVER VALVLE IN TANK

Service Action:ADVISED TECH TECH TO TRY TO DUPLICATE THIS ISSUE. DO THE DIAG FOR P1128. BEAU, HAVE THE PLUGS BEEN REPLACED IF NOT THEN REPLACE PLUGS WITH CORRECT PLUGS. MONITOR FUEL PRESSURE ON ROAD TEST. CALLED BEAU AND ASK WHAT IF ANYTHING WAS DONE TO THE CAR WHEN THIS ISSUE STARTED. UNKNOWN.\n\nTECH

THINKS THAT HAS BAD ROLL OVER VALVE IN GAS TANK. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012828995

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175511632)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J209560426)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081107

Report#: SSV012828995
Open Date: 01/04/2013
Mileage: 78017
Warr Built Dt: 08/11/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER SAY CAR RANDOMLY SHUTS OFF AT TIMES. HAVE NOT BEEN ABLE TO DUBPLICATE CONCERN DID NOT REPLACE COILSBUT DID REPLACE PLUGS. CUTOMER IS BACK AND COMPLAINS THE CAR STILL CUTS OFF RANDOMLY. THE ONLY DTC ARE VOLATGE LOW AND VOLTAGE HIGH AND LOST COMM. WITH PCM. BUT WHAT WOULD THE IGNITION COILS HAVE TO DO WITH THE BATTERY VOLTAGE CODES.

Service Action: SHELDON, COILS AND SPARK PLUGS MOST COMMONLY CAUSE DIE OUTS, IT COULD BE A POSSIBLE PCM ISSUE, BUT BEFORE YOU GO THERE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN

SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. LEAVE THE PCM FOR LAST. SHELDON, TRY IGNITION COILS, LEAVE THE PCM AS A LAST RESORT. SHELDON, ONE OR MORE OF THE COILS COULD BE SPIKING THE PCM. GFSG

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012834297

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H86H3 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510785)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335571142)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122019

Report#: SSV012834297
Open Date: 01/06/2013
Mileage: 49067
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 70-66802
Name: ADVANTAGE DODGE-CHRY-JEEP
Address: 3200 EAST MAIN STREET
 FARMINGTON, NM 87402
Phone: 505 327-4424

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING. CODE U0100 DID COME BACK ALCOHOL WAS LES THAN 3%. I MADE FOUR RECORDING AND SENT TO YOU. THERE IS MISSING DATA IN THE TIMELINES. ALSO IT SEEMSTHAT THE IGNITION RUN DROPPED OFF FIRST. WIGGLING CAM OR CRANK HAD NO DIFFERENCE.

Service Action:SHAUN, WERE YOU MONITORING THE FUEL PRESSURE WHEN IT DIED IF SO, CHECK FOR ALCOHAL CONTENT :POUR 90 ML OF YOUR FUEL SAMPLE INTO THE 100 ML GRADUATED CYLINDER. ADD 10 ML OF WATER TO THE CYLINDER AND MIX CONTENTS. LET THE FUEL SAMPLE SET FOR 10 TO 15 MINUTES. THE ALCOHOL WILL COMBINE WITH THE WATER AND SEPARATE FROM THE FUEL. READ THE LINE WHERE IT SEPARATES. NOW COMES THE CALCULATION, WITH 100 ML 100% LOOKING AT THE CYLINDER, THE WAY WE WOULD READ THIS IS: THE LINE IS ON THE 53 AND WE KNOW 10% WAS WATER TO BEGIN WITH. THE WATER WILL SETTLE TO THE BOTTOM BECAUSE WATER IS HEAVIER THAN GASOLINE. 53-10 43 THIS SAMPLE WOULD BE 43% ALCOHOL, WHICH WOULD BE WAY TO MUCH FOR A 10% BLEND AND MOST CARS WOULD RUN VERY

POORLY IF THEY STARTED AT ALL.\r\n\r\nREAD MORE: HOW TO TEST FUELS FOR ALCOHOL CONTENT EHOW.COM HTTP://WWW.EHOW.COM/HOW 2143193 TEST-FUELS-ALCOHOL-CONTENT.HTML#XZZ283LVKX92.\r\n\r\nVERIFY ALL MODULES ARE UP TO DATE.\r\n\r\nIF NPF, MAKE A DATA RECORDING PER DOL CASE #S1218000003 LOOKING OFR A POSSIBLE EMI ISSUE.\r\n\r\nTHANK YOU, NEIL SHAUN, THE DTC CAN BE A RESULT OF THE STALL; SO YOU NEED TO CONCENTRATE ON A DIFFERENT CAUSE. WHAT WAS THE RESULT OF THE ALCOHAL TEST DID YOU MAKE A DATA RECORDING WHAT DID YOU SEE DROP OUT FIRST \r\n\r\nALSO I WANT YOU TO LAB SCOPE THE CMP AND THE CKP AT THE PCM WHILE PERFORMING A WIGGLE TEST.\r\n\r\nTHANK YOU, NEIL CALLED TECH TO DISCUSS CASE. HE IS N/A \r\n\r\nRAY, I NEED YOU TO LAB SCOPE THE CMP AND THE CKP AT THE PCM WHILE PERFORMING A WIGGLE TEST TO VERIFY A CLEAN SQUARE WAVE PATTERN.\r\n\r\nIF OK, VERIFY THE PRIMARY COIL HARNESS IS ROUTED CORRECTLY AND NOT TOO CLOSE TO COILS. ARE THE SPARK PLUGS OEM IF NOT, CHANGE THEM. ARE THERE ANY AFTERMARKET ACCYS(GARMIN, REMOTE START, ALARM,...)INSTALLED THAT COULD CAUSE EMI INTERFERENCE IF NOT SWAP ALL 8 COILS AND RETEST AND MAKE ANOTHER DATA RECORDING. \r\n\r\nTHE RECORDINGS ARE NOT HERE YET. SOMETIMES IT TAKES UP TO 6 HRS. TO GET THROUGH FIREWALLS.\r\n\r\nTHANK YOU, NEIL WIGGLE TESTED CAM AND CRANK WHILE WATCHING LAB SCOPE. FOUND ALL WAVES WERE SQUARE. WE REPLACED PCM AND VEHICLE HAS NOT DIED SINCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012840644

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H1 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6096510371)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J091561241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042814

Report#: SSV012840644
Open Date: 01/06/2013
Mileage: 57512
Warr Built Dt: 04/28/2005
Supplier RP:

Zone/Cd: 51-23605
Name: LIBERTY CHRYSLER DODGE JEEP RA
Address: 1000 EAST PARK AVENUE
 LIBERTYVILLE, IL 600482900
Phone: 847 362-2683

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS, THROTTLE LIGHT COMES ON POWERS AND GROUNDS CHECK GOOD TO PCM. THE CAR CAN BE SITTING STILL AND THE STALL HAPPENS AND THE CODE SETS, SO IT IS UNLIKELY A WIRE GETTING INTERMITTENTLY SHORTED OR OPEN DUE TO VIBRATIONS

Service Action: CLINT, USUALLY THE MODULE SETTING THE DTC IS NOT THE CAUSE. SINCE THIS IS SETTING A DTC THAT IT IS LOOSING COMM WITH THE PCM THERE IS LIKELY A LOSS OF POWER OR GROUND WITH THE PCM CAUSING THE STALL OR THIS CODE. IF POWER AND GROUND TEST OK REPLACE THE PCM. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012860201

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510697)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J120560370)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051415

Report#: SSV012860201
Open Date: 01/06/2013
Mileage: 82570
Warr Built Dt: 05/14/2005
Supplier RP:

Zone/Cd: 66-68200
Name: HURLEY CHRYSLER JEEP DODGE
Address: 2173 S WOODLAND BLVD
 DELAND, FL 32720
Phone: 386 736-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE CUTS OUT WHEN WORM.

Service Action:PAUL,IGNITION COILS AND SPARK PLUGS MOST COMMONLY CAUSE DIE OUTS ON HEMIS,SEE STAR CASE S1218000002, MAKE SURE SPARK PLUG CHAMPION REC14MCC4 IS ALL THAT IS BEING USED,PLATINUM PLUGS OR AFTERMARKET TYPE PLUGS CAN CAUSE THE ISSUES ALONE.SECOND THING WE SEE ALOT OF IS IGNITION COILS,IT COULD BE ONE OR MORE OF THEM.NO WAY TO TEST FOR THE \ COIL KILLER\ CONDITION ITS A PROCESS OF ELIMINATION IN ALL CASES STARTING WITH SPARK PLUGS THEN MOVING TO IGNITION COILS. NUMBER 5 IGN COIL.THANKS. THIS WOULD HAVE BEN HARD TO DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012861111

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6030620044)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J026661262)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021318

Report#: SSV012861111
Open Date: 01/06/2013
Mileage: 75645
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 74-42630
Name: EARL'S DODGE-JEEP
Address: 2814 PORTER WAGONER BLVD
 WEST PLAINS, MO 65775
Phone: 800 388-9219
 417 256-2060

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE SHUTS OFF WHEN STARTING OUT FROM STOP LIGHTOR GETTING ON THE HWY ON RAMP. ALMOST LIKE SHUTTING OFF THE KEY. I DID A U TURN AT A MEDIUM AND AS I TOOK OFF TO ENTER TRAFFIC IT SHUT OFF AND RESTARTED ON ITS OWN.

Service Action:RICKY,SPARK PLUGS OR ONE OR MORE OF THE IGNITION COILS USUALLY CAUSE DIE OUTS ON THE HEMIS,SEE STAR CASE S1218000002,SOMETIMES YOU GET CODES SOMETIMES YOU DON T.START WITH NEW PLUGS,USE ONLY WHAT STAR PARTS CALLS OUT FOR.IF THE ISSUE PERSISTS AFTER THE PLUG ARE RULED OUT THEN SWAP COILS WITH A DONOR HEMI. CUSTOMER HAS BEEN ADVISED OF REPAIRS NEEDED, CUSTOMER IS GOING TO ATTEMPT REPAIR ON HIS OWN, LAST WE HAVE HEARD FROM CUSTOMER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012878701

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088661439)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041108

Report#: SSV012878701
Open Date: 12/30/2012
Mileage: 95309
Warr Built Dt: 04/11/2006
Supplier RP:

Zone/Cd: 63-60447
Name: WAXAHACHIE DODGE CHRYSLER JEEP
Address: 2405 N. INTERSTATE 35E
 WAXAHACHIE, TX 75165
Phone: 469 517-0030
 469 517-0044

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT. LOST OF COMM WITH ECM/PCM AND ABS. BATTERY VOLTAGE LOW. UNABLE TO DUPLICATE THE CONCERN. HAVE TRIED CRANKING IT MULTIPLE TIMES. SO STILL WAS UNABLE TO DUPLICATE CONCERN BUT CUSTOMER ALSO SAID THAT THE VEHICLE WILL JUST DIE WHEN DRIVING. LAST TIME IT WAS IN HERE I REPLACED THE PLUGS FOR A NO CODE VEHICLE DYING

Service Action: BRYCE, THIS MAY BE CAUSED BY LOW CRANKING VOLTAGE. BEFORE PERFORMING ANY FURTHER DIAGNOSTICS IT WILL BE NECESSARY TO DUPLICATE THIS CONDITION SO WE KNOW THE CONDITIONS UNDER WHICH IT OCCURS. THEN THE FAULT CONDITIONS ARE NOT PRESENT AT THIS TIME. BRYCE, CLOSE THIS TICKET AND OPEN NEW TICKET IN THE ELECTRICAL GROUP FOR BATTERY LOW CODE. STILL WILL NEED TO DUPLICATE. OPEN A NEW REPAIR IN ELECTRICAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012906930

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510989)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J173560077)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062915

Report#: SSV012906930
Open Date: 12/19/2012
Mileage: 22877
Warr Built Dt: 06/29/2005
Supplier RP:

Zone/Cd: 35-26419
Name: STARR MOTORS INCORPORATED
Address: 2584 PRUDEN BLVD
 SUFFOLK, VA 23434
Phone: 757 539-0214
 757 539-2531

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHEN COMING TO STOP OIL LIGHT COMES ON AND VEHICLE CUTS OFF.

Service Action:ROBERT,SEE AND REVIEW STAR CASE S1218000002.YOU MAY OR MAY NOT GET CODES.TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012909159

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57236H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6056510538)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J064560075)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032917

Report#: SSV012909159
Open Date: 01/06/2013
Mileage: 94717
Warr Built Dt: 03/29/2005
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENG DIES OUT.

Service Action:WALDEN OBSERVE THE PCM RUN TIMER AND IF IT GOES TO ZERO WITHOUT TOUCHING THE KEY AFTER IT STALLS THEN LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS

THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM SOMETIME THE CODE U0100 WILL COME UP ALSO. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. CUST TOOK VEH & WILL RETURN AT A LATER DATE FOR DG

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012924935

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6178511724)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J180560732)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072900

Report#: SSV012924935
Open Date: 01/06/2013
Mileage: 76217
Warr Built Dt: 07/29/2005
Supplier RP:

Zone/Cd: 66-63570
Name: M & L MOTOR CO INC
Address: 406 PIEDMONT DRIVE
 LEXINGTON, NC 27295
Phone: 336 248-5191

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CEL ON,ENGINE DIES OUT ON HARD ACCELERATION AT TIMES UNDERSTAND AND HAVE READ CASE YOU REFERED TO.ONE OTHER QUESTION IN TCM UNDER ENVIROMENTAL DATA FOR STORED U0100,WHAT IS SYMTON ID #1 39,SYMPTON#2 39.WHAT IS THIS TELLING US PLEASE ADVISE,THANKS!!!

Service Action:M,IF THIS VEHICLE IS STALLING AND U0100 IS SETTING,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE

THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. LEAVE THE PCM AS A LAST RESORT.STAR CASE S121800002 DISCUSSES THE ISSUE ALSO. M,HAVE NO IDEA WHAT THAT MEANS,MORE THAN LIKELY ENGINEERING TYPE DATA. OWNER DECLINED FURTHER TESTING AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012737099

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6347510378)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661012)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012515

Report#: SSV012737099
Open Date: 12/16/2012
Mileage: 75415
Warr Built Dt: 01/25/2006
Supplier RP:

Zone/Cd: 70-63826
Name: GENE'S CHRYSLER CENTER
Address: 3400 S CUSHMAN ST
 FAIRBANKS, AK 997017522
Phone: 907 452-7117

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTANT STALL/NO START

Service Action:ADVISED THE TECH TOO HARD WIRE THE CAM SENSOR HARNESS. AND ROAD TEST. IF STILL HAS DIE OUT THEN SWAP COILS AND REPLACE THE PLUGS. SHAD CALLED IN AND WE DISCUSSED THE FAULT CODE P0344 , I INSTRUCTED SHAD TO REVIEW STAR ONLINE CASE # S1218000003 . REPLACE THE CAM SENSOR AND SEE IF THE P0344 CODE RETURNS IF SO TO HARD WIRE THE CAM SENSOR SIGNAL CIRCUIT AND RE TEST . THANKS DARRIN . CAM SENSOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012754144

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088661439)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041108

Report#: SSV012754144
Open Date: 12/16/2012
Mileage: 94069
Warr Built Dt: 04/11/2006
Supplier RP:

Zone/Cd: 63-60447
Name: WAXAHACHIE DODGE CHRYSLER JEEP
Address: 2405 N. INTERSTATE 35E
 WAXAHACHIE, TX 75165
Phone: 469 517-0030
 469 517-0044

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE CHECK ENGINE LIGHT COMES ON WHILE DRIVING AND THEN THE VEHICLE WILL DIE, THIS HAPPENS AFTER DRIVING A FEW MILES.

Service Action: BRYCE THE ONLY ISSUES WE SEE FOR STALLING ON THIS ENGINE IS WRONG OR INCORRECT GAPPED PLUGS AND COILS INTERFEREING WITH THE PCM ADVIS INSPECT PLUGS AND IF A DONOR VEHICLE AVAILABLE SWAP OUT ALL THE COILS AND RETEST. REPLACED PLUGS HAVENT HEARD ANYTHING BACK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012779772

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6285510440)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J298560787)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110206

Report#: SSV012779772
Open Date: 12/16/2012
Mileage: 43450
Warr Built Dt: 11/02/2005
Supplier RP:

Zone/Cd: 51-45120
Name: NAPERVILLE CHRYSLER JEEP DODGE
Address: 1565 W OGDEN AVE
 NAPERVILLE, IL 605403906
Phone: 630 355-3410
 630 505-8282

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: REPLACING TCM UNABLE TO INITIALIZE WAS ABLE TO FLASH UPDATE TCM, BUT VEHICLE CAME BACK A FEW DAYS LATER, SAME PROBLEM CEL ON AND VEHICLE STALL ON ACCELERATION. SENT VEHICLE SCAN REPORT, ANY IDEAS U0100, C121C, AND P2638. POSSIBLE PCM SAW A STAR CASE

Service Action: STAR ADVISED TO DISCONNECT BATTERY AND TOUCH CABLES TOGETHER FOR A FEW MINUTES, RECONNECT BATTERY AND REPROGRAM THE PCM, THE TCM SHOULD AUTO UPDATE, THEN UNDER TCM MISC FUNCTIONS DO THE EGS52, IN TIPM SET PINION FACTOR AND TIRE SIZE. STEFAN, REPLACE THE PCM. REPLACE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012807382

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H3 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6010610204)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010660033)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021014

Report#: SSV012807382
Open Date: 12/11/2012
Mileage: 36451
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 63-68842
Name: GREENVILLE CHRYSLER
Address: 5401 INTERSTATE HIGHWAY 30
 GREENVILLE, TX 754027514
Phone: 903 454-0283

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WILL DIE IF FUEL LEVEL IS FULL. AT 7/8 FUEL LEVEL THE ENGINE WILL NOT DIE..

Service Action:GARY, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK CUSTOMER DECLINED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012849990

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H26H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6328511514)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J005660805)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 011300</p>	<p>Report#: SSV012849990</p> <p>Open Date: 12/07/2012</p> <p>Mileage: 38330</p> <p>Warr Built Dt: 01/13/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-45497</p> <p>Name: SOUTHERN DODGE CHRYSLER JEEP R</p> <p>Address: 2747 N MILITARY HWY NORFOLK, VA 235185606</p> <p>Phone: 757 855-2277</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. FILLS TANK AT TIMES CAR WILL STALL OUT RESTART AND THAN STALLS AGAIN

Service Action: MICHAEL, I WOULD LIKE YOU TO REVIEW SOL CASES #S1218000025 AND K14738841. THANKS, JAY FUEL TANK REPLACED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012873535

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6118610633)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133660638)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052223

Report#: SSV012873535
Open Date: 12/07/2012
Mileage: 65914
Warr Built Dt: 05/22/2006
Supplier RP:

Zone/Cd: 63-23918
Name: TIM PARKER CHRYSLER
Address: 4722 CENTRAL AVE
 HOT SPRINGS, AR 71913
Phone: 501 525-0777

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL START AND RUN FOR A FEW SECONDS THEN DIE EVERYTIME AFTER A FUEL FILL UP. ONLY DOES IT THE ONE TIME AFTER FILL UP. IT WILL START BACK UP AND RUN FINE AFTER IT DIES THE ONE TIME. NO DTC S SET

Service Action:PETER, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK CUSTOMER ON TRIP.WANTED TO WAIT UNTILL HE RETURN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012646940

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H2 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6241510244)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J181560238)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091915

Report#: SSV012646940
Open Date: 11/30/2012
Mileage: 63202
Warr Built Dt: 09/19/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE RUNS ROUGH AND STALLS AT IDLE. I GOT VEHICLE TO ACT UP NEXT MORNING (WAS STALLING) SWAPPED COILS FROM A DONOR VEHICLE AND VEHICLE QUIT STALLING. I REPLACED ALL COILS, DROVE THE VEHICLE HOME AND ALL WAS WELL. CUSTOMER PICKED VEHICLE UP AND DROVE OFF AND THE CHECK ENGINE LIGHT AND THROTTLE LIGHT CAME ON, AND THE VEHICLE STALLED. THE FAULTS NOW BEING SET ARE U0002 IN THE ABS, ESM, AND TCM, U0121 IN THE TCM, U0103 IN THE TCM, U0019 IN THE CCN, U0001 IN THE FCMCGW, U0121 IN THE SCM, AND U0002 IN THE SCM. ANY ASSITANCE WOULD BE APPRECIATED. THESE FAULTS WERE NOT PRESENT AT ANY PREVIOUS TIME. I HAD ALREADY REPLACED THE SPARK PLUGS ON THE INITIAL VISIT AND I VERIFIED THAT THEY WERE CORRECT ON THE LAST VISIT.

Service Action: BRIAN, ADVISED TO VERIFY THE SPARK PLUGS ARE THE CORRECT APPLICATION. ADVISED TO SWAPP THE IGNITION COILS FROM A DONOR VEHICLE. BRIAN, ADVISED TO REPLACE THE SPARK PLUGS. BRIAN, BASED ON THE FAULT CODES YOU WILL NEED TO CHECK THE CAN C VOLTAGES WHEN THE CONCERN OCCURS. PCM REPLACEMENT

REPAIRED VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012760732

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6242510361)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J217560231)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 091722

Report#: SSV012760732

Open Date: 11/30/2012

Mileage: 37696

Warr Built Dt: 09/17/2005

Supplier RP:

Zone/Cd: 63-65382

Name: INGRAM PARK CHRYSLER JEEP DODG

Address: 7000 N W LOOP 410
SAN ANTONIO, TX 78238

Phone: 800 347-1313
210 684-6610

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT STOPS. STARTS BACK UP. NO CODES

Service Action: ADVSIE TO LAB SCOPE THE CMP AND THE CKP AT PCM WHILE PERFORMING A WIGGLE TEST. INSPECT SENSOR CONNECTORS CLOSELY FOR TERM. ISSUES, SPREAD TERMS., PIN PUSH OUT, CORROSION, OR EVIDENCE OF WATER INTRUSION. PERFORM A PIN DRAG TEST ON ALL TERMS.\r\nREFER TO SOL CASE # S121800003 FOR AN EMI ISSUE AND MAKE A DATA RECORDING FOR MORE CLUES. THE U0100 IS MOST LIKELY THE RESULT OF THE STALL, NOT THE CAUSE.\r\nTHANK YOU, NEIL NO WORK DONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012737633

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6269511420)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J209560660)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100612

Report#: SSV012737633
Open Date: 11/29/2012
Mileage: 84960
Warr Built Dt: 10/06/2005
Supplier RP:

Zone/Cd: 51-44340
Name: BRENT BERGHEGER CHRYSLER DODGE
Address: 220 W MAIN ST
 MASCOUTAH, IL 622581829
Phone: 618 566-2155

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS WHEN DRIVING NO CODES THIS TIME BUT LAST WEEK IT DID IT AND HAD TWO PCM CODES P2118,P2110. REPLACED T-BODY

Service Action: DAN, 1.CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK -2.ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FORM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY

CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, I AM HEARING MORE AND MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S)-JEFF . NEW GAS TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012650122

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6013620073)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J060661505)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031314

Report#: SSV012650122
Open Date: 11/28/2012
Mileage: 94429
Warr Built Dt: 03/13/2006
Supplier RP:

Zone/Cd: 70-08011
Name: LARRY H MILLER CHRYSLER JEEP
Address: 10905 S AUTO MALL DRIVE
 SANDY, UT 84070
Phone: 801 553-5900

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS WHILE STOPPED. WILL RESTART RIGHT AWAY. NO SIGNS OF ARCHING BETWEEN THE COIL/PLUG AND COIL/CYLINDER HEAD. THE PLUGS INSTALLED ARE CHAMPION #7570. LOOKS LIKE A PLATINUM PLUG. IS THIS PLUG THE PROBLEM MORE INFO. JUST TALKED TO CUSTOMER AND ASKED IF THE CONDITION STARTED AFTER PLUG REPLACEMENT. HE SAYS HE CHANGED THE PLUGS TO CORRECT THE STALLING CONDITION. STILL PLUG REPLACEMENT WILCO. VEHICLE STALLS WHILE STOPPED. WILL RESTART RIGHT AWAY. NO SIGNS OF ARCHING BETWEEN THE COIL/PLUG AND COIL/CYLINDER HEAD. THE PLUGS INSTALLED ARE CHAMPION #7570. LOOKS LIKE A PLATINUM PLUG. IS THIS PLUG THE PROBLEM MORE INFO. JUST TALKED TO CUSTOMER AND ASKED IF THE CONDITION STARTED AFTER PLUG REPLACEMENT. HE SAYS HE CHANGED THE PLUGS TO CORRECT THE STALLING CONDITION. STILL PLUG REPLACEMENT WILCO. 3 20 MIN TEST DRIVES LATER AND THE STALL HAS YET TO COME BACK. NOW CAN I PLEASE HAVE A REASON AS TO WHY THIS WORKED DON T REALLY FOLLOW HOW THIS IS KILLING THE PCM. THANKS FOR YOUR HELP. THANKS FOR THE

EXPLANATION JEFF. I WILL DO IF THE VEHICLE RETURNS. THANKS AGAIN. VEHICLE CAME BACK FOR THIS SAME CONCERN THIS MORNING. WHERE DO WE GO NEXT THANKS ALL

Service Action: ROBERT , I WANT YOU TO REVIEW THE INFORMATION IN THIS STAR ONLINE CASE S1218000003. CHECK TO SEE IF THE ENGINE HAS AFTERMARKET SPARK PLUGS . THANKS DARRIN . ROBERT , I WOULD CONSIDER REPLACEMENT OF THE CHAMPION PLUGS . LETS START WITH THE CORRECT SPARK PLUGS PER APPLICATION SPARK PLUGS (6.1L ENGINE) NGKu00AE DOUBLE PLATINUM 05037404AA (PLZTR5A-13) 0.051 IN 01.30 MM THANKS DARRIN . YES , ELIMINATE THE INCORRECT SPARK PLUGS FIRST . THANKS DARRIN . ALSO HAVE YOUR PARTS DEPARTMENT VERIFY THE PLUG PART # THAT I GAVE YOU IS CORRECT PER APPLICATION . ROBERT , THANKS AND KEEP ME POSTED WITH THE RESULTS . THANKS DARRIN . ROBERT,REFER TO CASE CASE NUMBER: S1218000002-CHECK FOR PCM RESETTING 1. ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FORM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, I AM HEARING MORE AND MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S). 2.POS TORN COIL BOOT-REPLACE ALL COILS 3.IF STILL HAVE CONCERN REPLACE PCM-JEFF GLAD TO HELP-KEEP ME POSTED ON REPAIRS. . REPLACE THE COILS. SWAP THE ASD RELAY AND REPLACE ALL THE COILS. CUSTOMER DECLINED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012798798

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6304520047)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J201561171)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111718

Report#: SSV012798798
Open Date: 11/26/2012
Mileage: 62432
Warr Built Dt: 11/17/2005
Supplier RP:

Zone/Cd: 66-41874
Name: BONIFACE-HIERS CHRYSLER DODGE
Address: 1775 E MERRITT ISLAND CSWY
 MERRITT ISLAND, FL 329522662
Phone: 321 453-2651
 321 452-8181

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINT IS THAT AFTER FILLING FUEL TANK AND DRIVING APPROX 1 MILE VEHICLE STALLS OUT AND WILL THEN RESTART. NO CODES NO BULLETINS FOUND.

Service Action: MIKE, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACE FUEL TANK .FILLED TANK AND ROAD TEST.STALLING PROBLEM REPAIRED. THANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012811912

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GZ57256H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060511144)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560566)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042001

Report#: SSV012811912
Open Date: 11/25/2012
Mileage: 25829
Warr Built Dt: 04/20/2005
Supplier RP:

Zone/Cd: 32-45021
Name: GARAVEL CHRYSLER JEEP DODGE RA
Address: 300 WESTPORT AVE
 NORWALK, CT 068514313
Phone: 203 846-1399
 203 845-8040

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CAR STALLING HOW I CANT CK WHICH COIL IS BAD I YOU CANT CALL ME 845 216 9311 I FOUND THE AUTOLITE PLATINUM PLUGS DO YOU CANT CALL ME PLASE THE CAR NO HAVE LIGHT ON THE PROBLEM DO WHEN IS HOT

Service Action: LUIS, THERE IS NO WAY TO TELL WICH IS THE KILLER COIL. ALL YOU CAN DO IS TO SWAP/REPLACE ALL COILS. IS THE ENGINE AN EASY RESTART AFTER DIEOUT. MAKE SURE TO REPLACE THE PLUGS IF ARE NOT NEW. LOUIS, STATES THAT THE CUSTOMER DOES NOT WANT PLUGS. TAKING CAR. DECLAIANT THE JOB

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012787952

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6077510642)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J096560861)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042022

Report#: SSV012787952
Open Date: 11/20/2012
Mileage: 79459
Warr Built Dt: 04/20/2005
Supplier RP:

Zone/Cd: 71-44684
Name: ANTIOCH CHRYSLER JEEP DODGE IN
Address: 1810 AUTO CENTER DR
 ANTIOCH, CA 945091353
Phone: 925 778-9700

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENTLY WHILE DRIVING THE CAR WILL LOSE POWER/CUT OUT AND THEN COMES RIGHT BACK.

Service Action:WAYNE, REFER TO CASE S1218000002-VERIFY NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ARE BEING USED (GARMIN, ALARM ,REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE. CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID- CHECK YOUR FUEL TRIM ADAPTIVES. OTHER HEMI STALL OUT CAUSES-BAD ASD RELAY-POOR CONTACT- INCORRECT SPARK PLUGS-PLATINUM/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST. REPLACED THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012798924

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510295)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010661412)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012412

Report#: SSV012798924
Open Date: 11/20/2012
Mileage: 96209
Warr Built Dt: 01/24/2006
Supplier RP:

Zone/Cd: 74-45522
Name: BRIGGS CHRYSLER DODGE JEEP RAM
Address: 2121 W 29TH TER
 LAWRENCE, KS 660473163
Phone: 785 843-3055
 888 228-5365

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CONCERN OF AFTER FILLING WITH GAS, VEHICLE WILL STALL HAD ADVISOR CALL CUSTOMER AND THIS IS WHAT THEY SAID WHEN THEY FILL THE CAR THEY ALWAYS HAVE IT OFF AND THEY FILL TILL PUMP SHUTS OFF AND ROUND UP TO NEAREST .10 WHICH 10 CENTS WOULD BE LESS THAN A 1/10 OF A GALLON AT 3.00. \r\n\r\n DON T FEEL THIS WOULD BE ENOUGH TO CAUSE THIS AND THERE IS NO PROBLEM WITH THE VENT LINE WAITING ON CUSTOMER CONCERN OF AFTER FILLING WITH GAS, VEHICLE WILL STALL HAD ADVISOR CALL CUSTOMER AND THIS IS WHAT THEY SAID WHEN THEY FILL THE CAR THEY ALWAYS HAVE IT OFF AND THEY FILL TILL PUMP SHUTS OFF AND ROUND UP TO NEAREST .10 WHICH 10 CENTS WOULD BE LESS THAN A 1/10 OF A GALLON AT 3.00POJI.COM. \r\n\r\n DON T FEEL THIS WOULD BE ENOUGH TO CAUSE THIS AND THERE IS NO PROBLEM WITH THE VENT LINE WAITING ON CUSTOMER THEY DECIDED TO PUT A TANK IN IT WAITING ON PARTS ALRIGHT GOING TO REPLACE THE FUEL TANK BUT I NEED A SPECIFIC REASON FOR DOING THIS TO TELL THE CUSTOMER WHY IT NEEDS TO BE REPLACE THANKS

Service Action:BRIAN, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACE THE FUEL TANK. KEEP ME POSTED ON REPAIR. THANKS FOR THE INFORMATION-UPDATE CASE AFTER TANK REPLACEMENT. STICKING CHECK VALVE /PLUGGED VENT FOR EVAP SYSTEM ON FUEL TANK . CUSTOMER IS DRIVING NEEDS MILES PUT ON IT DONT KNOW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012754154

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6213510256)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J309560033)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111605

Report#: SSV012754154
Open Date: 11/16/2012
Mileage: 60898
Warr Built Dt: 11/16/2005
Supplier RP:

Zone/Cd: 35-60414
Name: FREEDOM CHRYSLER DODGE JEEP RA
Address: 6060 ALLENTOWN BLVD
 HARRISBURG, PA 171122601
Phone: 717 545-4726
 717 652-3660

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER SAYS AFTER FILLING CAR UP IT WILL STALL FOR A COUPLE OF MINUTES AND THEN IT RUNS FINE ARE THE FUEL TANK CONTROL VALVES SERVICABLE IF IT IS STICKING OR DO YOU HAVE TO REPLACE THE TANK GAS IS GETTING INTO CANISTER DOES THAT MEAN THE FUEL CONTROL IS BAD AND IT NEEDS A TANK EVAP PURGE SOLENOID AND HOSES HAVE RAW FUEL

Service Action: JEFFERY, I WOULD LIKE YOU TO REVIEW STAR CASE K14738841, EVEN THOUGH YOU HAVE REPLACED CHARCOAL CANISTER AND LDP. CHECK PURGE SOLENOID AND FUEL TANK CONTROL VALVE. PLEASE LET ME KNOW WITH DETAILS. THANKS, JAY. JEFFERY, FUEL TANK CONTROL VALVE IS PART OF THE FUEL TANK. JAY JEFFERY, YES IF FUEL CONTROL VALVE IS STICKING, FUEL WILL GET IN TO THE CHARCOAL CANISTER. CHECK EVAP PURGE SOLENOID AND HOSES FOR RAW FUEL. THANKS, JAY JEFFERY, YOU WILL HAVE TO BLOW OUT HOSES AND REPLACE EVAP PURGE SOLENOID IF ITu0092S CONTAMINATED WITH RAW FUEL. IF CHARCOAL CANISTER FEELS HEAVY THEN IT WILL HAVE TO BE REPLACED ALSO. THANKS, JAY REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012797189

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6332510259)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J048661267)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 022415

Report#: SSV012797189

Open Date: 11/12/2012

Mileage: 74419

Warr Built Dt: 02/24/2006

Supplier RP:

Zone/Cd: 71-41080

Name: CARL BURGER'S DODGE CHRYSLER J

Address: 8355 HERCULES ST
LA MESA, CA 919422921

Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING DYING ISSUE-NO FAULTS-IT SEEMED LIKE IT WAS AN INCORRECT SPARK PLUG ISSUE(I HAVE SEEN A FEW)-STAR CASE#S1218000002-THE PICTURE OF THE GOOD AND BAD SPARK PLUGS-WHICH ARE THE GOOD ONES-THE SHINEY TOPPED ONES OR THE DARK COLORED TOPS THATS WHAT I THOUGHT BUT OUR PARTS DEPT SENT ME 8 WITH BLACK TIPS AND 8 WITH SILVER-THANKS

Service Action: JEFF-SPARK PLUGS WITH BLACK TIP PLUGS/OEM , AFTERMARKET PLUGS SILVER TIPS GLAD TO HELP-FYI-ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FORM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, WE

SEE MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S).INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM SPARK PLUGS-

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012517197

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57216H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510802)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J178560194)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072112

Report#: SSV012517197
Open Date: 11/11/2012
Mileage: 1424
Warr Built Dt: 07/21/2005
Supplier RP:

Zone/Cd: 42-26016
Name: JIM RIEHL'S FRIENDLY CHRY JEEP
Address: 32899 VAN DYKE AVE
 WARREN, MI 480938139
Phone: 586 979-8700
 877 559-0811

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: VERIFIED COMPLAINT OF SURGING AT CRUISE SPEED AND STALLING AT LOW SPEEDS. SPARK PLUGS AND IGNITION COILS HAVE BEEN ADRESSED CONDITION STILL PRESENT. PERHAPS REVIEW OF THE SUPPLIED DATA RECORDINGS WOULD REVEAL THE CAUSE. ALTHOUGH I SENT IN EIGHT RECORDINGS THE LAST FOUR WOULD BE THE BEST TO LOOK AT. BLOCKED OFF PURGE AND EGR VEHICLE STILL EXHIBITED THE CONDITION. THEN DISCONNECTED ELECTRICAL TO EGR AND VEHICLE RAN NORMALLY. REPLACED EGR CONDITION EXISTS, DISCONNECT ELECTRICAL CONNECTOR TO EGR CONDITION NOT PRESENT. PLEASE ADVISE. WE FOUND THAT BY DISCONNECTING THE EGR CONNECTOR THAT OF COURSE CAUSED AN ENGINE LIGHT THUS CAUSING IT NOT TO ACT UP. MY THEORY WAS THAT THIS MAY BE MDS ACTING INCORRECTLY. SO I RECONNECTED EGR AND CLEARED THE CODE AND DISCONNECTED THE INTAKE AIR TEMP TO CAUSE ANOTHER ENGINE LIGHT AND THE VEHICLE DID NOT ACT UP. SO NEXT I RECONNECTED THE INTAKE AIR TEMP AND CLEARED THE CODE. TEST DROVE WHILE MONITORING THE MDS STATE AND FOUND AT APPROX 25MPH MDS STATE WAS

ACTIVATING AND WHEN THIS WAS OCCURRING VEHICLE WOULD EXHIBIT A JERK AND LOSS OF POWER. THE PCM DOES APPEAR TO HAVE BEEN REPLACED...ELSEWHERE, NOT TO SAY IT IS GOOD. WE HAVE CHANGED OIL TO ENSURE PROPER OIL VISCOSITY. VEHICLES ISSUE DID NOT CHANGE. WHAT COULD CAUSE IMPROPER MDS ACTIVATION WITH NO CODES I DONT KNOW ENOUGH ABOUT MDS STRATEGY TO COME UP WITH A NEXT STEP. WE LAB SCOPED THE CRANK SENSOR IN THE BAY AND VERIFIED THE PROPER SQUARE WAVE. THEN WE ALSO TEST DROVE IT WHILE IT WAS ACTING UP AND VERIFIED THE PROPER SQUARE WAVE. WE VERIFIED THE TERMINALS WERE GOOD, CLEAN AND PROPER FIT ON PIN, AND LOAD TESTED THE WIRING. THE SPARK PLUGS ARE CHAMPION RE14MCC4. ALL THE COILS WERE SWAPPED OUT. THIS LATEST TIME DRIVING THIS VEHICLE THE ETC LIGHT AND ESP/BAS LIGHT CAME ON WITH CODE P2172 HIGH AIRFLOW/VACUUM LEAK FAST DETECTED. NOT SURE IF THIS IS PART OF THE PROBLEM OR SEVERAL PROBLEMS. DONT HAVE ANY VACUUM LEAKS PRESENT AND CONDITION IS STILL PRESENT WITH PURGE AND EGR BLOCKED OFF. I AM STARTED TO SUSPECT THE THROTTLE BODY. SWAPPED THROTTLE BODY WITH DONOR VEHICLE AND FOUND JERKING, LACK OF POWER AND STALL CONDITION STILL PRESENT . P2172 CODE DID NOT RETURN WITH DONOR THROTTLE BODY HOWEVER. ARE THERE ANY OTHER INDICATORS FROM THE DATA RECORDING OF WHAT MAY BE GOING ON THE PCM THAT APPEARS TO HAVE BEEN REPLACED ELSEWHERE HAS A SOFTWARE # OF 04896568AL I HAVERETURNED FROM LUNCH AND MAY BEREACHED AT 586-405-1563. THANKS COMPRESSION TEST FOUND THE FOLLOWING RESULTS: CYLINDER #1 160 #2 200 #3 200 #4 200 #5 200 #6 180 #7 160 #8 170. ALSO WE FOUND IN THE OIL GALLEY OF THE LEFT REAR MDS SOLENOID A PEICE OF MAGNET WHICH APPEARS TO COME FROM THE TIP OF A SOLENOID, HOWEVER ALL CURRENT SOLENOID ARE INTACT. PLEASE ADVISE.

Service Action: JOHN,THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS. JOHN,BLOCK OFF/DISABLE EGR AND PURGE TO RULE THOSE ITEMS OUT.THE LAST COUPLE OF RECORDINGS THE RPM LOOKS EXTREMELY ERRATIC,CHECK THE CKP CIRCUITS AND TERMINALS,LAB SCOPE THE CKP SIGNAL AT THE PCM WHEN THE CONDITION IS PRESENT.MAKE SURE THE SQUARE WAVE IS CLEAN.LOAD TEST THE CKP CIRCUITS,WIGGLE TEST THE CKP WIRING WHILE ITS RUNNING.IF NEEDED TRY A KNOWN GOOD CKP SENSOR. JOHN,IF YOU HAVE NO WIRING ISSUES WITH THE EGR CIRCUITS THEN IT COULD BE A POSSIBLE PCM ISSUE ITS THE ONLY THING THAT CONTROLS THE EGR VALVE. JOHN,DID THE CKP SENSOR EVER GET LAB SCOPED,CKP CIRCUITS GET LOAD TESTED AND TERMINALS INSPECTED,WAS A KNOWN GOOD CKP SENSOR EVER TRIED I DO NOT SUSPECT MDS TO BE THE ISSUE HERE.WHAT SPARK PLUG PART NUMBER WAS INSTALLED,WERE THE PLUGS REPLACED BY YOU WERE ALL THE IGNITION COILS SWAPPED OUT BY YOU PERSONALLY. JOHN,SWAP THE THROTTLE BODY WITH A DONOR VEHICLE THEN.RE-TEST. JOHN,I AM GOING TO ESCALATE THIS CASE TO OUR MASTER CONSULTANT FOR REVIEW,SINCE THERE IS NO FORWARD PROGRESS BEING MADE AT THIS POINT,NO NEED TO RESUBMIT THE TICKET HE WILL CONTACT YOU DIRECTLY ON THIS. JOHN, CAN YOU PROVIDE THE PCM SOFTWARE PART NUMBER. JOHN, I ATTEMPTED TO CALL YOU, WAS ADVISED YOU WERE AT LUNCH. ADVISED TO RESUBMIT TO THE CASE ONCE YOU ARE AVAILBLE TO DISCUSS THE CONCERN. SPOKE WITH TECHICIAN REGARDING THE CONCERN. ADVISED TECHNICIAN TO VERIFY THE ENGINE IS ACTUALLY MDS EQUIPPED. ADVISED TO CHECK COMPRESSION AND CYLINDER LEAKDOWN. JOHN, ADVISED TO FURTHER DIAGNOIS THE LOW COMPRESSION ON CYLINDER 1, 7, AND 8. COULD NOT VERIFY A PROBLEM. CUSTOMER DID NOT WANT TO SUFFER EXPENSE OF ENGINE TEAR DOWN WITHOUT A DEFINITIVE DIAGNOSIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012656064

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GV57206H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT RWD LXDP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6234510177)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J224561391)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 090915</p>	<p>Report#: SSV012656064</p> <p>Open Date: 11/09/2012</p> <p>Mileage: 7163</p> <p>Warr Built Dt: 09/09/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 32-45403</p> <p>Name: OLD SAYBROOK CHRYSLER DODGE JE</p> <p>Address: 255 MIDDLESEX TPKE OLD SAYBROOK, CT 064754209</p> <p>Phone: 860 388-4445</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTER DIE OUT REPLACED ALL REMAINING COILS, GOOD FOR TWO WEEKS BACK DOING SAMETHING STORED CODES PCM P0700 ABS,ESM,TCM,FCMCG U0100 SUN B210D

Service Action: TERRY, IF ALL THE SPARK PLUGS WERE REPLACED BY YOU AT THE DEALER ARE GAPPED CORRECTLY, USING THE CORRECT P/N PLUG THAT STAR PARTS CALLS OUT FOR, THEN YOU MAY NEED TO SWAP OUT THE REMAINDER OF THE IGNITION COILS, THERE IS NO WAY TO TEST THE COILS, ITS A PROCESS OF ELIMINATION IN ALL CASES TO DETERMINE IF COILS OR PLUGS ARE CAUSING THE PROBLEM. TERRY, LOAD TEST THE PCM POWER AND GROUNDS, INSPECT THE TERMINALS IF ALL CHECKS O.K. THEN REPLACE THE PCM. REPLACED PCM SO FAR SO GOOD

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012734782

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W96F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6040620115)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045661027)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030109

Report#: SSV012734782
Open Date: 11/07/2012
Mileage: 58898
Warr Built Dt: 03/01/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES IDLING ROUGH AND DIEING AFTER FILL UP, HAD OIL CHANGE LAST WEEK, DIED TWO TIMES LAST NIGHT

Service Action: KEN, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK . REPLACED THE FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012751479

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6235510399)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J243561317)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091317

Report#: SSV012751479
Open Date: 11/04/2012
Mileage: 89761
Warr Built Dt: 09/13/2005
Supplier RP:

Zone/Cd: 66-68510
Name: MALL OF GEORGIA CHRYSLER DODGE
Address: 4345 BUFORD DR
 BUFORD, GA 30518
Phone: 770 945-0839

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS INTERMITTANT/AFTER FILLING FUEL TANK HELLO! AFTER FILLING FUEL TANK, VEHICLE STALLED WHEN LEAVING GAS STATION. RESTARTED OK THEN RAN ROUGH/BUCKED JERKED GOING DOWN THE ROAD. PULLED OVER AND CHECKED FUEL ADAPTIVES WHICH HAD CHANGED TO -10 TO -13. CAR ONLY HAD PROBLEM FROM GAS SATION TO HOME. AFTER THAT ONE TRIP, RAN GREAT. I CHECKED CANNISTER AND PURGE SOLENOID AND THEY LOOK OK. I SAW STAR CASE #K14738841. IT LOOKS LIKE THE ORV LINE FROM THE FILLER NECK IS CONNECTED TO A CONTROL VALVE ON THE TANK WHICH IS SUPPOSED TO KEEP LIQUID FUEL IN THE TANK AND ROUTE VAPORS TO THE CANNISTER/PURGE LINES. I SUSPECT THAT CONTROL VALVE HAS FAILED AND TANK NEEDS TO BE REPLACED. IS THIS HOW MOST OF YOUR CASES ARE AND AM I ON THE RIGHT TRACK I M CONTEMPLATING FILLING VEHICLE AGAIN WITH THE PURCGE VALVE DISCONNECTED AND DRIVING IT BACK TO SHOP TO IMMEDIATELY INSPECT THE LINES. FUEL EVAPORATES FAST SO I PROBABLY JUST HAVEN T SEEN IT. ANY SUGGESTIONS AND ADVICE ARE APPRECIATED. THANKS! DAVID...

Service Action: DAVID, IF THIS STALLING/DIE OUT CONCERN ONLY OCCURS IMMEDIATELY FOLLOWING A FUEL FILL EVENT, THEN SUSPECT A POSSIBLE FUEL TANK CONTROL VALVE ISSUE WHICH IS PART OF THE FUEL TANK, IT'S THE MOST COMMON CONCERN WE SEE CAUSE THIS ISSUE. DAVID, YES YOU ARE ON THE RIGHT TRACK, AND IS THE MOST COMMON ISSUE WE SEE AFTER A FUEL FILL EVENT. YES DISCONNECTING AND BLOCKING OFF THE PURGE LINE WOULD BE A GOOD WAY TO DIAGNOSE IT, ALSO AFTER FUEL FILL CHECK THE CANISTER LINES AND PURGE LINES FOR SIGNS OF LIQUID FUEL BEFORE YOU START AND RUN THE VEHICLE. CUSTOMER DECLINED REPAIRS AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012766385

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6145520010)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220560733)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110806

Report#: SSV012766385
Open Date: 11/04/2012
Mileage: 37139
Warr Built Dt: 11/08/2005
Supplier RP:

Zone/Cd: 32-44961
Name: FLEMINGTON DODGE-CHRY-JEEP
Address: 204 US ROUTE 202 / 31
 FLEMINGTON, NJ 08822
Phone: 908 788-5858

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES AT TIMES VEHICLE STALLED REPEATEDLY AFTER FILLING GAS TANK, THEN SEEMED TO RUN ROUGH.

Service Action: KEVIN, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST PUMP CLICK OFF) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK AND CANISTER. NO REPAIR WAS MADE VENT LINE WAS CHECKED AND INFO. WAS PASSED ON TO CUSTOMER AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012702738

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6114610521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J135660993)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052417

Report#: SSV012702738
Open Date: 11/01/2012
Mileage: 43282
Warr Built Dt: 05/24/2006
Supplier RP:

Zone/Cd: 51-42283
Name: LOU FUSZ CHRYSLER JEEP DODGE
Address: 3480 HIGHWAY K
 O FALLON, MO 633688138
Phone: 314 966-0630
 636 442-8100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AT TIMES. HAVE TO FEATHER GAS PEDAL TO KEEP RUNNING. CAN GO DAYS WITH NO PROBLEM. NO CODES HAVE PULLED PLUGS AND INSPECTED. ONLY DIES AFTER FILLING TANK. STALLS AND SPUTTERS A FEW TIMES THAN IT IS OK. NEEDS FUEL TANK

Service Action: DAVID, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE

PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. DAVE, YES, FUEL TANK IS THE ROOT CAUSE, BUT IT MAY ALSO NEED A NEW VAPOR CANISTER AND PURGE SOLENOID IF THEY WERE CONTAMINATED WITH LIQUID FUEL. REPLACE FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012698047

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57276H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6173510620)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J213560069)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081204

Report#: SSV012698047
Open Date: 10/26/2012
Mileage: 85122
Warr Built Dt: 08/12/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE RANDOMLY DIES ON HIGHWAY. TEST DROVE VEHICLE HOME WITH FUEL PRESSURE TESTER HOOKED UP. CAR DYED ONCE BUT DID NOT LOOSE PRESSURE (ABOUT 56-58PSI). GOT CODE (P0627 FUEL PUMP CONTROL CIRCUIT/OPEN). AFTER HAVING THE VEHICLE BE RUNNING FOR OVER 2HRS, ONCE I TURN IT OFF AND PULL KEY OUT OF IGNITION, IT STAYS RUNNING FOR ABOUT 20 SEC. AND SLOWLY LOSSE PRESSURE AND DYE OUT. AFTER GOT MANY CODES RELATED TO FUEL PUMP AND OVER MODULES. (U0141)(U1411)(U1403)(U110C)(110F)(U110E)(P0627)(U1120)(P0571)(U1113)(U110A)(U0103)(U0141)(U1411) ALL THIS CODES ARE ACTIVE AT THE TIME VEHICLE WOULD STAY RUNNING WITH KEY OFF.(U0121)STORED. (U0101)PENDING. RIGHT NOW DRIVING CAR BACK TO SHOP NO CODES AT ALL.

Service Action:CHRISTIAN, ENSURE THE CORRECT SPARK PLUGS ARE INSTALLED ON THIS VEHICLE. PLATINUM PLUGS WILL CAUSE THIS. IF THE CONCERN STILL OCCURS MAKE A RECORDING OF THE EVENT. ENSURE TO RECORD THE COIL BURN TIME. IF THE COIL BURN TIME SHOWS DASHES WHEN THE STALL OCCURS SWAP ALL 8 COILS FROM A LIKE

VEHICLE AND RETEST. IF THE FAULT NO LONGER OCCURS REPLACE ALL 8 COILS. CHRISTIAN HAS CALLED STAR.....SUGGESTED TECH ELIMINATE THE SPARK PLUGS AND COILS AS A POSSIBLE CAUSE FOR THE RANDOM DIE OUT SINCE ITS THE MOST COMMON ISSUE STAR HAS REPORTS ON AS BEING THE CAUSE.THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS ALSO WITH STRANGE FAULT CODES. ALSO HAVE HAD REPORTS OF REMAN PCM ISSUE S,DISCUSSED THE \ RL\ AND \ R\ PART NUMBERED PCM S. CHRISTIAN HAS CALLED STAR,WENT OVER CASE DETAILS AGAIN.ADVISED TECH LETS ADDRESS PLUGS AND COILS FIRST. REPLACE THE SPARK PLUGS AND COILS\r\n*****\r\nSTAR: TECH REPLACED ALL THE IGNITION COILS AND SPARK PLUGS FOR THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012748487

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6349510471)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J009661514)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011719

Report#: SSV012748487
Open Date: 10/26/2012
Mileage: 88654
Warr Built Dt: 01/17/2006
Supplier RP:

Zone/Cd: 32-65015
Name: BRANHAVEN CHRYSLER JEEP DODGE
Address: 348 WEST MAIN ST
 BRANFORD, CT 06405
Phone: 203 488-9460
 203 488-6351

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS OUT

Service Action:JAMES, 1.SWAP ASD RELAY-REFER TO CASE S1218000002--TO CHECK FOR INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-REPLACE/SWAP ALL SPARK PLUGS AND COILS-RETEST-IF NPF-POS PCM 2.CHECK FOR KINKED VENT LINE 3.THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK FOUND NUMBER 3 COIL BAD REPLACED COIL FIXED VECH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012384668

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6271511435)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J283561244)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101715

Report#: SSV012384668
Open Date: 10/23/2012
Mileage: 76423
Warr Built Dt: 10/17/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENTLY CAR WILL STALL OUT JUST LIKE IT WAS TURNED OFF DOES FEEL LIKE IT HAS A TRANS DELAYED ENGAGEMENT AND DOES HAVE STORED LOSS OF COMM CODES

Service Action:RON,MAKE SURE IT HAS THE CORRECT PART NUMBER SPARK PLUG,IT HAS TO BE WHAT STAR PARTS CALLS OUT FOR ANYTHING ELSE OR BRAND OR EVEN A PLATINUM WILL CAUSE THIS CONDITION.IF THATS O.K. THEN REPLACE THE IGNITION COILS NEXT. IGNITION COIL\r\n*****\r\nSTAR: IGNITION COILS CAUSING THIS PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012687868

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6201510570)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J222560584)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081801

Report#: SSV012687868
Open Date: 10/22/2012
Mileage: 55600
Warr Built Dt: 08/18/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT WHILE DRIVING RESTARTS

Service Action: RICHARD CALLED IN AND WE DISCUSSED THE DIE OUT STALLING CONCERN SETTING THE U0100 FAULT CODE . I SUGGESTED TO REVIEW STAR ONLINE CASE #S1218000002 .
 THANKS DARRIN . REPLACED ALL SPARKPLUGS AND IGN. COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012369914

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H86F [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6143510071)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J146561223)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 060600</p>	<p>Report#: SSV012369914</p> <p>Open Date: 10/21/2012</p> <p>Mileage: 77388</p> <p>Warr Built Dt: 06/06/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-60461</p> <p>Name: STALLINGS CHRYSLER DODGE JEEP</p> <p>Address: 101 COMMERCE PARK DR THOMASVILLE, GA 317574855</p> <p>Phone: 229 228-9100</p>
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Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT ON OCCASSION VEHICLE WILL DIE...RESTARTS AND DOESNT HAVE PROBLEM FOR A BIT THEN WILL SHUT OFF AGAIN

Service Action: DUSTY, ADVISED TO SWAPP THE IGNITION COILS FROM A DONOR VEHICLE. ADVISED TO INSPECT THE SPARK PLUGS FOR WEAR, CRACKED PORCELIN, CARBON TRACKING, AND CORRECT APPLICATION. RY54H

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012450070

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6224510356)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J250570082)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092210

Report#: SSV012450070
Open Date: 10/21/2012
Mileage: 87483
Warr Built Dt: 09/22/2005
Supplier RP:

Zone/Cd: 35-58285
Name: CHERRY HILL DODGE CHRYSLER JEE
Address: 1708 WEST MARLTON PIKE
 CHERRY HILL, NJ 080023296
Phone: 856 382-1690
 856 665-9000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL OUT ON OCCASION

Service Action:MICHAEL BASED ON YOUR FINDINGS SUSPECT EITHER A VACUUM LEAK, OR A FUEL QUALITY ISSUE. N/A

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012650377

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6347510225)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J016661030)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012712

Report#: SSV012650377
Open Date: 10/21/2012
Mileage: 43152
Warr Built Dt: 01/27/2006
Supplier RP:

Zone/Cd: 71-45523
Name: BROWNING DODGE CHRYSLER JEEP R
Address: 1983 HAMNER AVE
 NORCO, CA 928602602
Phone: 951 272-3110

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES CHECK ENG LIGHT ON STALLS AT SPEEDS 40 MPH & LOWER CUSTOMER STATES CHECK ENG LIGHT ON STALLS AT SPEEDS 40 MPH & LOWER BRIAN, WE HAVE NOT BEEN ABLE TO DUPLICATE THIS CONCERN-LAST TIME CUSTOMER SAID IT HAPPENED SOME ONE PULLED CODES 13 CODES IN 8 MODUALS-MOSTLY NO CONNUNICATION WITH ECM/PCM- DID WAGGLE & ECM \ TAP\ TEST NO NEGITIVE RESULTS BRIAN I LET VECH IDLE IN SHOPE FOR SOME TIME, IT BEGAN TO STALL VERY OFTEN STARTS AGAIN RIGHT AWAY. DONT KNOW IF IT JUST HAPPENED THAT WAY BUT WAS AFTER \ TAP TEST\ ANY MORE ADVISE,I NEED HELP ON THIS ONE

Service Action: DWAINES THIS CASE CAME INTO THE TRANS GROUP. NO KNOWN ISSUES WITH THE TRANS WOULD CAUSE THIS. I CHECKED THE DRIVE AND ELECTRICAL GROUPS AND NOTHING DEFINITIVE. STAR WOULD NEED FURTHER INFO IF YOU CAN DUPLICATE THIS AT ALL - BRIAN DWAINES THANK S FOR THE FURTHER INFO THAT HELPS US A LITTLE MORE. THE IGN SWITCH OR F20 CIRCUIT MAY BE AT FAULT - BRIAN STAR SPOKE WITH DWAINES. DWAINES STATES HE WAS DOING THE TAP TEST ON THE PCM AND IT QUIT

SOON AFTER. STAR ADVISED DWAIN WE HAVE HAD PRIOR CASES OF THE PCM AS A CAUSE WITHOUT CODES SETTING AS WELL AS THE IGN SWITCH. ALSO CHECK THE IGN SWITCH CONNECTOR FOR SIGNS OF GETTING HOT - BRIAN DWAIN WE SPOKE ON THE PHONE EARLIER. WE DISCUSSED ENSURING THE IGNITION CIRCUITS THAT INPUT INTO THE PCM ARE CHECKED, JUST LIKE WAS MENTIONED ABOVE BY STAR. USE BREAKOUT BOX FOR THE CONTROLLER IF YOU HAVE IT. YOU MENTIONED YOU CAN GET IT TO DUPLICATE IN YOUR STALL, SO THIS TEST IS VERY VALUABLE. PART OF THE IGNITION SWITCH S RESPONSIBILITY IS GETTING THAT IGNITION FEED TO THE PCM. LOSS OF COMMUNICATION CODE YOU MENTIONED CAN BE POWER/GROUND/BUS WIRES SO WE NEED TO MAKE SURE THE WIRING IS VERIFIED. LET US KNOW WHAT YOU FIND.
REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012666109

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]	Report#: SSV012666109	Zone/Cd: 51-09561
Model Year: 2006	Open Date: 10/19/2012	Name: CAVANAUGHS' MOTORS INC
Make/Model: CHRYSLER	Mileage: 3254	Address: 1121 N 6TH ST
300C RWD	Warr Built Dt: 06/26/2005	MONMOUTH, IL 614629673
LXCS48	Supplier RP:	Phone: 309 734-2155
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6147510248)		
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J171560569)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 062603		

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR DIES WHILE IDLING OR WHILE DRIVING.COULD GO 4 OR 5 DAYS WITH NO PROBS THEN COULD DIE 3 TIMES IN A ROW.

Service Action:KENNETH , I WANT YOU TO REVIEW STAR ONLINE CASE #S1218000003 . REPLACED TCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012739120

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6126510411)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133560987)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052815

Report#: SSV012739120
Open Date: 10/18/2012
Mileage: 39414
Warr Built Dt: 05/28/2005
Supplier RP:

Zone/Cd: 66-60501
Name: COLUMBIA CHRYSLER DODGE JEEP R
Address: 106 S JAMES CAMPBELL BLVD
 COLUMBIA, TN 384014324
Phone: 931 380-0830
 931 380-0800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AND ETC LIGHT BLINKS

Service Action:JOE, WHAT KIND OF PLUGS ARE BEING USED ENSURE THAT PLATINUM PLUGS ARE NOT BEING USED. IF THE CORRECT PLUGS ARE IN THE VEHICLE SWAP ALL 8 COILS FROM A LIKE VEHICLE AND RETEST. OBSERVE THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COIL. RELOCATE THE HARNESS AWAY FROM THE COIL. ALSO CHECK THE EVAPORATIVE SYSTEM & ESIM ASSEMBLY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM THIS CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP. SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. SWAPPED COILS FROM NEW CHARGER. STALLING CONCERN FIXED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012432470

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610362)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J054660389)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022713

Report#: SSV012432470
Open Date: 10/12/2012
Mileage: 29355
Warr Built Dt: 02/27/2006
Supplier RP:

Zone/Cd: 35-62737
Name: MOTORWORLD CHRYSLER DODGE JEEP
Address: 150 MOTORWORLD DR
 WILKES BARRE, PA 187027009
Phone: 570 829-3500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALLING INSTALLED KNOWN GOOD COILS,ROAD TESTED VEHICLE UNDER SAME CONDITIONS IN WHICH STALLING OCCURED,NO STALLING PRESENT AT THIS TIME,SHOULD I GO AHEAD AND RPELACE COILS AT THIS TIME CUSTOMER STATES AFTER REPLACING ALL IGNITION COILS AND SPARK PLUGS VEHICLE STILL STALLS OUT.

Service Action:DAVID,MAKE SURE THE PLUGS ARE ONLY WHAT STAR PARTS CALLS OUT FOR,OEM TYPE PLUGS,NOT AFTERMARKET OR PLATINUM PLUGS,IF THATS O.K. THEN SWAP OUT ALL THE IGNITION COILS WITH A DONOR VEHICLE SEE IF THE PROBLEM GOES AWAY.IF THE PROBLEM STILL PERSISTS THEN LOAD TEST THE PCM POWER AND GROUNDS AND REPLACE THE PCM.LEAVE THE PCM FOR LAST. DAVID,ABSOLUTELY. REPLACED ALL IGNITION COILS AS PER STAR,ROAD TESTED VERIFIED VEHICLE WORKING TO PROPER INENT AND DESIGN. DAVID,MAKE SURE THE PLUGS ARE ONLY WHAT STAR PARTS CALLS OUT FOR,OEM TYPE PLUGS,NOT AFTERMARKET OR PLATINUM

PLUGS.MAKE SURE THE CUSTOMER GAPPED THE PLUGS CORRECTLY,MAKE SURE THEY DID NOT CRACK OR DROP ANY OF THEM DURING THE INSTALL.MAKE SURE THE COILS WERE OEM.IF YOU ARE CONFIDENT IN THE CUSTOMERS WORK THEN IT COULD BE A POSSIBLE PCM ISSUE. REMOVED AND REPLACED PCM.\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012497390

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6244510364)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J256560210)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091700

Report#: SSV012497390
Open Date: 10/11/2012
Mileage: 18696
Warr Built Dt: 09/17/2005
Supplier RP:

Zone/Cd: 70-45311
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 1310 POLELINE RD E
 TWIN FALLS, ID 833013568
Phone: 208 733-5776

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE VEHICLE WILL DIE STALL WHEN DRIVING CHECK ENGINE LIGHT IS COMONG ON ALSO LOSS OF POWER SINCE LAST IN WE DID REPLACE THE CMP SENSOR AND HAVE REMOVED AND REPLACED ALL EIGHT COILS WITH KNOWN GOOD COIL STILL ENGINE WILL STALL.AT ONE POINT DROVE FOR TWO DAYS WITH NO STALL THEN SINCE HAS STALLED EVERY DAY.ONLY CODE SET IS P0700 IN PCM AND A U0100 IN TCM.AS BEFORE WHEN IT STALLS IT IS ONLY FOR SPLIT SECOND AND THEN RETURNS TO NORMAL OP I HAVE NOT HEARD FROM THE DRIVABLITY GROUP AS OF YET. OK WE FINALLY HAVE ANOTHER HEMI WAS ABLE TO SWAP ALL 8 COILS AND WE DID REPLACE ALL 16 SPARK PLUGS (FOUND IT HAD BOSCH IRID PLUGS) HOWEVER IT STILL STALLS OUT.THE ENGINE COILS ARE OUT OF RUNS GOOD WITH NO ISSUE.

Service Action: ERICK CHECK CONNECTIONS, ON POWER GROUND AND BUS CIRCUITS. CHECK CKP SENSOR, POSSIBLE GET A DATA RECORDING OF THE EVENT. CHECK TO SEE IF THE FUEL ADAPTS HAVE BEEN RESET, IF THEY HAVE, COULD BE A CKP OR IGN COILS SPIKING THE MODULE. SWAP THE COILS OFF A KNOWN GOOD VEHICLE AND RECHECK. CKP

SENSOR WOULD INTERMITTENTLY DROP OFF ONLY GOT IT TO DO IT ONCE IN A WEEK OF CHECKING TRANSFERRING TO DRIVEABILITY GROUP. SOMEONE SHOULD CONTACT YOU FROM THE DRIVEABILITY GROUP. ERICK I REFERRED THE CASE TO A MANAGER TO MAKE SURE SOMEONE FROM DRIVEABILITY CONTACTS YOU TODAY. ERICK THE BIGGEST ISSUES WE SEE FOR THIS CONCERN IS WRONG OR INCORRECT GAPPED PLUGS AND COILS INTERFERING WITH THE PCM ADVISE SWAPPING 1 COIL AROUND DOESNT WORK YOU NEED TO SWAP ALL 8 COILS OUT AT THE SAME TIME. ERICK PERFORM A DATA RECORDING. REPLACED PCM NEVER COULD GET DATA RECORDING DUE TO HOW INTERMITTENT CONDITION WAS COULD DRIVE CAR FOT TOW OR MORE DAYS AND NEVER HAVE AN ISSUE OR IT WOULD DO IT EVERY TIME IT RAN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012264848

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6142610206)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J152660083)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060815

Report#: SSV012264848
Open Date: 10/08/2012
Mileage: 44860
Warr Built Dt: 06/08/2006
Supplier RP:

Zone/Cd: 51-43887
Name: SAM LEMAN CHRYSLER-JEEP-DODGE
Address: 1801 WEST PIONEER PARKWAY
 PEORIA, IL 61615
Phone: 309 692-1801

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LAMP ON AND THROTTLE LIGHT. ENGINE KEEPS DIEING.WILL NOT STAY RUNNING.

Service Action:CHECK ENGINE LAMP ON AND THROTTLE LIGHT. ENGINE KEEPS DIEING.WILL NOT STAY RUNNING. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : REPLACED THROTTLE ECT.FORECT CODEAT LAST VISIT.NOW COME IN WITH CHECK ENGINE AND TRANS CODE P0700 ENGINE AND U0100 TRANS.PCM CODE WAS ACTIVE AND TRANS WAS STORED.RAN TEST ALL CHECK OK .CODES DO NOT RESET AND CANT DUPLICATE COMPLAINT.TEST DROVE 40 MILES DIFFERNT DRIVING CYCLES.TRANS FLUID AT PROPER LEVEL AND FAULT CODES DONT RESET .ALL WIRING AND CONNECTION TO TCM AND TRANS TEST AND CHECK OK.WIRING NEAR E -BRAKE CHECKS OK.VEHICLE HAS BEEN RUNNING FINE SINCE TOW TRUCK DRIVER DRPPED OFF. DTCS : P0700,U0100 SCAN TOOL SOFTWARE VERSION : WI TECH 12.3 TECHCONNECT SEARCH : ENGINE. XXXXXXXXXXXXXXXXXXXX. DANNY , I WANT YOU TO REMOVE AND INSPECT THE SPARK PLUGS TO SEE IF THEY ARE WORN OUT OR THE WRONG SPARK PLUGS , WE HAVE SEEN

THE U 100 CODE SET DUE TO EMF/ EMI SPIKES TURNING THE PCM OFF CAUSED BY FAULT PLUGS OR COILS OR AFTERMARKET PLATINUM TIPPED PLUGS . INSTALL A NEW SET OF MOPAR PLUGS THEN HAVE THE CUSTOMER DRIVE THE VEHICLE AND SEE IF THE CODES OR STALLING CONCERN RETURNS . THANKS DARRIN . REPLACED SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012618287

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6201510405)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J235560881)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082717

Report#: SSV012618287
Open Date: 10/05/2012
Mileage: 42355
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 63-62932
Name: HEAFNER MOTORS INC
Address: 935 HIGHWAY 6 WEST
 BATESVILLE, MS 38606
Phone: 662 563-7631

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: W HEN START ENGINE IT WILL STALL WHEN PUT IN GEAR IT WILL RESTART BUT WHEN PUT IN GEAR IT WILL NOT MOVE IN THE FRIST 15-20 SECONDS GOING DOWN THE ROAD CAR WILL JERK AND STALL BUT WILL RESTART BUT WILL NOT FOR 15-20 SECONDS.THERE IS NO CODES ANY SIGN OF PROBLEM I HAVE CHECKED BOTH FUSE BOXS NO WATER PROBLEM LOAD TESTED CIRCUIT LOOKS LIKE THE PCM IS COMMING AND GOING BUT APCM IS EXPENISE I JUST CANNOT PUT ONE ONJ HELP

Service Action: BILLY, WIGGLE TEST THE WIRING HARNESS WHEN THE ENGINE IS RUNNING IN A ATTEMPT TO DUPLICATE THIS. THERE IS LIKELY A WIRING CHAFE. INSPECT FOR ANY WATER INTRUSION IN THE REAR PDC. BILLY MAKE A DATA RECORDING OF THE STALL. REPLACING NUMBER 4 COIL CORRECTED PROLEM REASON IT WAS ALONG TIME FIXING WAS BECAUSE CUSTOMER WASNOT IN A HURRY AND I HAD A LOT GOING ON THANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012561571

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6080610426)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087660264)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040718

Report#: SSV012561571
Open Date: 10/02/2012
Mileage: 82753
Warr Built Dt: 04/07/2006
Supplier RP:

Zone/Cd: 71-60485
Name: HANFORD CHRYSLER DODGE JEEP RA
Address: 369 N 11TH AVE
 HANFORD, CA 932304511
Phone: 559 583-7000
 559 583-8578

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIES OUT

Service Action:ROYCE STATES THE VEHICLE JUST DIES LIKE THE KEY WAS TURNED OFF. PCM ,COILS , COIL PACKS AND BATTERY HAVE ALL BEEN REPLACED. ROYCE STATES THE CLUSTER STAYS ILLUMINATED. ADVISED TO PUT A FUEL PRESSURE GAUGE ON THE VEHICLE LET THE VEHICLE DIE AND SEE IF FUEL PRESSURE IS LOST OR STAYS AS IF IT WHERE STILL RUNNING. BOB W ROYCE CALLED STATES WHEN THE VEHICLE DIES OUT HE DOES NO LOSE ANY FUEL PRESSURE. ADVISED ROYCE NEXT WE NEED TO CHECK IGNITION CIRCUITS TO THE PCM , IF ANY DROP OUT THEN MOVE BACK TO THE IGNITION SW OR POSSIBLE WCM. BOB W ENGINE WIREING HARNESS FOR INJECTORS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012673482

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510477)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J180560575)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072715

Report#: SSV012673482
Open Date: 10/02/2012
Mileage: 97604
Warr Built Dt: 07/27/2005
Supplier RP:

Zone/Cd: 66-45155
Name: NAPLETON'S SOUTH ORLANDO
Address: 1460 E OSCEOLA PKWY
 KISSIMMEE, FL 347441602
Phone: 407 483-7700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THROTTLE LIGHT CAME ON AND VEHICLE STALLS. ALL SERVICE WORK WAS PERFORMED HERE, INCLUDING A HEMI TUNEUP. I DO NOT THINK THIS IS AN IGNITION COIL ISSUE AS THE THROTTLE LIGHT WOULD COME ON.

Service Action: JAVED, IT COULD BE A POSSIBLE PCM ISSUE, BUT BEFORE YOU GO THERE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE

LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. JAVED,THEN GO WITH WHAT YOU THINK THEN.

PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012070953

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6167511508)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J173560563)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 062715

Report#: SSV012070953

Open Date: 10/01/2012

Mileage: 41522

Warr Built Dt: 06/27/2005

Supplier RP:

Zone/Cd: 71-68574

Name: NAPA CHRYSLER JEEP DODGE

Address: 333 SOSCOL AVE
NAPA, CA 945594005

Phone: 707 224-3166

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENTLY,VEHICLE DIES ON AFTER STOPS,RESTARTS OK,ALSO HAS TROUBLE STARTING,CRANKS BUT DOES NOT START.HAPPENED MULTIPLE TIMES. CONFIRMED ENGINE STARTS THEN JUST DIES,WILL RESTART.RECHECKED AS PER STAR CASE#S1218000002. HAD NO CODES BUT THE GRAPH OF PCMSOWED NO TARGET IDLE SPEED, NO TPS 1 MINIMUM VOLTS.BUT DID HAVESPARK ADVANCE.DOES THIS INDICATE BAD PCM.

Service Action:DAVID,WITH NO CODES OR DUPLICATION TOO MANY POSSIBILITIES.SUGGEST YOU WAIT FOR A RECURRENCE.DIAGNOSE THE CONCERN WHEN THE CONCERN IS PRESENT.THE NO START THAT IS.MONITOR THE BASICS. COULD NOT VERFIE DAVID,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS

THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT, START WITH A NEW SET OF SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. SPARK PLUGS DAVID, IT COULD BE, BUT I WOULD SUGGEST YOU EITHER SWAP OR REPLACE THE IGNITION COILS FIRST IF THE PLUGS WERE REPLACED AND RULED OUT. REPLACED SPARKPLUGS AND IGNITION COILS AND SHIPPED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012622052

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6272511591)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J280560555)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101502

Report#: SSV012622052
Open Date: 10/01/2012
Mileage: 94263
Warr Built Dt: 10/15/2005
Supplier RP:

Zone/Cd: 74-45324
Name: GREEN TEAM OF CLAY CENTER, INC
Address: 802 W CRAWFORD ST
 CLAY CENTER, KS 674322356
Phone: 785 632-2101

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR WILL STALL AND RESTART HAVE 4 DATA RECORDINGS HAS STALLED SEVERAL TIMES AGAIN, CAN SEND DATA RECORDINGS, REMOVED ALL PLUGS TO CHECK FOR CRACKS EVENTHOUGH THEY ARE NEW HAENT REPLACED PCM YET, CAR QUIT ACTING UP, CAR WAS BROUGHT BACK AND FINALLY GOT RECORDINGS, THEY HAVE GLITCHES IN GRAPHS AND DASHES IN DATA SIMILAR TO THE ISSUE WITH PLUGS/COILS. PCM VOLTS DDROPPED TO 12 VOLTS WHEN CAR STALLED, ONE TIME IT WENT TO DASHES HAS CHAMPION PLTINUM PLUG 7570 INSTALLED BY ANOTHER DODGE DEALER INSTALLED NEW PLUGS, RAN GOOD UNTILL UNDER HEAVY LOAD THEN WOULD ACT UP, ONCE IT STARTED ACTING UP IT WOULD DO IT MORE FREQUENT, SHUT OFF AND LET SIT AND IT WOULDNT DO IT UNTILL IT WAS UNDER A HEAVY LOAD AGAIN PCM BATTERY VOLTS GOES TO DASHES BUT VOLTAGE SENSE STAYS WHERE IT SHOULD

Service Action: KEVIN, IF THE PLUGS ARE OEM MOPAR WHAT STAR PARTS CALLS OUT FOR AND THE COILS WERE REPLACED THEN REPLACE THE PCM IF THE POWER AND GROUNDS LOAD

TEST O.K. TO THE PCM. 1.VERIFY TO MAKE SURE NO AFTERMARKET EQUIPMENT/ALARMS/REMOTE STARTS OR MOPAR ACCESSORIES ARE BEING USED (GARMIN , ALARM, REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE WIRED INTO ASD CIRCUIT OR IGN RUN CIRCUITS 2.SWAP ASD RELAY 3. DID YOU REPLACE THE PCM PN#RL606839AD SOFTWARE PN#05094779AL. IF ALL COILS AND PLUGS HAVE BEEN REPLACED WITH OEM PARTS-NO PLATINUM PLUGS -REPLACE PCM. ENGINEERING HAS DONE SOME TESTING AND BELIEVES THE ISSUE MAY BE A \ PCM RESET\ CAUSED BY EMI FROM FAULTY PLUGS THAT SPARK THROUGH THE CERAMIC INSULATOR TO THE OUTER SHELL INSTEAD OF AT THE CENTER/GROUND ELECTRODE. FIRST GENERATION HEMI ENGINES (BUILT FORM 2003 - 2008) APPEAR TO BE SOMEWHAT SENSITIVE TO SPARK PLUG TYPE. THE ENGINE COMES FROM THE FACTORY WITH CONVENTIONAL COPPER/NICKEL SPARK PLUGS MADE BY CHAMPION. AS THESE ENGINES ARE AGING AND REQUIRING MAINTENANCE, I AM HEARING MORE AND MORE REPORTS OF ENGINES WITH VARIOUS DRIVEABILITY ISSUES, INCLUDING STALLING, SHORTLY AFTER A SPARK PLUG CHANGE. MOST OF THE USERS WHO EXPERIENCED PROBLEMS RECENTLY INSTALLED PLATINUM TIPPED PLUGS (FROM VARIOUS MANUFACTURERS - NO ONE PLUG BRAND SEEMS TO BE MORE PROBLEMATIC THAN ANOTHER, BUT MULTIPLE GROUND ELECTRODES DO SEEM TO AGGRAVATE MATTERS), AND RE-INSTALLATION OF COPPER/NICKEL PLUGS IMMEDIATELY CURES THE PROBLEM(S).REPLACE ALL PLUGS WITH OEM PN#SPRE14MCC4-RETEST IF VEHICLE IS STILL STALLING OUT WITH CORRECT SPARK PLUGS AND COILS-REPLACE PCM. INSTALLED NEW PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012634422

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6245510328)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J187561241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092415

Report#: SSV012634422
Open Date: 10/01/2012
Mileage: 41384
Warr Built Dt: 09/24/2005
Supplier RP:

Zone/Cd: 63-43939
Name: RAY BRANDT DODGE CHRYSLER JEEP
Address: 1660 WESTBANK EXPY
 HARVEY, LA 700584324
Phone: 504 363-1963
 504 363-1999

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AFTER FILLING UP FUEL TANK .

Service Action: JASON, YOU ARE VERY CLOSE.....IN MOST CASES ITS USUALLY A FUEL TANK CONTROL VALVE ISSUE, WHICH IS PART OF THE FUEL TANK, ITS THE ROOT CAUSE, FUEL WILL ENTER THE EVAP SYSTEM AND PURGE LINES AND CAUSE THIS PROBLEM, SO A LOT OF TIMES THE CANISTER, PURGE SOLENOID NEED TO BE REPLACED ALONG WITH THE FUEL TANK IS EXPOSED TO LIQUID FUEL. THE PROBLEM WILL GO AWAY ONCE THE FUEL LEVEL IN TANK RECEDES AND THE PURGE AND EVAP LINES DRAIN BACK OR GET DRAWN INTO THE ENGINE THRU THE PURGE LINES. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012644525

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132610959)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J139661397)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052910

Report#: SSV012644525
Open Date: 10/01/2012
Mileage: 67542
Warr Built Dt: 05/29/2006
Supplier RP:

Zone/Cd: 63-45529
Name: FREESTONE CHRYSLER JEEP DODGE
Address: 350 EAST I H45
 FAIRFIELD, TX 75840
Phone: 903 389-5100
 903 644-9500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT INSTALLED AN ECM AND PROGRAMED, LET ENGINE IDLE FOR 30 MINUTES AND IT DID NOT DIE, TEST DROVE SEVERAL MILES AND VEHICLE DRIVES OUT OK AT THIS TIME.

Service Action:LANCE , I WANT YOU TO REVIEW THIS STAR ONLINE CASE FOR REFERENCE S1218000003 . THE PCM MAY BE AT FAULT FOR THIS CONCERN . LANCE, THANKS FOR THE UPDATE,CLOSE THE CASE OUT ON YOUR END IF ITS REPAIRED, THANKS RICH H. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012576888

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6065610104)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070660440)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032408

Report#: SSV012576888
Open Date: 09/30/2012
Mileage: 47833
Warr Built Dt: 03/24/2006
Supplier RP:

Zone/Cd: 63-60399
Name: BOERNE DODGE CHRYSLER JEEP
Address: 30300 IH 10 W
 BOERNE, TX 780069243
Phone: 830 755-8001

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: RAN LOSS OF COMM. TEST NO HELP ALSO TRIED WIGGLE TEST WITH ENGINE RUNNING NO HELP ENGINE HAS DIED IN STALL JUST IDLEING CONNECTED WI-TEK WITHOUT TURNING KEY HAD SAME U CODE STORED IN MODULES HAVE CHECKED PCM CONNECTORS LOOK OK AND CKECKED WIRES UNDER DASH AS BEST AS POSSIBLE AND UNDER HOOD WHAT SHOULD I DO NEXT PCM YES EVERY TIME REPLACED COILS AND PLUGS NO HELP SAME U0100 CODES AGAINST PCM

Service Action: DIES OUT WHILE DRIVING \r\n\r\nDUPLICATED : YES - AT RANDOM WHILE MOVING REPAIRS AND TESTS PERFORMED : CHECKED WIRING AT E-BRAKE AS PER STAR CASE U0100 STORED IN TCM FCM ABS MODULES TSB APPLIED : STAR CASES DTCS : U0100 SCAN TOOL SOFTWARE VERSION : 13.01.26 TECHCONNECT SEARCH : U0100\r\n\r\nCHARLES, LET S PERFORM THE LOSS OF COM TEST IN ORDER TO DETERMINE IF THERE IS A LOOSE PIN OR CONNECTOR. WHILE PERFORMING THE TEST WIGGLE THE CONNECTORS AND WIRING HARNESS TO DETERMINE IF THERE IS AN ISSUE. THANKS NICK CHARLES THAKS FOR THE UPDATE. NICK CHARLES WHEN THE

CONCERN HAPPENS DOES THE VEHICLE START RIGHT BACK UP NICK CHARLES SOUNDS LIKE YOU HAVE A COIL OR PLUG SHUTTING DOWN THE PCM YOU WILL NEED TO REPLACE COILS AND PLUGS. NICK CHARLES, IF YOU HAVE THE U0100, THIS MEANS THAT THE OTHER MODULES ARE NOT SEEING THE PCM ON THE BUS. IT WOULD EITHER BE A LOSS OF POWER, GROUND, CAN C VOLTAGE TO THE PCM OR THE PCM ITSELF. THANKS NICK REPLACED COIL PACKS SPARK PLUGS AND PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012613652

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57226H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510417)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560721)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041419

Report#: SSV012613652
Open Date: 09/26/2012
Mileage: 86074
Warr Built Dt: 04/14/2005
Supplier RP:

Zone/Cd: 42-44200
Name: GOETZMAN CHRYSLER DODGE JEEP
Address: 500 HARCOURT ROAD
 MOUNT VERNON, OH 43050
Phone: 740 397-6002

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT

Service Action: JAMIE, REVIEWED THE UPLOADED RECORDINGS LOOKS LIKE CLASSIC COIL KILLER ISSUE WE SEE ALOT OF, ITS CAUSED BY EITHER SPARK PLUGS THAT ARE INCORRECTLY GAPPED, WORN, INCORRECT TYPE IE(AFTERMARKET, PLATINUM) CRACKED/DEFECTIVE PLUG. \r\nOR ITS ONE OR MORE OF THE COILS, THERE IS NO WAY TO TEST OR FOR ME TO TELL YOU WHICH AREA IT IS.....ITS A PROCESS OF ELIMINATION IN ALL CASES STARTING WITH PLUGS. THEN YOU CAN EITHER SWAP COILS WITH A ANOTHER HEMI OR REPLACE THE COILS OR TRY SWAPPING ONE COIL OUT AT A TIME TO SEE IF YOU CAN PIN POINT WHICH SPECIFIC COIL IS CAUSING YOUR PROBLEM. NEW COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012614966

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510520)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J122560766)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051319

Report#: SSV012614966
Open Date: 09/26/2012
Mileage: 47859
Warr Built Dt: 05/13/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS OUT IN GEAR

Service Action: TRACY CALLED IN REGARDING A STALLING CONCERN , I RECOMMENDED STAR ONLINE CASE #S1218000002. THANKS DARRIN . NEW COILS AND SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012465751

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132511130)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060318

Report#: SSV012465751
Open Date: 09/20/2012
Mileage: 83700
Warr Built Dt: 06/03/2005
Supplier RP:

Zone/Cd: 66-67962
Name: PLANET DODGE CHRYSLER JEEP
Address: 9975 N W 12TH STREET
 MIAMI, FL 33172
Phone: 305 470-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEH SHUTS OFF BY IT SELF WHILE DRIVING OR IDLE

Service Action: KEN, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK . WILL CHANGE THE GAS TANK AND EVERYTHING IS WORKING PROPERLY THANKS FOR YOUR HELP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012668141

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6103510867)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J097560186)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092407

Report#: SSV012668141
Open Date: 09/20/2012
Mileage: 94224
Warr Built Dt: 09/24/2005
Supplier RP:

Zone/Cd: 70-08625
Name: BILL LUKE CHRYSLER-JEEP&DODGE
Address: 2425 WEST CAMELBACK ROAD
 PHOENIX, AZ 850153497
Phone: 602 249-1234

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS STOPING OR DRIVING AT FREEWAY SPEEDS

Service Action:RON,IT COULD BE A POSSIBLE PCM ISSUE,BUT BEFORE YOU GO THERE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012642314

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6116610583)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660341)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051509

Report#: SSV012642314
Open Date: 09/19/2012
Mileage: 50485
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES VEHICLE STALLS/DIES AFTER FILLING WITH GAS.

Service Action:BLENDI, THE FUEL TANK CHECK VALVE IS LIKELY STICKING OPEN, WHEN THIS OCCURS FUEL CAN GET INTO THE EVAP SYSTEM. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD AND PURGE SOLENOID. RAW FUEL CAN CAUSE DAMAGE TO THEM. SEE STAR CASE K79299899 FOR MORE INFORMATION. IF THE CONCERN STILL OCCURS CHECK THE RUN TIMER FOR RESETTING AND POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE. INSPECT FOR PLATINUM PLUGS IF THIS IS FOUND REPLACE THE PLUGS WITH OE TYPE. MAKE A RECORDING OF THE COIL BURN TIME. IF THE COILS SHOW DASHES WHEN THE STALL OCCURS REPLACE ALL 8 COILS. ALSO WATCH THE ASD RELAY SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012637411

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6206510109)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238560278)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083117

Report#: SSV012637411
Open Date: 09/13/2012
Mileage: 82365
Warr Built Dt: 08/31/2005
Supplier RP:

Zone/Cd: 71-60206
Name: LAMPE CHRYSLER DODGE JEEP RAM
Address: 151 N NEELEY ST
 VISALIA, CA 932919024
Phone: 559 686-7677
 559 737-6400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CAR SHUTS OFF AT TIMES JUST WANTED TO NO IF YOU LOOKED AT THE RECORDINGS I SENT THANKS LET YOU NO THE PCM FIXED THE CAR THANKS FOR THE HELP RIC D.

Service Action:CAR SHUTS OFF AT TIMES DUPLICATED : YES - CAR WILL SHUT OFF AND SETS A STORED FAULT CODE U0100 IN THE TCM.PROBLEM IS INTERMITTENT. REPAIRS AND TESTS PERFORMED : CHECKED THE WIRES UNDER THE DASH FOR A SHORT AND OTHER PARTS OFF THE CAR.SWAPPED THE RELAYS ASD AND THE AUTO SHUT DOWN RELAYS CHECKED THE FUSE FOR LOOSE CONECTION.THEY FEEL GOOD.USED THE WYTECH AND TOOK RECORDINGS TO SEND TO STAR.I NOTICED THE RELAYS ARE OFF AND WHEN THIS HAPPENS IS THERE A CHANCE THE PCM COULD CAUSE THIS ISSSUE TECHCONNECT SEARCH : UO100-----
 -----RIC, THIS COULD VERY WELL BE A PCM ISSUE. ESPECIALLY IF THE VEHICLE IS STALLING OUT AT TIMES. TRY TO DUPLICATE THE CONCERN THE BEST YOU CAN AND SEE IF THE PCM IS DROPPING OFF LINE AND SEE IF IT IS THE ONLY MODULE DOING SO. LOAD TEST THE POWERS AND

GROUNDS TO THE PCM USING A HEADLIGHT AND VERIFY ALL CONNECTIONS. IF NO PROBLEMS ARE FOUND THEN REPLACE THE PCM AND RETEST. KEEP US POSTED.
THANKS, MIKE R. RIC, YES I WAS ABLE TO LOOK AT THE RECORDINGS. I AM SEEING WHAT LOOKS LIKE THE PCM LOSING COMMUNICATION WHEN THIS HAPPENS AND THEN
COMES BACK ONLINE. IF THE POWERS AND GROUNDS TO THE PCM DO NOT DROP OUT WHEN THIS HAPPENS THEN GO AHEAD WITH THE PCM REPLACEMENT. KEEP US
POSTED. NOT A PROBLEM RIC. FEEL FREE TO CLOSE THE CASE WITH THAT INFORMATION AND LET US KNOW IF YOU NEED ANYTHING ELSE. HAVE A GREAT NIGHT.
REPLACED THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012635925

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6068610334)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083660712)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040403

Report#: SSV012635925
Open Date: 09/10/2012
Mileage: 85771
Warr Built Dt: 04/04/2006
Supplier RP:

Zone/Cd: 51-45449
Name: JACK PHELAN DODGE OF COUNTRYSI
Address: 5859 S LA GRANGE RD
 COUNTRYSIDE, IL 605254065
Phone: 708 484-1200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:DIE OUT CEL ON

Service Action:TONY IF THIS IS A DIE OUT AND THIS CODE SETS INTERMITTENTLY THEN CHECK POWER AND GROUNDS AND GOOD CONNECTION AT PCM.IF OK SWAP COILS FROM A LIKE VEHICLE AND ROAD TEST VEHICLE.WE HAVE SEEN IGNITION COILS INTERMITTENTLY KNOCKING OUT THE PCM WHEN DRIVING.PLEASE LET ME KNOW. CUST TOOK VEH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012541994

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6107610459)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661038)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051015

Report#: SSV012541994
Open Date: 09/09/2012
Mileage: 69930
Warr Built Dt: 05/10/2006
Supplier RP:

Zone/Cd: 70-44510
Name: LARRY H. MILLER DODGE PEORIA
Address: 8665 W BELL ROAD
 PEORIA, AZ 85382
Phone: 623 815-2200
 623 815-2260

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AT TIMES YES I HAVE SEEN COILS INTERFERE WITH THE PCM AND THEY NORMALY LEAVE A FAULT BEHIND. IN THIS CASE. I HAVE NO STARTING POINT SINCE I CANNOT DUPLICATE THE FAILURE. WHAT WOULD YOU SUGGEST WILL DO. THANK YOU. ALSO NOW CUSTOMER IS REQUESTING US TO INSTALL A FLIGHT RECORDER AND HAVE STARCENTER REVIEW DATA. CAN YOU GIVE ME SPECIFICS YOU WOULD LIKE IN THE TEMPLATE CREATED TEMPLATE AND SETUP POD IN VEHICLE. CUSTOMER TO RETURN WITH RECORDINGS.

Service Action:MICHAEL THE BIGGEST ISSUE WE SEE FOR STALLING CONCERNS ON THIS ENGINE IS WRONG OR INCORRECT GAPPED PLUGS AND COILS INTERFERING WITH THE PCM. MICHAEL FIRST VERIFY CORRECT PLUGS AND GAP AND IF OK LOCATE A DONOR VEHICLE AND SWAP ALL THE COILS RETURN TO CUSTOMER AND HAVE DRIVE TO SEE IF CONCEN CAN BE REPEATED. MICHAEL USE A STANDARD DRIVE/ENGINE TEMPLATE AND ADD COIL DATA TO THE TEMPLATE. THANK YOU FOR THE INFO MICHAEL. PLEASE

KEEP US UPDATED. CUSTOMER HAS NOT RETURNED WITH VEHICLE FOR FURTHER DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012518825

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6270511413)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J280560513)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101414

Report#: SSV012518825
Open Date: 08/29/2012
Mileage: 58471
Warr Built Dt: 10/14/2005
Supplier RP:

Zone/Cd: 32-68596
Name: TOWN & COUNTRY JEEP CHRYSLER
Address: 3156 HEMPSTEAD TPKE
 LEVITTOWN, NY 11756
Phone: 516 796-5500

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AFTER FUEL FILL UP.

Service Action: MATT, CHECK FOR KINKED VENT LINE-FUEL SATURATED PARTS-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK R+R FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012410580

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57246H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510288)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560270)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121916

Report#: SSV012410580
Open Date: 08/26/2012
Mileage: 11474
Warr Built Dt: 12/19/2005
Supplier RP:

Zone/Cd: 32-23011
Name: BRIGHAM-GILL MOTORCARS INC
Address: 817 WORCESTER ST
 NATICK, MA 017602099
Phone: 508 655-4200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #327535 ENGINE STALL AT IDLE.RESTARTS WITH NO PROBLEM...CHECK ENGINE LIGHT ON I HAVE CHECKED ALL SPARK PLUGS.FOR A LONG TIME TODAY THE VEHICLE WOULD STALL AFTER 5 MIN.I TRIED A NEW CRANK SENSOR..MADE NO DIFFERENCE.I TRIED ROTATING A KNOWN GOOD COIL THRU ALL 8 CYLINDERS.THEN I COULDNT GET IT TO DIE AGAIN.I REPLACED THE CAM SENSOR PER SERVICE MANAGER..I ROADTESTED IT AND IT STILL FINE WITH OLD COILS. VEHICLE CAME BACK WITH SAME ISSUE,STALLING OUT.REPLACED ALL 8 COILS WITH 8 KNOWN GOOD ONES.IT RAN GOOD FOR A DAY THEN STALLED OUT AGAIN...REPLACED PCM AND PROGRAMED IT.ROADTESTED,COULD NOT GET IT TO STALL.CUSTOMER PICKED IT UP.WILL KEEP YOU INFORMED. CUSTOMER HAS CONTACTED US AND SAID TOOK VEHICLE ON A 600 MILE ROAD TRIP.VEHICLE HAS NOT ACTED UP SINCE PCM REPLACEMENT.

Service Action:JOHN BIGGEST ISSUES WE SEE FOR THIS CONCERN IS WRONG OR INCORRECT GAPPED PLUGS AND COILS INTERFERING WITH THE PCM CAUSING THIS CONCERN. JOHN

THANKS FOR THE INFO. JOHN THANKS FOR THE UPDATE. JOHN THANKS FOR THE INFO. REPLACED THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012542450

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138610525)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111661141)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061002

Report#: SSV012542450
Open Date: 08/26/2012
Mileage: 41645
Warr Built Dt: 06/10/2006
Supplier RP:

Zone/Cd: 35-45184
Name: VALITON'S KINGWOOD CHRYSLER JE
Address: 16583 VETERANS MEMORIAL HIGHWA
 KINGWOOD, WV 26537
Phone: 304 329-0850

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINS OF STALL AND RESTART. I REFERENCED STAR CASES K94202871 - REMOVE AND INSPECT SPARK PLUGS, K14738841 EVAP CANISTER DAMAGE/SATURATION, 12381008 PCM FAILURE, AND DIAGNOSTIC PROCEDURE OR STALLING WITH NO DTCS. CMP VOLTAGE - GOOD, GROUND - GOOD, WAVEFORM IS GOOD. FUEL TRIM BANK 1 WAS A LITTLE HIGH AT TIMES BUT OKAY ON THE ROAD. THROTTLE PLATE WAS SLIGHTLY DIRTY. I COULD NOT GET A STALL ON 9 MILE TEST LOOP IN DRY WEATHER EVEN WHEN RADIPLY BRAKING. IT HAS BEEN RAINY HERE LATELY AND THE PCM IS IN A SPLASH ZONE. \r\n\r\nYOUR HELP IS APPRECIATED SWITCHING COILS IS A TALL ORDER GIVEN WE DON T HAVE A SOURCE. I SPRAYED THE MOTOR WITH A HOSE AND IT DIDN T STALL. THIS CAR HAS THE MDS 4 CYLINDER OPTION, BUT I DON T SEE AN ACTUATOR FOR IT. COULD THIS BE A PROBLEM WITH THAT OPTION DOES THE EVIC SAY WHEN IT IS RUNNING ON FOUR CYLINDERS \r\n\r\nTHE OTHER POSSIBILITY IS EGR STICKING.\r\n\r\nYOUR HELP IS APPRECIATED THANK YOU FOR THE NOTE, I WILL KEEP IT ON FILE. I HAVE NEVER BEEN ABLE TO GET THIS VEHICLE TO ACT UP. ONE

ITEM OF NOTE, WHEN I TESTED THE BATTERY I FOUND THE OWNER HAD SOME HEAVY POWER TOOLS PILED IN THE TRUNK. THERE IS A HARNESS ROUTED UNDER THE CARPET. IF HEAVY STEEL OBJECTS ARE BOUNCING AROUND IN THE TRUNK, COULD THIS CAUSE A PROBLEM

Service Action: TIM THE OTHER CONCERN WE SEE FOR STALLING ON THIS ENGINE IS COILS INTERFERING WITH THE PCM ADVISE IF A DONOR VEHICLE AVAILABLE SWAP ALL THE COILS AND RETEST FOR THE CONCERN. TIMOTHY, IF THE CONCERN CAN BE DUPLICATED, PERFORM A DATA RECORDING OF THE COIL DATA. IF YOU SEE DASHED LINES FOR COIL DATA WHEN THIS OCCURS THEN THIS IS LIKELY A COIL FAULT. ALL COILS WILL REQUIRE REPLACEMENT. IF THIS IS NOT FOUND MONITOR THE EGR DATA WHEN THE FAULT OCCURS. TIM HAVE NOT SEEN ANY ISSUES WITH ANY KIND OF STEEL OBJECT IN VEHICLE CAUSING A STALLING CONCERN. THE CHRYSLER REP AND INTERNET SUGGESTED REPLACING MAP SENSOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012558265

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132610959)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J139661397)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052910

Report#: SSV012558265
Open Date: 08/26/2012
Mileage: 67542
Warr Built Dt: 05/29/2006
Supplier RP:

Zone/Cd: 63-45529
Name: FREESTONE CHRYSLER JEEP DODGE
Address: 350 EAST I H45
 FAIRFIELD, TX 75840
Phone: 903 389-5100
 903 644-9500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES VEHICLE KEEPS DYING

Service Action:LANCE, ARE THE COOLING FANS FUNCTIONAL WHEN THE STALL OCCURS MONITOR SPARK, AND INJECTOR PULSE. WILL REOPEN WHEN GET CUSTOMERS APPROVAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012556178

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110510833)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133560328)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100610

Report#: SSV012556178
Open Date: 08/23/2012
Mileage: 12532
Warr Built Dt: 10/06/2005
Supplier RP:

Zone/Cd: 51-67753
Name: TYSON MOTOR CORPORATION
Address: 1 SW FRONTAGE RD
 SHOREWOOD, IL 604044731
Phone: 815 741-5530

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT AT RANDOM STARTS BACK UP

Service Action: MIKE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. REPLACEING THE COILS AND PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012583677

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]	Report#: SSV012583677	Zone/Cd: 66-67920
Model Year: 2006	Open Date: 08/22/2012	Name: GALEANA CHRYSLER JEEP INC
Make/Model: CHRYSLER	Mileage: 59195	Address: 180 GREYSTONE BLVD
300C RWD	Warr Built Dt: 06/15/2006	COLUMBIA, SC 292108003
LXCS48	Supplier RP:	Phone: 803 779-7300
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6145610296)		
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J159661119)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 061503		

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS 2 TO 3 TIMES IMMEDIATELY AFTER FILLING FUEL TANK.

Service Action:BUDDY, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACED FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012542648

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6089510803)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J103560591)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 042720

Report#: SSV012542648

Open Date: 08/21/2012

Mileage: 39164

Warr Built Dt: 04/27/2005

Supplier RP:

Zone/Cd: 63-45171

Name: RAINBOW CHRYSLER DODGE JEEP LL

Address: 301 RIVER HIGHLANDS BLVD
COVINGTON, LA 704337008

Phone: 985 892-9165

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLED AFTER FUELING

Service Action: MIKE, THE ROOT CAUSE HERE WOULD BE THE FUEL TANK IF YOU ARE FINDING LIQUID FUEL IN THE CANISTER AND PURGE & EVAP LINES. THE FUEL TANK CONTROL VALVE IS DEFECTIVE WHICH IS PART OF THE FUEL TANK. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012542667

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132610973)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J145660314)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060602

Report#: SSV012542667
Open Date: 08/21/2012
Mileage: 93919
Warr Built Dt: 06/06/2006
Supplier RP:

Zone/Cd: 70-24159
Name: WILDER CHRYSLER JEEP DODGE RAM
Address: 97 DEER PARK ROAD
 PORT ANGELES, WA 983624012
Phone: 360 452-3888
 360 565-2344

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES OR CUTS OUT AT TIMES. WILL RESTART FINE. (THIS IS A POLICE CRUSER) OK WHAT ABOUT THE LOST COMMUNICATION OF ECM/PCM, FROM ALL THOSE OTHER MODULES. WILL PLUGS AND COILS CAUSE THIS

Service Action:EDDIE, FOR THE STALLING, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 , PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE , THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK

PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. EDDIE,YES ITS POSSIBLE THIS CONDITION CAN CAUSE A NUMBER OF CODES LINE MDS CIRCUIT FAULTS & P0688 AMONG OTHERS AND UCODES.YOU WILL WANT TO LEAVE THE PCM AS A LAST RESORT. CUST. REQ. RPL. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012224341

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6023620041)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J023660715)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021311

Report#: SSV012224341
Open Date: 08/19/2012
Mileage: 31562
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 35-08911
Name: BROWN-DAUB INC
Address: 3903 HECKTOWN RD
 EASTON, PA 180452351
Phone: 610 253-3521

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT ON. VEHICLE STALLS INTERMITTENTLY NO AFTERMARKET MODS. CORRECT TIRE SIZE STOCK RIMS. CORRECT PART # SPARK PLUGS AND IGNITION COILS. NO MODS TO PCM CHECKED GROUNDS AND CONNECTIONS AT PCM, TIPM AND FUSE BLOCK BACK IN THE TRUNK. ALL CONNECTIONS CHECK OUT GOOD. NO CORROSION OR WATER DAMAGE. HAD VEHICLE RUNNING AND WIGGLED TESTED HARNESS. VEHICLE STAYED RUNNING DID NOT STALL. DID SOME DIGGING, FOUND STAR CASE S1218000002. WASNT SURE IF THIS COULD BE THE CAUSE OF THIS. ALL PLUGS ARE OEM NO CARBON TRACING ON ANY PLUGS VEHICLE WAS OK FOR 5 DAYS AFTER PLUGS WERE PUT IN. STALLED 6 TIMES OVER A PERIOD OF 10 DAYS. CHECK ENGINE LIGHT COMES ON AND OFF. HAS A P0700 TRANS MIL REQUEST, AND IN THE TCM U0100 LOST COMMUNICATION WITH PCM. IM UNSURE IF I SHOULD CONTINUE BY TRYING A COIL OR I ACTUALLY HAVE ANOTHER ISSUE GOING ON. I STILL HAVENT BEEN ABLE TO GET THIS VEHICLE TO STALL AGAIN

Service Action:CHECK ENGINE LIGHT ON. VEHICLE STALLS INTERMITTENTLY DUPLICATED : YES - DRIVE THE VEHICLE. STALLS INTERMITTENTLY AT A STOP AND ONCE WHILE DRIVING
REPAIRS AND TESTS PERFORMED : TEST DROVE VERIFIED CONCERN. ALSO NOTICED WHEN VEHICLE DOWNSHIFTS FROM 4TH TO 3RD THE TRANSMISSION THROWS ITSELF
IN NEUTRAL. 5 PAGES WORTH OF CODES SET EVERYTIME THE VEHICLE STALLS. ACTIVE CODES ARE B210E BATTERY VOLTAGE HIGH, B210D BATTERY VOLTAGE LOW, P0700
TRANS MIL REQUEST. STORED CODE THAT POPS OUT IS U0100 LOST COMM WITH PCM, 3 MODULES SET FAULT. BATTERY CHECKS OK, VEHICLE IS CHARGING. HAVE
POWERS AND GROUNDS AT PCM. DTCS : B210E,B210D,P0700,U0100 TECHCONNECT SEARCH :
B210E\r\n*****\r\nMARK FIRST THING PLEASE CHECK CAREFULLY FOR ANY MODS. I M NOT LOOKING FOR
EXHAUST OR AIR FILTER MODS, BUT AFTER MARKET SPARK PLUGS COILS OR ANY MODS TO THE PCM. ANY ISSUES WITH THE PCM CAN AND WILL EFFECT TRANS
OPERATION. ANOTHER THING THAT CAN DIRECTLY EFFECT THE TRANS ARE TIRE MODS. PLEASE CHECK THESE THINGS FIRST AND LET ME KNOW - BRIAN OK MARK THANKS.
WELL LETS CAREFULLY CHECK THE HARNESS AND CONNECTOR ENDS BOTH AT THE PCM AND TIPM. ALSO CHECK THE UNDERHOOD GROUNDS AS THAT HAS BEEN A PAST
CAUSE FOR BATTERY CODES - BRIAN MARK YES IT CAN WHICH IS WHY I MENTIONED MODS PREVIOUSLY. USUALLY THE PLUG ISSUE IS CAUSED BY AFTER MARKET PLUGS.
BUT AS YOU KNOW FACTORY PLUGS HAVE ALSO CAUSED THIS. I WOULD TRY A NEW SET OF PLUGS AT THIS POINT AND RE-TEST - BRIAN MARK IT WOULD BE A GUESS BUT
YES THE COILS ARE A POSSIBLE CAUSE. I WONDER IF THE TRANS CODES ARE A RESULT AS I KNOW THEY RE NOT THE CAUSE. THE OTHER POSSIBILITY MAY BE THE CKP -
BRIAN SWAPPING COIL PACK UNTIL WE FOUND BAD COIL. (#5 COIL)

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012533583

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6117510625)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J124560712)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051712

Report#: SSV012533583
Open Date: 08/17/2012
Mileage: 9179
Warr Built Dt: 05/17/2005
Supplier RP:

Zone/Cd: 66-68091
Name: LIBERTY CHRYSLER DODGE JEEP, I
Address: 750 WEST OGLETHORPE HIGHWAY
 HINESVILLE, GA 313135406
Phone: 912 368-3565
 912 876-5129

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED ONCE VEHICLE JERKS WHILE DRIVING

Service Action:STEPHEN,CHECK C200 BULKHEAD CONNECTOR FOR MOISTURE/CORROSION-CHECK TRANS FLUID LEVEL.LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN-CHECK YOUR ADAPTIVES/FUEL PRESSURE.OTHER HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST REPLACED EGR VALVE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012535786

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6221510226)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238560820)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083116

Report#: SSV012535786
Open Date: 08/19/2012
Mileage: 77418
Warr Built Dt: 08/31/2005
Supplier RP:

Zone/Cd: 63-67688
Name: PETERS CHRYSLER-JEEP-DODGE
Address: 4181 N US HIGHWAY 259
 LONGVIEW, TX 756057677
Phone: 903 757-3720

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT STOP AT TIMES HAS 2 ACTIVE CODES . 1 IN TRANS LOSS OF COMM WITH PCM.U0100 AND 1 IN PCM P0700 TRANS CONTROL MIL REQUESTED. PLUS THE ACTIVE CODES IN. HFM,HSN,HVAC,FCM,EOM,CCN,SDAR,ORC AND ORC WITH CODES U0186,U0184. PLU THE CODES IN THE WCM FOR TIRE SENSOR INTERNAL 1 THROUGH 4 . HAS NO SENSORS IN 22 INCH WHEELS. STILL HAS NOT ACTED UP FOR ME AFTER RUNNING INBAY IN GEAR ,TEST DRIVE AND NOW JUST IDLING.

Service Action: GARRY THE BIGGEST ISSUE WE SEEING FOR DIE OUT/STALLING CONCERNS ON THIS ENGINE IS WRONG OR INCORRECT GAPPED PLUGS AND COILS INTERFERING WITH THE PCM. GARRY, ENSURE THE SPARK PLUGS ARE THE CORRECT TYPE OF PLUG AND THEY ARE GAPPED CORRECTLY. IF THEY ARE, SWAP ALL COILS FROM A DONOR VEHICLE. PAERTS ORDERED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012553843

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6333510041)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J003661439)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011009

Report#: SSV012553843
Open Date: 08/17/2012
Mileage: 43247
Warr Built Dt: 01/10/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE RPM SPIKES THEN STALLS NO DTC DOES THIS EVERY MIN. OR SO.REPLACED ETC AND RELARNED. HAS K N COLD AIR INTAKE. I REMOVED COLD AIR INTAKE REMOVED SPARK PLUG REMCC4 GOOD COND. SAME COND. DARRIN FOUND CAR WAS IN BAD ACCIDENT CUSTOMER DECLINED DIAG.TOOK CAR.THANKS FOR YOUR HELP.

Service Action:JOHN , I WANT YOU TO ELIMINATE THE COLD AIR INTAKE SYSTEM AND SEE IF THE CONDITION PERSIST , ALSO CHECK TO SEE IF THE CUSTOMER HAS TUNED THE ENGINE UP WITH AFTERMARKET SPARK PLUGS , ESPECIALLY PLATINUM TIPPED PLUGS , THEY HAVE BEEN FOUND TO CAUSE STALLING CONCERNS DUE TO EMF / EMI SPIKING THE PCM AND TURNING OFF THE VEHICLE . THANKS DARRIN . JOHN , I WANT YOU TO INSTALL A FRESH SET OF THE CORRECT MOPAR PLUGS PER APPLICATION , THEN RECHECK THE OPERATION AND SEE IF THE CONDITION PERSIST IF THE CONDITION IS STILL PRESENT THEN I WANT YOU TO TRY SWAPPING A SET OF COILS FROM A DONOR VEHICLE FOR TESTING . I WANT YOU TO REVIEW THIS STAR CASE FOR REFERENCE S1218000002. THANKS DARRIN . JOHN , THANKS FOR THE UPDATE , GO AHEAD AND CLOSE THE CASE

ON YOUR END . THANKS DARRIN. CUSTOMOR DECLINED DIAG

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012558512

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GZ57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6091510584)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088560416)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050611

Report#: SSV012558512
Open Date: 08/17/2012
Mileage: 86117
Warr Built Dt: 05/06/2005
Supplier RP:

Zone/Cd: 63-45405
Name: NORTHWEST CHRYSLER JEEP DODGE
Address: 19616 NORTHWEST FWY
 HOUSTON, TX 770654074
Phone: 832 912-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C/S TACHOMETER DROPS TO ZERO & THEN CAR COMES BACK ON. ONLY THE RPM IS DROPPING OUT AND THE ENGINE STALLS. I HAVE NOT SEEN A PCM GOING RED BUT THE TCM TURNING ORANGE IMMEDIATELY AFTER STALL OCCURS. IT DID COME BACK IN THE TCM AS U0100

Service Action: HI CARLOS, WHEN YOU MEAN THAT THE CAR COMES BACK ON, THE GAUGES ARE DROPPING OUT TOO OR DOESN THE VEHICLE STALL OUT IF YOU CAN VERIFY THE COMPLAINT SEE IF THE PCM IS GOING RED AND CHECK THE CIRCUITS FOR THE B2100 DTC. THANKS, CHRIS HI CARLOS, THERE SHOULD BE NO MODULE GOING ORANGE. ERASE ALL THE CODES AND SEE IF THE U0100 RETURNS. THANKS, CHRIS HI CARLOS, AS LONG AS ALL POWERS, GROUNDS AND BUS VOLTAGES ARE GOOD TO THE PCM, THEN THE PCM WOULD BE AT FAULT. CHRIS .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012571568

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6136510505)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060815

Report#: SSV012571568
Open Date: 08/17/2012
Mileage: 75732
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 66-66732
Name: GALEANA CHRYSLER DODGE JEEP
Address: 14375 S TAMiami TrL
 FORT MYERS, FL 339121943
Phone: 239 481-2600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING UP WITH FUEL VEHICLES RUNS POORLY AND STALLS OUT

Service Action: CHRIS, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012488204

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144510114)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J204560493)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080810

Report#: SSV012488204
Open Date: 08/16/2012
Mileage: 77042
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STALLS OUT, NO WARNING LIGHTS. TECHNICIAN ROAD TESTED VEHICLE UNABLE TO VERIFY CONCERN FOUND 1 DTC IN THE FCM U1108, COULD THIS DTC CAUSE THE VEHICLE TO STALL. PERFORMED VEHICLE CONFIG MULTIPLE TIMES DTC STILL PRESENT YES, VEHICLE STALLS BUT RESTARTS OK

Service Action: BRANT DOES THIS DIE OUT GOING DOWN THE ROAD AND THEN RESTART BACK UP LET ME KNOW THANKS KEN BRANT HAVE NOT HAD A ISSUE WITH THIS CODE AND SHOULD NOT CAUSE A DIE OUT BUT I WOULD GET THIS CODE FIXED NEXT TO BE SURE THANKS KEN CUSTOMER WILL MONITOR VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV01248852

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510003)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560990)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082700

Report#: SSV01248852
Open Date: 08/13/2012
Mileage: 66980
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 51-44309
Name: CROWN MOTORS
Address: 970 WOODLAWN DR
 FARMINGTON, MO 636407490
Phone: 573 431-7800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT TIMES MAINLY AT STOPS REPLACED 6 COILS 4 ON RIGHT SIDE 2 REAR COILS ON LEFT CAN START VEHICLE WITH AN INDUCED DTC AIR INTAKE RUN VEHICLE WILL DIE WITHIN 2-3 MINUTES, ERASES PCM DTC SOMETIMES SETS U0100 IN TCM BUT NOT ALWAYS, SHOULD WE REPLACE OTHER 2 COILS BEFORE SUSPECTING PCM PROBLEM REPLACED OTHER 2 COILS, CLEARED DTC, STARTED AND RAN FOR ABOUT 2 MINUTES, NO DTC, INDUCED DTC WITH AIR TEMP SENSOR, STARTED AND RAN FOR ABOUT 2-3 MINUTES, DIED NO DTC LEFT IN PCM, NO DTC IN OTHER MODULES, KEPT RESTARTING, WOULD RUN 2-4 MINUTES AND DIE SO FAR NO DTCS, POSSIBLE PCM ISSUE

Service Action: TOM, MAKE SURE ONLY OEM PLUGS WERE INSTALLED, THE NUMBER STAR PARTS CALLS OUT FOR ONLY, ANYTHING ELSE WILL CAUSE THIS ISSUE, PLATINUM PLUGS ALSO WILL CAUSE THIS. IF THE PLUGS ARE NOT SUSPECT THEN SWAP OUT ALL 8 IGNITION COILS WITH A DONOR VEHICLE. SEE IF THE ISSUES PERSISTS, IF SO, THEN SUSPECT A POSSIBLE PCM ISSUE. TOM, YES YOU WANT TO RULE OUT COILS AND PLUGS FIRST BEFORE REPLACING THE PCM AS STATED PREVIOUSLY. TOM, YES, IF YOU HAVE RULED

OUT COILS AND PLUGS FIRST THEN REPLACING THE PCM WILL BE YOUR NEXT MOVE AS STATED PREVIOUSLY AGAIN. REPLACED SPARK PLUGS, 8 COILS STILL DIED AT IDLE
REPLACED PCM SO FAR IS FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012489000

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H1 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6167511456)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J168560936)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062505

Report#: SSV012489000
Open Date: 08/13/2012
Mileage: 2777
Warr Built Dt: 06/25/2005
Supplier RP:

Zone/Cd: 66-26620
Name: CRONIC INC
Address: 2515 N EXPRESSWAY
 GRIFFIN, GA 30223
Phone: 770 227-4271

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE JERKS AND STALLS SEVERAL TIMES A DAY

Service Action:MIKE,IF YOU ARE FINDING RAW FUEL IN THE EVAP CANISTER,THEN THE ROOT CAUSE FOR THAT PROBLEM IS THE FUEL TANK CONTROL VALVE WHICH IS PART OF THE FUEL TANK.YOU NEED TO FIND OUT IF THE STALL OUT HAPPENS AFTER A FUEL FILL UP,IF SO THE FUEL TANK NEEDS TO BE REPLACED IF LIQUID FUEL IS STILL ENTERING THE EVAP SYSTEM COMPONENTS.\r\nALSO WITH THE CODES YOU HAVE,IF THE COILS AND SPARK PLUGS HAVE BEEN RULED OUT THEN YOU COULD HAVE A POSSIBLE PCM ISSUE. PCM\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR JERKS AND STALLS SETTING U0126 U1504 U0141 U0100 U0002 U0101 C2100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012496260

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6096510371)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J091561241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042814

Report#: SSV012496260
Open Date: 08/13/2012
Mileage: 52423
Warr Built Dt: 04/28/2005
Supplier RP:

Zone/Cd: 51-23605
Name: LIBERTY CHRYSLER DODGE JEEP RA
Address: 1000 EAST PARK AVENUE
 LIBERTYVILLE, IL 600482900
Phone: 847 362-2683

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THROTTLE LIGHT COMES ON WHILE DRIVING. CHECK ENGINE LIGHT CAME ON, STALLS AT STOPS. WILL RESTART RIGHT AWAY. TEST DROVE AGAIN CAR STALLED AT A STOP. STARTED RIGHT UP BUT HAD NO DRIVE RIGHT AWAY. MAYBE 5 SECS. TEST FOR CODES, NONE

Service Action: MIKE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE

PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. COULD ALSO BE A PCM ISSUE BUT SUGGEST YOU LEAVE THAT AS A LAST RESORT. REPLACE SPARKPLUGS\r\n*****\r\nSTAR:TECH REPLACED THE SPARK PLUGS FOR U0100/STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012165765

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6312510290)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J328560016)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112922

Report#: SSV012165765
Open Date: 08/12/2012
Mileage: 90488
Warr Built Dt: 11/29/2005
Supplier RP:

Zone/Cd: 42-26427
Name: DELLEN DODGE-CHRYSLER-JEEP
Address: 2640 WEST MAIN STREET
 GREENFIELD, IN 46140
Phone: 317 462-9982

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES DIES AT LIGHTS, JERKS AT HIGHWAY SPEED, DIES ON TAKE OFF FROM LIGHT. CUSTOMER REPLACED ALL PLUGS AND COILS STILL SAME CONCERN. I HAVE STORED CODES \ U0100\ STORED IN TCM,ESM,ABS,FCM. ALSO IN TCM I HAVE CODES\ U0164,U0110B. I HAVE CHECKED WIRING ALL CONNECTIONS. ALSO CHECKED PREVIOUS STAR CASES AND CHECKED RUB THROUGHES OVER E BRAKE ASSEMBLY AND OTHER THINGS. WE HAVE HAD THE CAR FOR 2 WEEKS WITH NO ISSUE THEN IT DID IT. CLEARED UP IMMEDIATLY AND ALL CODES STORED. PCM HAS NO CODES IN IT. THERE ARE OTHER BODY CODES IN VARIOUS MODULES THAT MAY NOT BE RELATED AT THIS TIME I AM AT A LOSS. AS OF RIGHT NOW ALL LOOKS NORMAL I HAVENT CLEARED CODES YET. ANY HELP WOULD BE APPRECIATED

Service Action: DONALD BIGGEST ISSUES WE SEE FOR STALLING CONCERNS ON THIS ENGINE IS COILS AND WRONG OR INCORRECT GAPPED PLUGS ADVISE REPLACE PLUGS AND COILS AND RETEST. CUSTOMER DOES NOT AGREE WITH DIAGNOSES AND SAID HE WILL FIX IT HIMSELF DONALD ADVISE PERFORM A DATA RECORDING OF THE EVENT HAPPENING

SO WE CAN SEE WHATS BEING LOST WHEN IT STALLS. HAVENT SEEN VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012469886

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6059510536)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J078560066)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040714

Report#: SSV012469886
Open Date: 08/10/2012
Mileage: 68277
Warr Built Dt: 04/07/2005
Supplier RP:

Zone/Cd: 35-23309
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 8100 ANNAPOLIS ROAD
 NEW CARROLLTON, MD 207843010
Phone: 301 459-6800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS, CHECK ENGINE LIGHT

Service Action:JOHN,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. COULD ALSO BE A PCM ISSUE BUT SUGGEST YOU LEAVE THAT AS A LAST RESORT. REPLACED SPARK

PLUGS\r\n*****\r\nSTAR: TECH REPLACED THE SPARK PLUGS FOR U0100 AND STALL OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012518441

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6115610657)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J135660964)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052410

Report#: SSV012518441
Open Date: 08/10/2012
Mileage: 76429
Warr Built Dt: 05/24/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING GAS TANK, START/STALL MOSTLY. TOWED IN LATE YESTERDAY, START/STALL IN OWNER S DRIVEWAY. STARTED TWICE TODAY, NO PROBLEMS. WHILE I WAS VACATIONING, ANOTHER TECH GOT MORE INFO ABOUT CONDITIONS. ROAD TESTED HOME LAST NIGHT, SHUT OFF, STALLED, TACH SHOWED SHUT OFF (DROPPED 1000RPM S) AND KEPT RUNNING. DATA RECORDER DID NOT CAPTURE ANYTHING. MADE IT TO WORK OKAY BUT COULDN T COMMUNICATE WITH ANY MODULE. USED TEST FOR NO COMMS WITH FCM, FOUND NO CONTINUITY FOR 2 Z901 CIRCUITS THROUGH PDC. ORDERED PART.

Service Action: EDWARD, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL

AFTER FILL UP. POS-FUEL TANK REPLACE FUEL TANK AND RETEST. ONLY STALLED ONE TIME AFTER FILL UP. STALLED ON ROAD TEST. DID THE DIAG FOR FCM. REPLACED THE FCM. NO COMM WITH ANY MODULE. HAS NO COMMUNICATION WITH TIPM. HAS BEEN USING NO RESPONSE FROM FCM TEST. HAS NO COMMUNICATION WITH VEHICLE. TECH TO CHECK AT DLC GROUNDS ON PINS 4 AND 5 AND THEN CHECK DIAG C. CAN CHECK VOLTAGE AT EACH 2.4 VOLTS. CHECK THE DIAG CIRCUITS FOR SHORT TO VOLTAGE, GROUND OR EACH OTHER AND OPEN CIRCUITS. REPORT FINDINGS. ED CALLED THE DIAG C CIRCUITS TEST OK AND THE DLC GROUNDS TEST GOOD. HAS VOLTAGE ON THE DLC AT DIAG C WITH NO COMMUNICATION. ADVISED REPLACE FCM. FRONT PDC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012290459

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H1 [REDACTED] Model Year: 2006 Make/Model: DODGE CHARGER R/T RWD LXDP48 Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6119510478) Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J126560660) Plant: BRAMPTON ASSEMBLY PLANT MDH: 051806	Report#: SSV012290459 Open Date: 08/03/2012 Mileage: 92975 Warr Built Dt: 05/18/2005 Supplier RP:	Zone/Cd: 66-68965 Name: CHUCK STEVENS DODGE-CHRY-JEEP Address: 400 HWY 31 SOUTH BAY MINETTE, AL 36507 Phone: 251 937-2271
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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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALLING

Service Action:MONTY HAS CALLED STAR.....STAR ADVISED TECH SUSPECT A POSSIBLE COIL KILLER SCENARIO.STAR ADVISED TECH START WITH NEW PLUGS FIRST,IF THE ISSUE STILL PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.ADVISED TECH THERE IS NO WAY TO TEST ITS A PROCESS OF ELIMNIATION IN MOST CASES STARTING WITH SPARK PLUGS. SPARK PLUGS\r\n*****\r\nSTAR: TECH REPLACED THE SPARK PLUGS WERE CAUSING THE STALL OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012353197

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610323)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132661558)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051623

Report#: SSV012353197
Open Date: 08/05/2012
Mileage: 3790
Warr Built Dt: 05/16/2006
Supplier RP:

Zone/Cd: 42-26777
Name: BOB ALLEN CHRYSLER-DODGE-JEEP
Address: 925 VERSAILLES RD
 FRANKFORT, KY 406014740
Phone: 502 695-0166

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIE OUT---EXAMPLE---WILL IDLE FOR EVER THEN OUT OF THE BLUE---IDLE WILL SLIGHTLY RAISE THEN DIE LIKE KEY CUT OFF--START RIGHT BACK UP

Service Action:JOHN BIGGEST ISSUE WE SEE FOR THIS CONCERN IS PLUGS AND COILS ADVISE COILS INTERFERE WITH THE PCM. SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012345394

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6095610723)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J121660038)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050922

Report#: SSV012345394
Open Date: 08/02/2012
Mileage: 63301
Warr Built Dt: 05/09/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING ON FULL TANK OF FUEL

Service Action: TOM THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT U0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012406538

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6172510498)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J207561062)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 080921

Report#: SSV012406538

Open Date: 08/02/2012

Mileage: 48873

Warr Built Dt: 08/09/2005

Supplier RP:

Zone/Cd: 35-60134

Name: REEDMAN TOLL AUTO WORLD

Address: 1700 E LINCOLN HWY
LANGHORNE, PA 190473042

Phone: 215 757-4961

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUTS OUT ESP LIGHT WILL COME ON AND CEL ON, WHEN GOING SLOW AND HIT GAS IT CUTS OUT, THEN STARTS ROUGH. SEVERAL CODES

Service Action: JOHN , I WANT YOU TO PULL ALL OF THE SPARK PLUGS FOR INSPECTION , AND CORRECT APPLICATION , WE SEE MANY CASES WITH STALLING CONCERNS RELATED TO AFTERMARKET PLUGS , WORN OUT PLUGS OR FAULTY IGNITION COILS SHORTING AND CAUSING AN EMF / EMI SPIKE AND TURNING OFF THE PCM , THE U0100 FAULT CODE IS COMMON IN MANY OF THESE CASES . IF THE SPARK PLUGS ARE CORRECT AND NOT WORN OUT , I WANT YOU TO SWAP ALL OF THE IGNITION COILS WITH A DONOR VEHICLE FOR TESTING . THANKS DARRIN . THE PROPER CHRYSLER PLUGS REPAIRED THE CONDITION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012421774

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6214510294)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313560072)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111513

Report#: SSV012421774
Open Date: 07/29/2012
Mileage: 79659
Warr Built Dt: 11/15/2005
Supplier RP:

Zone/Cd: 35-67935
Name: MICK'S NORTH HILLS CHRYSLER JE
Address: 7670 MCKNIGHT RD
 PITTSBURGH, PA 152373518
Phone: 412 367-7200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: SHUTS OFF AT IDLE 9AM JUST CHECKING FOR ANY RESULTS WILL WAIT FOR REPLAY THANKS JIM PARTS REPLACED PCM TIPGM FCM PLUGS SWAP ALL COILS SWAP T/B CAR WOULD STALL IN 2MIN 5MIN 40 SEC IF T/B UNPLUGGED SEEMS TO IDLE LONGER WHILE IN DEFAULT REPLACED ALL INJS NOW TESTING

Service Action: NO DTCS. ALL MODULES RE UP TO DATE. FUEL PRESSURE AND VOLUME ARE OK WHEN TESTED. WHEN MONITORING ETC DIRECTIONAL DUTY CYCLE IS -21.43. CAT MODEL TEMP WITHIN 5 MIN -86 DEG +1052 DEG. FUEL TRIMS ARE NORMAL.\r\n SUGGESTED POSSIBLE COIL SPIKE ISSUE. ADVISED TO MONITOR FUEL PRESSURE, MAKE A DATA RECORDING, AND LOOK FOR ANY LINES OF DATA THAT HAVE A GAP OR BLANK SPACES INDICATING EMI INTERFERENCE. CHECK THE RUN TIMER FOR RESETING IN THE PCM. A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS. \r\nSUGGESTED TO TRY SWAPPING COILS ON RIGHT REAR OF ENGINE FIRST DUE TO PROXIMITY OF ENGINE HARNESS TO THAT AREA. \r\nLAB SCOPE THE CMP AND THE CKP AT THE PCM

WHILE PERFORMING WIGGLE TEST. THANK YOU, NEIL JIM CALLED IN TO STATE THAT HE HAS SENT IN 4 DATA RECORDINGS FOR REVIEW , I LOOKED AND THEY WERE CURRENTLY NOT IN OUR SYSTEM . I WILL REVIEW THE RECORDINGS WHEN THEY COME IN AND UPDATE THE CASE WITH ANY POTENTIAL FINDINGS . THANKS DARRIN . JIM , I HAVE REVIEWED ALL OF THE RECORDINGS SENT IN ON THIS VEHICLE , THE CONDITION CAN BE SEEN BUT THE CAUSE CAN NOT BE DETERMINED . MANY OF THE ITEMS IN THE DATA RECORDINGS SHOW AN OPEN IN THE GRAPH AND A LOSS OF THE DATA VALUE , THE ASD SENSE AND THE 1/1 O2 SENSOR ARE COMMON IN ALL OF THE RECORDINGS . I WANT YOU TO LIST ALL OF THE PARTS THAT HAVE BEEN REPLACED IN THE CASE TEXT FOR THIS CONCERN . THANKS DARRIN . JAMES , CHECK THE ASD RELAY FOR POOR CONNECTION , TRY UNPLUGGING THE 1/1 AND 2/1 O2 SENSORS AND SEE IF THE STALLING ISSUE PERSIST . ALSO I WANT YOU TO CONSIDER REPLACEMENT OF ALL OF THE IGNITION COILS EVEN THOUGH THEY HAVE BEEN SWAPPED OUT . JAMES WHATS THE STATUS OF THE VEHICLE REPL ALL COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012418981

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6339520079)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J336560888)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121515

Report#: SSV012418981
Open Date: 07/22/2012
Mileage: 95902
Warr Built Dt: 12/15/2005
Supplier RP:

Zone/Cd: 70-60528
Name: YORK DODGE CHRYSLER JEEP RAM
Address: 500 PRESCOTT LAKES PKWY
 PRESCOTT, AZ 863016506
Phone: 928 445-4970

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CAR DIED ALL WHILE DRIVEING WELL WHEN I HAD ACUATOED THE FIELD CURCIT AT 50% DUE TO WII TECH WONT LET ME DO MORE THEN THAT IT SHOWED 7.3 VOLTS. AND NO NOTHING WAS REPLACED FOR THIS CONCERN OK WITH THE CAR NOT RUNNING 50% DUTY THE VOLTAGE IS 6.0 AND WITH THE CAR RUNNING IT SHOWS 11.2 VOLTS ON THE FUILD CURCIT OK THANKS

Service Action: RODNEY WHEN AT FULL DUTY CYCLE, CAN YOU CHECK FOR VOLTAGE AT THE ALTERNATOR FILED. IF SO WHAT DOES IT SHOW. ALSO WAS ANYTHING REPLACED FOR THIS CONCERN - BRIAN RODNEY USE THE VOM AT THE ALTERNATOR FIELD CONNECTOR. LEAVE IT PLUGGED IN AND BACK PROBE. THEN DUTY CYCLE IT AGAIN AND LET ME KNOW IF YOUR VOM SHOWS ANY POWER - BRIAN OK RODNEY, I WOULD SUSPECT THE ALTERNATOR AT THIS POINT. NOTE, WE VE HAD PRIOR CASES OF AFTER MARKET ALTERNATORS BEING USED CAUSING THIS EXACT ISSUE. BE AWARE OF THIS ISSUE WITH AFTER MARKET ALTERNATORS. NOT ALL OF THEM DO THIS AND I M UNSURE AS TO

WHICH BRAND - BRIAN . THE ALINATOR/GENERATOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012421291

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H56H3 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6320510389)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J340560943)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121413

Report#: SSV012421291
Open Date: 07/20/2012
Mileage: 74796
Warr Built Dt: 12/14/2005
Supplier RP:

Zone/Cd: 66-45155
Name: NAPLETON'S SOUTH ORLANDO
Address: 1460 E OSCEOLA PKWY
 KISSIMMEE, FL 347441602
Phone: 407 483-7700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES ENGINE LIGHT CAME ON BUTT NOW OFF WHEN LIGHT IS ON AT TIMES WHEN BRAKING ENGINE LOOSES POWER AND STALLS

Service Action:XAVIER,SEE IF THE CUTOMER OPERATES THE VEHCILE USING BOTH FEET ON THE GAS AND BRAKE POSSIBLY.NOT MANY CASES.FOR THE STALLING,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP

COILS WITH A DONOR VEHICLE. REPLACE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012440305

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6242510621)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J181560175)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092902

Report#: SSV012440305
Open Date: 07/20/2012
Mileage: 69320
Warr Built Dt: 09/29/2005
Supplier RP:

Zone/Cd: 51-05475
Name: STERNBERG CHRYSLER CENTER INC
Address: 1781 HIGHWAY 231
 JASPER, IN 475460690
Phone: 812 482-5125

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT ON AND HAS A MISS FEEL I HAVE CHECKED PLUGS THEY ARE O.E.M. I TOOK A DATA RECORDING AND DATA DOES DROP LIKE IT IS EXPLAINED IN S1218000002 SO TO SAVE TIME I SWAPED ALL 8 COILS WITH A CAR ON LOT AND IT STILL DOES SAME THING I DID NOT INSPECT ALL PLUGS JUST A COUPLE AND THEY HAVE NOT BEEN REPLACED AND YES IT IS STILL STALLING

Service Action: RICK, WITH THE STALLING CONCERN IT WOULD NOT BE COMMON FOR THE TCM TO BE THE CAUSE. THERE MAY BE AN ISSUE WITH COILS OR SPARK PLUGS ESPECIALLY IF SOMEONE RECENTLY REPLACED PLUGS WITH AFTERMARKET ONES. START THE ENGINE AND INDUCE A STORED CODE IN THE PCM BY UNPLUGGING A SENSOR AND RECONNECTING IT, IF THE CODE IS NOT STORED AFTER A RESTART THEN THERE IS A PCM RESET ISSUE. TAKE A LOOK AT S1218000002 AND THEN THE EVENT DATA. RICK, WERE THE PLUGS INSPECTED OR REPLACED IS THE VEHICLE STILL STALLING OR JUST SETTING THE CODES RICK, INSTALL A SET OF PLUGS AND IF NO CHANGE THEN

RESUBMIT AND I WILL FORWARD THE CASE TO THE DRIVABILITY GROUP AND HAVE SOMEONE GIVE YOU A CALL. I REPLACED PLUGS AND STILL HAD PROBLEM. ORDERED AND REPLACED PCM AND IT HAS BEEN OVER A WEEK NOW WITH NO PROBLEM SO I THINK IT IS FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012397062

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6152620019)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J158661543)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061512

Report#: SSV012397062
Open Date: 07/16/2012
Mileage: 51323
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 63-43469
Name: JOHNSON DODGE
Address: 1210 HWY 39 N
 MERIDIAN, MS 393014549
Phone: 601 693-6343

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WILL SHUT DOWN WHILE AT IDLE IN PARK OR IN DRIVE,AND SET S CODE U0100 LOST COMMUNICATION WITH ECM/PCM. SO FAR WHAT I HAVE NOTICED IF YOU LET THE CAR SIT OVER NIGHT AND START IT,IT WILL RUN ABOUT 4 MIN AND SHUT DOWN AS IF THE KEY IS TURNED OFF.THE WYTECH DOES NOT GIVE TRUE OR FALSE BUT LOW AND HIGH AND ON OR OFF.WHILE RUNNING,THE ASD RELAY SENSE IS HIGH AND THE IGNITION RUN SWITCH SENSE IS LOW.WHEN IT SHUT DOWN THE ASD RELAY SENSE WENT LOW AND THE IGNITION RUN SWITCH SENSE STAYS LOW. THE CHARISTIC MAKES ME THINK I HAVE A CIRCUIT BOARD HEATING UP AND OPENING.NOW TO FIGURE OUT WHICH ONE. I HAVE SENT YOU A RECORDING.I HAVE A TIME WHEN THERE IS A GAP IN THE DATA. DID YOU GET TO LOOK AT THE RECORDING WE DID NOT HAVE ANOTHER CAR TO SWAP FROM.THE SERVICE MANANGER ORDERED A NEW SET OF COILS. I REPLACED ALL COILS.TEST DROVE OK.LET SIT FOR 2 HOURS RAN FOR 3 MIN ENGING SHUT DOWN.I RESENT YOU THE DATA RECORDING...
 \r\n43469 UID REC 2C3LA73W76H536634 120613151128 20120626 144320.ZIP WE DON T HAVE ANOTHER 300 SRT-8 TO SWAP

PARTS FROM. IF I TRIED TO USE A REGULAR FCM FROM ANOTHER CAR, WOULD I NOT HAVE AN ISSUE WITH THE CONFIGURATION WERE YOU ABLE TO VIEW THE SECOND DATA RECORDING I SENT THE CONFIRMATION ID ON THE PREVIOUS UPDATE. IF NOT CAN YOU ESCALATE THIS TO YOUR SUPERVISOR FOR REVIEW.

Service Action: ENGINE WILL SHUT DOWN WHILE AT IDLE IN PARK OR IN DRIVE, AND SET S CODE U0100 LOST COMMUNICATION WITH ECM/PCM. DUPLICATED : YES - I HAVE DUPLICATED CONDITION ONE TIME IN PARK. REPAIRS AND TESTS PERFORMED : INSPECTED WIRING. REMOVED THROTTLE BODY. IT WAS OK, NOT DIRTY. CHECKED AIR FILTER, OK IT HAS A MOPAR PERFORMANCE BREATHER ASSEMBLY. NO OTHER ADDONS FOUND. THE DIAGNOSTICS FAIL THE TCM, I AM HAVING TROUBLE BELIEVING BECAUSE HOW IS THE TCM CAUSING THE PCM TO SHUT DOWN THE ENGINE. THE TCM IS SEPARATE IN THIS APPLICATION. DTCS : U0100
TECHCONNECT SEARCH : U0100
DAVE WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THEN REPLACE THE FCM OR TIPM AND THE U0100 CODE WILL COME UP AT TIMES. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. ALSO ON LX COIL STALL SEE STAR CASE K94202871 K14443423 DAVE A DATA RECORDING OF THE ISSUE MAY HELP AND PUT THE IGNITION SENSE AND ASD ON THE GRAPH AND IF YOU DO A GRAPH TWO THINGS MAX OUT THE GRAPH AND BE SURE RPM - PCM RUNTIME - CAM AND CRANK INFO AND FUEL ADAPTIVES ARE ON THERE ALSO THANKS KEN DAVE IF THERE IS A GAP IN THE DATA I WANT YOU TO BORROW A SET OF COILS OFF ANOTHER CAR AND THEN GO REDRIVE IT AND SEE HOW IT DOES AND LET ME KNOW THANKS KEN DAVE WE WOULD LIKE YOU TO BORROW A SET OF COILS AND REDRIVE AND SEE IF THE ISSUE CHANGES. ALSO THERE ARE NO DATA RECORDING IN THE SYSTEM WITH YOUR DEALER CODE AND VIN NUMBER BUT YOUR DESCRIPTION OF THE DATA RECORDING MOST TIMES IS A RESULT OF ELECTRICAL INTERFERENCE FROM A COIL CAUSING THE GAP AND DESCRIPTION OF YOUR ISSUE AND THANKS KEN DAVE IT POSSIBLE A FCM ISSUE CAN YOU FIND ONE TO BORROW THANKS KEN DAVE WE WILL LOOK AT THE NEW DATA RECORDING AND LET YOU KNOW THANKS KEN DAVE LOOK AT THE DATA RECORDING AND YOUR FUEL PUMP AND ASD IS BEING SHUT OFF AND YOU ARE EITHER LOSING YOUR IGNITION GOING TO THE POWER MODULE OR THE FCM IS SHUTTING DOWN. WE HAVE SEEN A FEW FCM CAUSE THIS ISSUE BEFORE BUT COULD BE EITHER. SO I WOULD MONITOR THE IGNITION FEEDS WHEN THE DIE OUT OCCURS AND IF THEY STAY ON THEN THAT LEAVES POWER MODULE OF FCM AND NEXT STEP WOULD BE FCM. LET US KNOW THANKS KEN PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012356386

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H2 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6214510294)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313560072)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111513

Report#: SSV012356386
Open Date: 07/13/2012
Mileage: 79652
Warr Built Dt: 11/15/2005
Supplier RP:

Zone/Cd: 35-67935
Name: MICK'S NORTH HILLS CHRYSLER JE
Address: 7670 MCKNIGHT RD
 PITTSBURGH, PA 152373518
Phone: 412 367-7200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS. WILL RESTART HARD TO KEEP RUNNING ALL SPARK PLUGS WERE REPLACED.MOST SPARK PLUGS WERE LOOSE. 2 HAD NO ELECETRODES IN CYLINDER NUMBER 2. SWAPPED COILS OFF KNOWN GOOD VEHICLE TEST DROVE AND HAD SAME RESULTS. WILL DRIVE OK FOR A WHILE AND THEN THE VEHICLE STALLS

Service Action:MATT NOT MUCH INFORMATION BUT SOME THINGS WE HAVE SEEN AND OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM

THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. MATT HOW DOES THE CAR RUN OK UNTILL IT STALLS WHAT ARE THE SHORT AND LONG TER FUEL ADAPTIVES ON BOTH BANKS READING AND ALSO THE CAM AND CRANK DIFFERANCE HAVE YOU HAD THE FUEL PRESSURE GAUGE ON IT WHEN IT STALLS OUT TO SEE IF THE PRESSURE IS DROPPING ALSO THANKS KEN COIL PACKS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012392777

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86H2 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6243510392)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J258561399)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092121

Report#: SSV012392777
Open Date: 07/13/2012
Mileage: 41056
Warr Built Dt: 09/21/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUST STATES CAR STARTED AND MULTIPLE WARNING LAMPS ON (ABS, ESP/BAS, MIL, ETC..) THEN CAR STALLED AND WOULD NOT RESTART, NO CRANK.

Service Action: SCOTT, YOU NEED TO ADDRESS THE THINGS THAT WOULD MAKE IT STALL LIKE IGN SWITCH, LOSS OF IGN RUN AT THE PCM OR BATTERY FEED OR GROUND AT THE PCM, LOOSING THE BUSS WHILE ALREADY RUNNING WILL NOT MAKE IT STALL, SEE IF YOU CAN GET A DATA RECORDING OF THE EVENT THEN INSPECT THE IGN RUN VOLTS, IF THEY REMAIN OK AT THE PCM THEN I WOULD SUSPECT A PCM. PLEASE KEEP ME POSTED. THANKS. MARK. COULD NOT GET PROB TO HAPPEN BOTH TIMES CAR WAS HERE. CUST TOOK CAR AND HAS NOT BEEN BACK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012398199

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W26F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6355520164)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J014661267)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020303

Report#: SSV012398199
Open Date: 07/15/2012
Mileage: 92351
Warr Built Dt: 02/03/2006
Supplier RP:

Zone/Cd: 63-68886
Name: CHAMPION CHRY-DODGE
Address: 435 E PASS RD
 GULFPORT, MS 39507
Phone: 228 896-1515
 228 896-6913

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR INTERMITENTLY DIES

Service Action:GEORGE CALLED IN AND WE DISCUSSED THE STALLING CONCERN SETTING STORED CODES U0100 . I SUGGESTED TO INSPECT ALL OF THE SPARK PLUGS AND COILS FOR THE CORRECT APPLICATION AND CONDITION . POSSIBLE STALL OUT DUE TO EMI/ EMF SPIKE TURNING OFF THE PCM , PCM REPLACEMENT AS A LAST RESORT . THANKS DARRIN . GEORGE CALLED , THE SPARK PLUGS HAVE BEEN REPLACED WITH THE CORRECT PLUGS PER APPLICATION AND THE STALLING CONCERN PERSIST . I SUGGESTED TO GEORGE TO SWAP ALL OF THE IGNITION COILS WITH A DONOR VEHICLE AND SEE IF THE STALLING CONCERN PERSIST . THANKS DARRIN . REPLACED PLUGS AND PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012456872

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158611720)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165660079)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062903

Report#: SSV012456872
Open Date: 07/14/2012
Mileage: 87263
Warr Built Dt: 06/29/2006
Supplier RP:

Zone/Cd: 66-60009
Name: CENTRAL FLORIDA CHRY JEEP DODG
Address: 8675 COMMODITY CIRCLE
 ORLANDO, FL 32819
Phone: 407 351-9940

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RUNS ROUGH, POOR FUEL ECONOMY, STALLED AND SMOKE CAME OUT EXHAUST.

Service Action: EARL IF YOU FOUND RAW FUEL IN THE EVAP CANISTER AND LINES THEN TWO THINGS EITHER THE CUSTOMER IS OVER FILLING THE FUEL TANK OR THE CHECK VALVE IN THE TANK IS STICKING AT TIMES AND NEEDS TO BE REPLACE AND CANISTER ALSO AND LE US KNOW HOW IT GOES THANKS KEN REPAIR DECLINED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012321365

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H3 [REDACTED]

Model Year: 2006

Make/Model: DODGE
CHARGER R/T RWD
LXDP48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6349510276)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J356561200)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 010909

Report#: SSV012321365

Open Date: 07/09/2012

Mileage: 47591

Warr Built Dt: 01/09/2006

Supplier RP:

Zone/Cd: 51-26025

Name: MID RIVERS CHRYSLER JEEP DODGE

Address: 4951 VETERANS MEMORIAL PKWY
SAINT PETERS, MO 633761652

Phone: 636 928-8000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THROTTLE LIGHT WILL COME HESITATES. WILL DIE INTEMITTENLY. DTCS ABS C121C TORQUE REQUEST SIGNAL DENIED. TCM U0100 LOST COMM WITH ECM/PCM HAS CORRECT SPARK PLUGGS. I PUT 8 BRAND NEW COILS ON IT. GOING TO LET CUSTMER DRIVE. CAME BACK WITH U0100 LOST COMM WITH ECM/TCM. REPLACED TCM. AFTER ENGINE WOULD DIE SET FAULT FOR P2172 HIGH AIR FLOW/VACUUM LEAK DETECTED. STOP DYING. HAS HIGH IDLE THROTTLE PLATE MOVING TO TRY AND COMPENSATE. NO LEAKS FOUND.

Service Action: DOUGLAS, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION

COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. DOUGLAS, THANKS FOR THE UPDATE. DOUGLAS, LOAD TEST THE PCM POWER AND GROUND SUPPLIES, IF O.K. THEN REPLACE THE PCM. REPLACED PCM\r\n*****\r\nSTAR:TECH REPLACED THE PCM FOR U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012329140

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H1 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132510839)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J145560524)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060308

Report#: SSV012329140
Open Date: 07/08/2012
Mileage: 430
Warr Built Dt: 06/03/2005
Supplier RP:

Zone/Cd: 32-26812
Name: ACTON CHRYSLER DODGE JEEP RAM
Address: 196 GREAT RD
 ACTON, MA 017205758
Phone: 978 263-7300
 978 893-1127

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WILL STALL AFTER IDLING FOR 30 SEC - 3 MIN. ALSO STALLS UPON TIP IN OF THROTTLE, WHEN STARTING FROM A STOP

Service Action:ENGINE WILL STALL AFTER IDLING FOR 30 SEC - 3 MIN. ALSO STALLS UPON TIP IN OF THROTTLE, WHEN STARTING FROM A STOP DUPLICATED : YES - IDLING, OR ACCELERATING FROM A STOP REPAIRS AND TESTS PERFORMED : CHECK FOR CODES, NONE. REMOVED AND INSPECTED THROTTLE BODY. DESLUDGED THROTTLE BODY ANDNC REINSTALLED, NO CHANGE. REMOVED SPARK PLUGS (40K MI IN SERVICE) ALL CHAMPION , INCORRECT STYLE AND LENGTH (TOO SHORT). CLEAN THREADS IN 16 PLUG HOLES FROM RUST AND CARBON BUILT UP. INSTALLED NEW PLUGS OF CORRECT TYPE. NO CHANGE. RECORD IDLING STALL EVENT, THROTTLE BLADE POSITION READING CHANGES SLIGHTLY PRIOR TO STALL. PERFORM ETC FOLLOW TEST WITH WI-TECH....PASSES. \r\nATTEMPT ETC RELEARN PROCEDURE USING WI-TECH. ETC RELEARN PASSES, BUT THEN ETC WARNING LAMP ILLUMINATED, IDLE STUCK 800 (FAILSAFE MODE), AND CODES P2166 AND P2167 STORED. INSTALL NEW THROTTLE BODY

ASSY. PERFORM ETC RELEARN PROCEDURE, PASSES. CLEAR DTC S. STILL STALLS AFTER IDLING FROM 30 SEC TO 3 MIN TSB APPLIED : NONE DTCS : P2166,P2167 SCAN
TOOL SOFTWARE VERSION : 12.03.27 TECHCONNECT SEARCH : STALLING\r\n*****\r\nSTAR ADVISED STEVE
SINCE HE SEES NO ISSUE ON THE WITECH AND IT PASSED A RELEARN, THE PCM IS A POSSIBLE CAUSE. ALSO THE APP AND WIRING PER PRIOR CASES - BRIAN GARY ADVISE
SWAP COILS FROM A DONOR VEHICLE IF NO DONOR VEHICLE PERFORM A DATA RECORDING AND MONITOR COIL DATA. THIS IS GARY,REPLACED #6 COIL...SEEN THINGS ON
SCAN TOOL DIDN T SEEM RIGHT....CUSTOMER HAS NOT BEEN BACK...SEEMED OK..THANXS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012357444

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133511183)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151560709)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060609

Report#: SSV012357444
Open Date: 07/08/2012
Mileage: 47163
Warr Built Dt: 06/06/2005
Supplier RP:

Zone/Cd: 66-26620
Name: CRONIC INC
Address: 2515 N EXPRESSWAY
 GRIFFIN, GA 30223
Phone: 770 227-4271

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE IS SURGING CUTTS OFF HAD TUNEUP AT PREVIOUS SHOP

Service Action:MIKE,PULL OUT A SPARK AND MAKE SURE IT HAS THE CORRECT SPARK PLUG INSTALLED.TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE & U0100 ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. REPLACED

PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012446961

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H66H2 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6224510495)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313561150)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111815

Report#: SSV012446961
Open Date: 07/08/2012
Mileage: 48155
Warr Built Dt: 11/18/2005
Supplier RP:

Zone/Cd: 63-43570
Name: KARL KLEMENT CHRYSLER-DODGE-JE
Address: 500 N US HIGHWAY 81-287
 DECATUR, TX 762343324
Phone: 817 430-8416
 940 627-6700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STARTS THEN DIES CUSTOMER STATES SMELLING FUEL,

Service Action:SHAWN,SOUNDS LIKE 2 ISSUES HERE,ONE THE FUEL GAUGE READING INCORRECTLY,WHICH YOU WILL NEED TO START ANOTHER TICKET ON AND ROUTE OVER TO THE ELECTRICAL GROUP FOR FURTHER ASSISTANCE.\n\nFOR THE STALL,THE FUEL TANK WILL BE THE ROOT CAUSE HERE BASED FROM THE CUSTOMERS CONCERN.RE CHECK THE VAPOR CANISTER FOR LIQUID FUEL AFTER YOU FILL IT WITH FUEL, YOU MAY NEED TO REPLACE THE PURGE SOLENOID AND VAPOR CANISTER,AND ALSO THE FUEL TANK, IF IT HAS A CONTROL VALVE ISSUE, THIS IS THE ROOT CAUSE FOR THE PROBLEM.ITS THE MOST COMMON ISSUE WE HEAR OF FOR THIS TYPE OF CONCERN. UNABLE TO DUPLICATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012380497

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H46H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C AWD
LXFS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6332510518)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J350560302)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 010519

Report#: SSV012380497

Open Date: 07/01/2012

Mileage: 75608

Warr Built Dt: 01/05/2006

Supplier RP:

Zone/Cd: 32-42905

Name: HARR CHRYSLER JEEP DODGE RAM

Address: 112 GOLD STAR BLVD
WORCESTER, MA 016062825

Phone: 508 471-2600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS WHILE DRIVING THROTTLE LIGHT FLASHES ON SWAPPED ALL 8 COILS WITH A 2006 CHARGER 5.7. PROBLEM APPEARS TO HAVE FOLLOWED THE COILS TO THE CHARGER. START AND STALL THEN FINALLY WILL RUN. THE 300 STARTED AND RAN EVERYTIME. I CAN NOT FIND A OHM SPEC TO MESSURE OUT THE SUSPECT COILS TO DETERMINE WHICH IS THE FAULTY UNIT. I AM CONFIDENT THAT THE COILS ARE THE ISSUE SEEING THE PROBLEM FOLLOWED INTO ANOTHER VEHICLE. UNFORTUNATELY THE COILS ARE ON BACK OREDER. \nTHANK YOU FOR YOUR HELP.

Service Action:JUSTIN IF YOU HAVE A DONOR VEHICLE AVAILABLE SWAP OUT ALL 8 COILS AND RETEST. JUSTIN THERE IS NO SPEC IF THE COILS REPAIRED THE CONCERN ALL THE COILS NEED TO BE REPLACED. JUSTIN THANKS FOR THE INFO. COILS ON BACK ORDER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012402788

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510463)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J145560867)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060317

Report#: SSV012402788
Open Date: 07/01/2012
Mileage: 9279
Warr Built Dt: 06/03/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN VEHICLE IS COLD AND COMING TO A STOP IT WILL RANDOMLY STALL AND RESTART FINE MAY DO IT A COUPLE OF TIMES. IT WAS TOWED INTO SHOP BECAUSE THE LAST TIME IT STALLED IT CRANKED AND HAD A NO START

Service Action: ROBERT THE BIGGEST ISSUE WE SEE FOR THIS CONCERN IS WRONG OR INCORRECT GAPPED PLUGS AND COILS INTERFERING WITH THE PCM. REPLACED SPARK PLUG CAR IS GONE AND HASNT RETURNED SINCE I DONT KNOW IF IT FIXED CUSTOMER WILL RETURN IF PROBLEM RETURNS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011984597

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6202512675)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J18756130T)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082402

Report#: SSV011984597
Open Date: 06/22/2012
Mileage: 21600
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 35-60424
Name: KREBS CHRYSLER JEEP DODGE
Address: 100 KREBS DR
 GIBSONIA, PA 150449673
Phone: 724 444-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS INTERMITTENTLY FOLLOWING REPLACEMENT OF SPARK PLUGS, AND 8 NEW COILS BEING INSTALLED, COMPLAINT DID NOT REPLICATE. VEHICLE LEFT SHOP FOR OVER A MONTH AND 1000 MILES, CUSTOMER RETURNS WITH THE SAME COMPLAINT. NO DTCS ARE PRESENT, SYMPTOM HAS NOT PRESENTED ITSELF SINCE BEING AT THE SHOP, NOR DID IT APPEAR DURING A ROAD TEST. VEHICLE IS BEING RUN AT 3/4 FUEL CAPACITY AS RECOMMENDED BY ANOTHER TECH IN THE SHOP, AND HAS NOT DIED OUT SINCE. WE WERE UNABLE TO DUPLICATE THE CUSTOMERS CONCERN AFTER SEVERAL HUNDRED MILES OF DRIVING. AFTER SPEAKING WITH THE CUSTOMER, FOUND HE HAD BEEN USING BOTH FEET WHILE DRIVING WHICH HAD SET CODES FOR BRAKE SWITCH PERFORMANCE CODES. SUGGESTED TO CUSTOMER NOT DRIVING WITH TWO FEET AND THIS CONCERN HAS YET TO BE DUPLICATED AND THE CUSTOMER HAS NOT RETURNED WITH THIS PROBLEM.

Service Action:ROY,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY

OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. ROY,SEE IF YOU CAN DATA RECORD THE DIE OUT. ROY, THANKS FOR THE UPDATE,CLOSE THE CASE OUT ON YOUR END. PLUGS AND 8 COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012361101

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6118610509)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138660084)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052605

Report#: SSV012361101
Open Date: 06/24/2012
Mileage: 46685
Warr Built Dt: 05/26/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON , P1128 AND DIES AT STOPS,

Service Action:JAMES,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. DECLINED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012377954

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6030610335)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J068660144)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031314

Report#: SSV012377954
Open Date: 06/22/2012
Mileage: 48721
Warr Built Dt: 03/13/2006
Supplier RP:

Zone/Cd: 66-60444
Name: CHRYSLER JEEP DODGE OF NORTH
Address: 909 S. FEDERAL HWY
 POMPANO BEACH, FL 330627048
Phone: 954 943-6700
 954 943-0244

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:AFTER FULING CAR STALLS

Service Action:KEVIN, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK COULD NOT DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012359523

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W56H2 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6256520040)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J292560834)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102523

Report#: SSV012359523
Open Date: 06/21/2012
Mileage: 46376
Warr Built Dt: 10/25/2005
Supplier RP:

Zone/Cd: 66-60446
Name: NORTH TAMPA CHRYSLER JEEP DODG
Address: 10909 N FLORIDA AVE
 TAMPA, FL 336126633
Phone: 813 935-4812
 813 387-4496

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: STALLS AFTER YOU FILL UP THE FUEL TANK.

Service Action: JAMES, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012291269

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6124510490)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J144560449)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060117

Report#: SSV012291269
Open Date: 06/18/2012
Mileage: 78451
Warr Built Dt: 06/01/2005
Supplier RP:

Zone/Cd: 32-26810
Name: NIELSEN DODGE CHRYSLER JEEP RA
Address: 175 ROUTE 10
 EAST HANOVER, NJ 07936
Phone: 973 884-2100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:C/S VEHICLE STALLS WHEN COMING TO A HARD STOP,AND CUTS OUT WHILE DRIVING.

Service Action:JOSELITO,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. CUSTOMER DID NOT WANT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012368353

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6069610293)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J083660348)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040501

Report#: SSV012368353
Open Date: 06/14/2012
Mileage: 22503
Warr Built Dt: 04/05/2006
Supplier RP:

Zone/Cd: 63-68886
Name: CHAMPION CHRY-DODGE
Address: 435 E PASS RD
 GULFPORT, MS 39507
Phone: 228 896-1515
 228 896-6913

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CAR DIES HAS NO STORED CODES. TIRE MON LIGHT FLASHES, BUT NO CODES

Service Action:ADVISED TO FOR STALL REPLACE THE SPARK PLUGS INSPECT THE PLUGS FOR CORRECT APPLICATION AND CONDITION. SWAP COILS FROM A KNOWN GOOD VEHICLE TO TEST FOR COIL INDUCED ISSUE. FOR THE WCM TI TIPM CHECK THE F20 IGN RUN/START CIRCUIT. LOOK FOR ADDED ACCESSORY OR POOR CONNECTION. TIMB. REPLACED PLUGS AND WCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012286414

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6206510298)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J235560478)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082900

Report#: SSV012286414
Open Date: 06/10/2012
Mileage: 75200
Warr Built Dt: 08/29/2005
Supplier RP:

Zone/Cd: 66-60257
Name: LAKELAND MOTORS, LLC
Address: 2335 US HIGHWAY 98 N
 LAKELAND, FL 33805
Phone: 863 687-2501

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEC SHUTS OFF SENT RECORDING TO YOU WHILE MAKING RECORDING SET CODES UO101 IN FCM AND ORC ALSO B212D IN ORC BATTERY WAS LOW AT TIME AM LOOKING AT B212D BECAUSE OF IGNITION CIRCUIT I WAS THINKING IT COULD BE A COIL OR INJECTOR WHILE TESTING CUT OUT HAPPENS MORE AT IDLEIN BAY OR HARD ACCEL ON ROAD CAN I REPACE COILS ONE AT A TIME OR DO YOU SUSPECT MORE THAN ONE DAMAGED ALSO WHEN I SET RPM OFF IDLE AT 12 OR1500 VEC SEEMS TO RUN FINE KIND OF HARD TO SELL 400 DOLLARS WORTH OF COILS ALL READY TUNED VEC

Service Action:KENNY, ARE THERE ANY DTCS IF SO, WHAT ARE THE DISABLES IN FREEZE FRAME \r\nARE ALL THE MODULES UP TO DATE \r\nWHAT IS THE CAM/CRANK SYNCH \r\nWHAT ARE THE FUEL ADAPTIVES \r\nMONITOR FUEL PRESSURE AND SPARK, - WHICH ARE YOU LOSING \r\nLAB SCOPE THE CMP AND THE CKP AT THE PCM WHILE PERFORMING WIGGLE TEST.\r\nMAKE A DATA RECORDING FOR MORE CLUES.\r\nTHE APP2 SPIKES ARE NORMAL TEST COMMANDS FROM PCM.\r\nTHANK YOU, NEIL KENNY, ARE ALL THE MODULES

UP TO DATE WHAT IS THE CAM/CRANK SYNCH WHAT ARE THE FUEL ADAPTIVES MONITOR FUEL PRESSURE AND SPARK, - WHICH ARE YOU LOSING LAB SCOPE THE CMP AND THE CKP AT THE PCM WHILE PERFORMING WIGGLE TEST.\r\n\r\nPERFORM A FCM: RESTORE CONFIGURATION.\r\n\r\nALSO REFER TO SOL CASE #K59540930 \r\n\r\nTHE RECORDING HAS NOT ARRIVED YET. IT TAKES UP TO 6 HRS. TO GET THROUGH FIREWALLS. I WILL CONTACT YOU AFTER I REVIEW IT.\r\n\r\nTHANK YOU, NEIL CALLED TECH TO DISCUSS CASE. TECH IS GONE FOR THE DAY.\r\n\r\nADVISED THAT AFTER REVIEWING RECORDING, I SEE THE PCM VOLTAGE SENSE DROP OUT 1ST AND GO TO DASHED LINES, WITH ALL THE OTHER DATA FOLLOWING. \r\n\r\nTHIS IS EMI INTERFERENCE. ADVISE TO CHANGE ALL SPARK PLUGS AND ALL COILS. IT IS SOMETHING THAT CAN NOT BE DIAGNOSED WITH NORMAL PROCEDURES.\r\n\r\nIT IS POSSIBLE THAT IT HAS DAMAGED THE PCM DRIVERS INTERNALLY.\r\n\r\nIF DIE OPUT CONTINUES AFTER PLUG AND COIL REPLACEMENT, YOU MAY HAVE TO REPLACE THE PCM ALSO.\r\n\r\nTHANK YOU, NEIL KENNY, THE RECORDING YOU SENT HAS NO RPM AND MUST HAVE BEEN TRIGGERED AFTER THE STALL. I NEED TO SEE WHAT LEADS UP TO THE STALL.\r\n\r\nTHERE ARE NO AFTERMARKET ACCYS; AND ALL MODULES ARE UP TO DATE.\r\n\r\nCALLED TECH TO DISCUSS CASE. WORSE WHEN WARM AND WHEN DRIVING, WON T ACT UP AS SOON IF YOU HOLD RPM. ALSO IF GETS TOO WARM ITS FINE TILL COOLS OFF SOME AND WITHIN 20 SECS OF STARTUP IT SHUTS RIGHT OFF.\r\n\r\nTHANK YOU, NEIL KENNY, I SEE THE VOLTAGE SENSE DROP OUT, AND THE WCM ENGINE RESET NOTIFICATION SPIKE; WHICH ARE CLASSIC EXAMPLES OF EMI INTERFERENCE. I SUGGEST CHANGING ALL THE COILS AND SPARK PLUGS BECAUSE THERE IS NO DIAG TO DETERMINE WHICH OR HOW MANY. IT IS ALSO POSSIBLE TO DAMAGE THE PCM DRIVERS FROM THIS. SO, IF AFTER CHANGING PLUGS AND COILS, THE STALL STILL OCCURS, YOU WILL HAVE TO REPLACE THE PCM ALSO.\r\n\r\nTHANK YOU, NEIL REPLACE 4 COILS BANK ONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012374881

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6086610506)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660248)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042216

Report#: SSV012374881
Open Date: 06/06/2012
Mileage: 37668
Warr Built Dt: 04/22/2006
Supplier RP:

Zone/Cd: 66-26797
Name: WALLACE CHRYSLER JEEP DODGE RA
Address: 2755 SE FEDERAL HWY
 STUART, FL 349944536
Phone: 772 287-2311
 772 283-6000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS REPEATEDLY ONLY AFTER FILLING TANK TO FULL.

Service Action: THOMAS, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK R&R TANK AND FOUND ROLLOVER VALVE STUCK OPEN. REPLACED FUEL TANK AND CAN NO LONGER DUPLICATE CUSTOMER CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012334552

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6214510294)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313560072)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111513

Report#: SSV012334552
Open Date: 06/05/2012
Mileage: 21704
Warr Built Dt: 11/15/2005
Supplier RP:

Zone/Cd: 35-67935
Name: MICK'S NORTH HILLS CHRYSLER JE
Address: 7670 MCKNIGHT RD
 PITTSBURGH, PA 152373518
Phone: 412 367-7200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR WILL START THEN SHUT OFF AFTER A MINUTE, OR WILL CUT OFF BUT CATCH ITSELF WHEN CAR CUTS OFF BUT DOESN T STALL ETC AND ENGINE LIGHT BLINK DIMLY NO DTCS ARE SHOWING

Service Action: RICHARD, 1. MAKE SURE NO AFTERMARKET EQUIPMENT/ALARMS/REMOTE STARTS OR MOPAR ACCESSORIES ARE BEING USED (GARMIN , ALARM, REMOTE START ETC.) THAT MAY CAUSE EMF INTERFERENCE WIRED INTO ASD CIRCUIT OR IGN RUN CIRCUITS. 2. CHECK CAM/CRANK SYNC-AV CAM /CRANK SYNC -0-10 DEGREES-3. LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN. 4. CHECK LONG TERM FUEL TRIM ADAPTIVES/FUEL PRESSURE. CHECK FOR INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012313564

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57206H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6111111111)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J262561053)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092220

Report#: SSV012313564
Open Date: 06/04/2012
Mileage: 14685
Warr Built Dt: 09/22/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN CRUISING AT 30 MPH, OR ON HARD ACCELERATION, VEHICLE WILL HESITATE, \ CHUGG\ , CUSTOMER STATES IT FEELS LIKE SOMETHING INTERMITTENTLY APPLYING THE BRAKES. PLUGS AND COILS HAVE BEEN REPLACED AND ARE NOW OEM. ROAD TESTED VEHICLE AND VEHICLE STALLED, BUT STARTED RIGHT BACK UP.

Service Action: CLIFF, THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS, MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES. IF NEEDED REPLACE THE SPARK PLUGS. SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS. RE-TEST. COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS. CLIFF, WITH NO FAULT CODES, SUGGEST YOU PERFORM A DATA RECORDING AND SEE IF ANYTHING OBVIOUS IS DROPPING OUT OR BEING LOST, MONITOR THE FUEL SYSTEM PRESSURE ALSO. NONE, CUSTOMER TOOK VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012113091

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57276H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510727)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J195561303)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082414

Report#: SSV012113091
Open Date: 05/25/2012
Mileage: 91889
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 35-45249
Name: DAVID DODGE CHRYSLER JEEP
Address: 1801 ROUTE 202
 GLEN MILLS, PA 193428178
Phone: 610 358-5300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS INTERMITTENTLY. AS PER MY SERVICE MANAGER IS THERE ANOTHER OPTION FOR US WE DO NOT HAVE A DONER VEHICLE. PERFORMED TUNE UP AND REPLACED THE 4 PASSENGER SIDE COILS AS PER JOE MORTON. VEHICLE STALLED AFTER 4 DAYS OF DRIVING. SHOULD I REPLACE THE OTHER 4 COILS NOW I DID USE OEM PLUGS FOR TUNE UP. THANK YOU. I REPLACED THE OTHER 4 COILS AND NOW IT SEEMS TO ACT UP MORE FREQUENTLY. IT STILL LOGS TWO LOSS OF COMMS WITH PCM. SHOULD I REPLACE PCM AT THIS POINT

Service Action:JOE,BEFORE YOU REPLACE THE PCM.....THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE

COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS ALSO WITH STRANGE FAULT CODES. JOE,REPLACE THE SPARK PLUGS FIRST,THEN YOU CAN TRY GETTING ONE NEW COIL FROM PARTS,AND SWAP OUT ONE COIL AT A TIME TILL THE STALLING STOPS.OR REPLACE ALL 8 COILS AND SPARK PLUGS AT THE SAME TIME. JOE,YES.MAKE SURE ONLY OEM SPARK PLUGS WERE USED,USE ONLY WHAT STAR PARTS SPECIFICALLY CALLS OUT FOR. JOE,YOU ARE WELCOME,THANKS FOR THE UPDATE. JOE,YES. PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012310428

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H4 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6027610300)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J118661377)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050508

Report#: SSV012310428
Open Date: 05/25/2012
Mileage: 88587
Warr Built Dt: 05/05/2006
Supplier RP:

Zone/Cd: 35-60326
Name: DICK MYERS CHRYSLER DODGE JEEP
Address: 1711 S MAIN ST
 HARRISONBURG, VA 228012730
Phone: 540 433-1600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE CUTS OFF, WORSE WITH AC ON. CHECK ENGINE LIGHT IS ON.

Service Action: PAUL, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \. YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. CUSTOMER DECLINED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012306034

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6202512591)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J186561231)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082412

Report#: SSV012306034
Open Date: 05/24/2012
Mileage: 93141
Warr Built Dt: 08/24/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RUNS ROUGH AFETR FILLUP, SKIPPS AND CUTS OFF

Service Action: ALVIN HAS CALLED STAR.....VAPOR CANISTER AND LDP WERE REPLACED BECAUSE OF FUEL ODOR.TECH STATES CUSTOMER COMMENTS OF DIE OUT AFTER FUEL FILL UP,STAR ADVISED TECH THE ROOT CAUSE HERE IS THE FUEL TANK CONTROL VALVE WHICH IS PART OF THE FUEL TANK,STAR ADVISED TECH REPLACE THE FUEL TANK,CHECK THE EVAP AND PURGE LINES,DRY OUT THE CANISTER AND PURGE SOLENOID. CUSTOMER DECLINED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012227789

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152510575)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J090561059)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061514

Report#: SSV012227789
Open Date: 05/20/2012
Mileage: 81505
Warr Built Dt: 06/15/2005
Supplier RP:

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: HESITATES AND STALLS, ALL DASH WARNING LAMPS COME ON. CHECK ENGINE LIGHT COMES ON. INTERMITTENT SENT A FEW DATA RECORDINGS. CUSTOMER DROVE OVER WEEKEND AND BROUGHT BACK FLIGHT RECORDER WITH 25 RECORDINGS. SOME WER MANUAL TRIGGER SOME WERE DTC U0100.

Service Action: RAYMOND, MAKE SURE THE ISSUE DID NOT START AFTER A RECENT TUNE UP BY THE CUSTOMER OR ANYONE ELSE.....IF THIS VEHICLE IS STALLING AND U0100 IS SETTING, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 , PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE & U0100 ALONE , THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT

IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. ONCE COILS AND PLUGS ARE ELIMINATED THEN CHECK THE PCM POWER AND GROUNDS IF O.K. REPLACE THE PCM. TECH TO GET ANOTHER DATA REC WITH A FEW ITEMS FROM EACH MODULE ON THE CAN C BUS, ALSO CHECK FOR HARNESS RUB THROUGH AT PARKING BRAKE ASSEMBLY, ALSO SET A DTC ,BEFORE ROAD TEST FOR DATA REC, AND VEIFY DTC IS STILL PRESENT AFTER ROAD TEST TO VERIFY POWER AND GROUND ISSUE WITH MODULES PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012257123

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86H2 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6160510569)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J172560697)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062807

Report#: SSV012257123
Open Date: 05/18/2012
Mileage: 60000
Warr Built Dt: 06/28/2005
Supplier RP:

Zone/Cd: 70-61749
Name: ROBERSON MOTORS INC
Address: 3100 RYAN DRIVE S E
 SALEM, OR 973015083
Phone: 503 363-4117

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIED WHILE DRIVING

Service Action:S., REFER TO SOL CASE #K26519518.\r\n 2. GAIN ACCESS TO THE FUEL PUMP MODULE AND THE FUEL TANK MODULE. \r\n3. INSPECT THE FUEL LINE AND SIPHON HOSE BETWEEN THE FUEL PUMP MODULE AND THE FUEL TANK MODULE. LOOK FOR DISCONNECTED OR DAMAGED LINES AND HOSES. \r\nTHANK YOU, NEIL PRIMARY SENDING UNIT BAD-CAR WAS OUT OF GAS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012280537

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132510082)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133561139)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052819

Report#: SSV012280537
Open Date: 05/18/2012
Mileage: 4108
Warr Built Dt: 05/28/2005
Supplier RP:

Zone/Cd: 66-60483
Name: CROWN CHRYSLER DODGE JEEP RAM
Address: 2120 CHAPMAN RD
 CHATTANOOGA, TN 374211689
Phone: 423 591-6868

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #285618 ENGINE STALLS IS IT POSSIBLE THAT IT HAD A BAD COIL(S) AND IT DAMAGED THE PCM IF IT WAS DRIVEN LONG ENOUGH WHEN WE HAVE BAD COIL(S)OR PLUG(S)AND THE PCM LOOSES DATA JUST PRIOR TO THE STALL, EXACTLY WHAT IS HAPPENING TO CAUSE THE LOSS OF DATE LIKE DESCRIBED IN THE CASE S121800002 THANK YOU FOR YOUR TIME. SO IT IS SAFE TO SAY AFTER SO MANY SPIKES IT IS POSSIBLE THAT IT CAN CAUSE THE PCM TO HAVE PERMANENT DAMAGE.

Service Action:JAMES,IF YOU HAVE RULED OUT THE COILS,AND HAS THE CORRECT PART NUMBER SPARK PLUG INSTALLED,LOAD TEST THE PCM POWER AND GROUNDS,IF O.K. THEN REPLACE THE PCM. JAMES,ITS ALWAYS A POSSIBILITY,BUT ITS HARD TO SAY SINCE WE ARE UNABLE TO TEST FOR IT. JAMES,THE PCM IS GETTING SPIKED BY EITHER THE COILS OR PLUGS AND CAUSES THIS CONDITION. JAMES,YES IT COULD BE POSSIBLE. REPLACED THE COILS AND PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012281455

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6322510532)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335561102)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122011

Report#: SSV012281455
Open Date: 05/18/2012
Mileage: 68936
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 70-67847
Name: DWAYNE LANE'S CHRYSLER JEEP DO
Address: 10515 EVERGREEN WAY
 EVERETT, WA 982043867
Phone: 425 353-3855

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RANDON STALLS RESTARTS MIL ON

Service Action: TIM,BEFORE YOU REPLACE THE PCM.....THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS ALSO WITH STRANGE FAULT CODES. RELACED COILS AND PLUGS,ALSO FOUND SPARK PLUGS LOOSE IN NUNBER 6,7.AND 8 CLY.THE PLUGS WERE GREASY AND OILY AS WERE COILS IN THOSE CLY, ONE ELECTRO WAS MISSING

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012187014

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122610803)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111661114)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061213

Report#: SSV012187014
Open Date: 05/17/2012
Mileage: 73
Warr Built Dt: 06/12/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON, DIES OUT. CUSTOMER STATES CONCERN STARTED AFTER TUNE UP. THE SERVICE WRITER DROVE CAR HOME AND IT DIED OUT SEVERAL TIMES. HE ALSO SAID THE FIRST TIME THE RPMS WENT HIGH THEN DIED OUT. I SENT 3 RECORDING OF ASD AND IGNITION SENSE CIRCUITS. LAST NIGHT IT WAS RUNNING FUNNY AND IT HAD A CODE P2172. I SHUT CAR OFF, RESTARTED AND WAS RUNNING NORMAL. THEN IT DIED OUT, LIKE KEY TURNED OFF. ENGINE RESTARTED. THIS MORNING I HOOKED UP WTECH AND CODE P2172 IS GONE. I M LEANING TOWARDS PCM FAILURE BUT I WANT TO SEE IF THOSE RECORDINGS HELP. I PUT NEW PLUGS AND COILS IN 3/29, ROAD TESTED, NO DIE OUT. RELEASED CAR TO CUSTOMER AND RETURNED TODAY. HAS CODE P0700 IN PCM AND U0100 IN TCM. ALSO HAS CODES B1859 IN DDM AND B1864 IN PDM, I DON T BELIEVE THOSE ARE RELATED. I LET THE CAR RUN IN MY STALL AND IT DID DIE OUT, ACTS LIKE KEY SHUT OFF AND THEN YOU HERE THE THROTTLE BLADE RESET. I PULLED ON HARNESSSES, TAPPED ON FCM AND PCM, NO DIE OUT. CAN THAT HARNESS OVER THE E-BRAKE CAUSE A DIE OUT. I HAVE NOT REPLACED FCM

OR PCM

Service Action:CHECK ENGINE LIGHT ON, DIES OUT. CUSTOMER STATES CONCERN STARTED AFTER TUNE UP. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : NO CODES FIRST TIME IN. FOUND STAR CASES RELATED TO CONDITION, RECOMMENDING SPARK PLUGS OR COILS. REMOVE ALL SPARK PLUGS, INSPECT PLUGS AND COILS. NO OBVIOUS DEFECTS. REPLACED ALL SPARK PLUGS ON 3/21 AND RETURNED TO CUSTOMER. VEHICLE CAME BACK TODAY, ROAD TESTED, NO DIE OUTS. HAS CODES P0700 IN PCM. HAS CODE U0100 IN ABS, ESM, FCM AND TCM. TSB APPLIED : NONE DTCS : P0700,U0100 TECHCONNECT SEARCH : DIE OUT\r\n\r\nJOHN THE ONLY DIE OUT ISSUE CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WE HAVE SEEN WITH THE U0100 WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. JOHN WE WILL LOOK AT THE RECORDINGS AND LET YOU KNOW THANKS JOHN CHANGE THE SPARK PLUGS AND SWAP THE COILS WITH ANOTHER CAR AND REDRIVE FOR ISSUE. AND LET US KNOW THANKS JOHN HAVE YOU INSTALLED A NEW FCM ON THIS YET JOHN IF THE PCM IS SHUTTING DOWN WHEN THIS HAPPENS DON T TOUCH THE KEY AND GO INTO DATA AND SEE IF THE RUN TIMER WENT BACK TO ZERO IF YES AND YOU HAVE NEW PLUGS AND NEW COILS THEN I WOULD THINK POSSIBLE PCM ISSUE. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012151714

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H16H4 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6107610554)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J124660811)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050910

Report#: SSV012151714
Open Date: 05/14/2012
Mileage: 33767
Warr Built Dt: 05/09/2006
Supplier RP:

Zone/Cd: 63-23871
Name: RON CARTER CHRYSLER JEEP DODGE
Address: 3535 GULF FREEWAY SOUTH
 LEAGUE CITY, TX 77573
Phone: 409 948-3131

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:FALLING DEAD AFTER FILLING UP WITH GAS

Service Action:DONALD, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK . CANNOT DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012139249

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H1 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6062510208)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J068560205)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 040322

Report#: SSV012139249

Open Date: 05/11/2012

Mileage: 87865

Warr Built Dt: 04/03/2005

Supplier RP:

Zone/Cd: 35-68695

Name: PARK DODGE CHRYSLER JEEP

Address: 22231 THREE NOTCH RD
LEXINGTON PARK, MD 206532006

Phone: 301 737-0088

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AFTER FILLING GAS TANK BEFORE WE REPAVED THE TANK I FILLED THE TANK AND I STOPPED WILL THE PUMP STOPPPED AND DID NOT TRY TO TOP IT OFF. WHEN I DROVE IT AFTER FILING THE TANK IT STALLED AFTER A FEW MINUTES. ALSO IF YOU APPLY A LITTLE AIR PRESSURE TO THE TANK EAW FUEL WILL COME OUT OF THE PURGE LINE .IT IS ALSO DOING THAT NOW WOULD THIS HAPPEN IF THE TANK WERE OVER FILLED OR IS THERE ANOTHER PROBLEM. I WAS CHECKING INTO THE STALLING FURTHER I DISCOVERED THAT THE PURGE SOLENOID IS BEING TURNED ON AFTER A COUPLE MINUTES AFTER START UP AND SUCKING FUEL THROUGH THE PURGE SOLENOID SHOULD THE CAR BE PURGEING WITH A FULL TANK

Service Action:RICHARD USUALLY WE SEE RAW FUEL IN THE CANNISTER DUE TO CUSTOMER OVERFILLING THE VEHICLE. RICHARD YES THIS WOULD BE AN ISSUE IF THE TANK WAS OVERFILLED. RICHARD DURING THE COLD START WARM-UP PERIOD AND THE HOT START TIME DELAY, THE PCM DOES NOT ENERGIZE THE SOLENOID. WHEN DE-

ENERGIZED, NO VAPORS ARE PURGED. THE PCM DE-ENERGIZES THE SOLENOID DURING OPEN LOOP OPERATION. THE ENGINE ENTERS CLOSED LOOP OPERATION AFTER IT REACHES A SPECIFIED TEMPERATURE AND THE TIME DELAY ENDS. DURING CLOSED LOOP OPERATION, THE PCM ENERGIZES AND DE-ENERGIZES THE SOLENOID 5 OR 10 TIMES PER SECOND, DEPENDING UPON OPERATING CONDITIONS. THE PCM VARIES THE VAPOR FLOW RATE BY CHANGING SOLENOID PULSE WIDTH. PULSE WIDTH IS THE AMOUNT OF TIME THE SOLENOID ENERGIZES. THE PCM ADJUSTS SOLENOID PULSE WIDTH BASED ON ENGINE OPERATING CONDITION. N/A

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012253462

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H76H1 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175510430)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J122560134)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 093000

Report#: SSV012253462
Open Date: 05/13/2012
Mileage: 54102
Warr Built Dt: 09/30/2005
Supplier RP:

Zone/Cd: 51-66405
Name: BURGER CHRYSLER-JEEP INC
Address: 2600 SOUTH THIRD STREET
 TERRE HAUTE, IN 47802
Phone: 812 232-1331

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUSTOMER FILLS GAS TANK AND WHEN HE PULLS OUT OF STATION IN WILL DIE OR HESITATE. ENGINE WILL RESTART BUT WHEN HE TRYS TO PULL ACROSS INTERSECTION IT WILL CUT OUT AND DIE. AFTER HE GETS GOING IT IS FINE UNTILL IT IS FILLED UP AGAIN. NO FAULTS AND INTERMITENT CUSTOMER STATES THAT THE VEHICLE TAKES FUEL FINE. I HAVE THE CANISTER OUT OF VEHICLE NOW LINES ARE OPEN AND FREE FROM DEBRIS. I DID BLOW OUT THE FILTER THAT COMES OFF CANISTER IT WAS OPEN BUT DID HAVE A LOT OF DUST FROM DIRT ROADS IN IT. CANISTER DOES NOT APPEAR TO HAVE ANY FUEL IT IN AND LINES ARE ALL CLEAR AND OPEN. ANY SUGESTION

Service Action: RODNEY, DISCONNECT THE TANK TO CANISTER VENT HOSE AT CANISTER. MAKE SURE THE FILLER NECK VENTING IS WORKING AND THE LINE IS NOT PINCHED OR BLOCKED. IF TAKES FUEL NOW THEN REPLACE THE TANK AND CANISTER. IF NOT THEN FIND THE BLOCKAGE IN THE EVAP SYSTEM/EVAP FILTER AND REPAIR. ADVISE THE CUSTOMER TO NEVER ADD FUEL AFTER THE 1ST PUMP CLICK OFF.....DOUG CALLED THE TECH ADVISED TECH ON HOW TO CHECK FOR BAD TANK. NONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012287175

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6185511738)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J236560460)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083005

Report#: SSV012287175
Open Date: 05/11/2012
Mileage: 62129
Warr Built Dt: 08/30/2005
Supplier RP:

Zone/Cd: 66-60542
Name: GWINNETT CHRYSLER DODGE JEEP R
Address: 5054 HIGHWAY 78
 STONE MOUNTAIN, GA 300873409
Phone: 770 972-7767
 678 344-2831

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:ENGINE LIGHT ON THE CODE IS ONLY IN THE TRANS AND THE CAR DOES STALL AND THE CODE IS INTERMITTENT. I DID CHECK THE WIRES BY THE E BRAKES AND ITS OK

Service Action:CHARLEY WHAT MODULE WAS THIS SETTING IN ONLY THE TCM DID THIS VEHICLE HAVE STALLING ISSUES IF YOU GO INTO PCM DOES IT LOOK LIKE ADAPTIVES HAVE BEEN RESET DID YOU CHECK STAR SOLUTION K65518499 .IS THIS CODE VERY INTERMITTENT CHECK EMERGENCY BRAKE BRACKET FOR HARNESS RUB THREWS. CHARLES IF VEHICLE STALLS WHEN THIS CODE IS SETTING, AND IS INTERMITTENT,I WOULD BE CHECKING PCM CONNECTORS REAL GOOD.WE HAVE HAD ISSUES WITH COILS KNOCKING OUT THE PCM WHEN DRIVING DOWN THE ROAD CAUSING LOSS OF COMMUNICATION WITH PCM. SWAP COILS FROM A GOOD KNOWN VEHICLE AND ROAD TEST . PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012208442

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510626)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J187560572)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082212

Report#: SSV012208442
Open Date: 05/11/2012
Mileage: 98311
Warr Built Dt: 08/22/2005
Supplier RP:

Zone/Cd: 74-26519
Name: PRO CHRYSLER JEEP DODGE
Address: 1800 W 104TH AVE
 DENVER, CO 802343602
Phone: 303 469-1931

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS/DIES.\n\nORIGINAL CONCERN WAS FLASH PCM FOR DTC P061C,P0606.CLEARED DTC AND DROVE TO TRY AND RESET DTC DID NOT RETURN.FLASH PCM TO LATEST RELEASE. VEHICLE HAS RETURNED WITH DIEING CONCERN AND BLOWN INJECTOR FUSE. STORED DTC AT THAT TIME WERE P0032,P0038,P0052,P0058.CLEARED DTC AND WITH VEHICLE RUNNING WIGGLE ENGINE HARNESS. AFTER IDLING FOR 10MIN VEHICLE WILL DIE WITH NO DTC, IF REPEAT PROCESS WILL SET DTC P0606

Service Action:STEVEN, 1.VERIFY CORRECT PCM PN#4606839AC AND SOFTWARE PN# 04896568AL 2.LOAD TEST O2 SENSOR WIRING AND CHECK COMMON GROUND-3.IF NPF REPLACE PCM.
 . CHECK POWER AND GROUND WIRES REPLACED PCM AND PROGRAM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011982762

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510338)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J199560950)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082412

Report#: SSV011982762
Open Date: 05/04/2012
Mileage: 53854
Warr Built Dt: 08/24/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:EXTREMELY INTERMITTENTLY THE VEHICLE WILL SHUT OFF AT HIGHWAY SPEEDS

Service Action:THOMAS,NO CASES THAT SUGGEST THE OIL PRESSURE SENSOR WILL CAUSE THIS.IT COULD ALL GO BACK TO THE PCM.\r\nOR ANOTHER THING WE SEE QUITE FREQUENTLY ON THE HEMIS THAT WILL CAUSE DIEOUTS IS IGNITION COILS AND PLUGS.\r\nTWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE

LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. AS FAR AS I KNOW THE VEHICLE IMPROVED AFTER REPLACING PLUGS AND \r\nSWAPPING ALL COILS BUT STILL HAVE HEARD THAT IT SHUT OFF ONCE OR TWICE. CUSTOMER HAS NOT RETURNED WITH VEHICLE FOR SEVERAL WEEKS NOW THOUGH SO I AM CLOSING THE CASE FOR NOW

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012203396

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6334520010)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J321560730)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120809

Report#: SSV012203396
Open Date: 05/05/2012
Mileage: 71528
Warr Built Dt: 12/08/2005
Supplier RP:

Zone/Cd: 66-42685
Name: STEVE WHITE MOTORS INC
Address: 3470 HWY 70 SE
 NEWTON, NC 286588950
Phone: 828 464-3458

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT WHILE COMING TO A STOP THE CAR WILL SHUT OFF. WHEN I GET IT IT WILL STALL IN THE SHOP NO CODES. GO TO RESTART CAR WITH OUT CYCLING THE KEY IT STARTS RIGHT BACK UP. PERF LOSS OF COM. TEST WHILE IT STALLED. MODUALS THAT WENT DOWN. LRSM,PTS,ESM,TCM,ABS,WCM RAN IN TO THIS WITH A JEEP I REPLACED ALL PLUGS AND ALL COILS AND IT FIXED IT. ARE YOU SEEING THE SAME THING WITH A SRT

Service Action: CUST STATES THAT WHILE COMING TO A STOP THE CAR WILL SHUT OFF. WHEN I GET IT IT WILL STALL IN THE SHOP NO CODES. GO TO RESTART CAR WITH OUT CYCLING THE KEY IT STARTS RIGHT BACK UP. PERF LOSS OF COM. TEST WHILE IT STALLED. MODUALS THAT WENT DOWN. LRSM,PTS,ESM,TCM,ABS,WCM RAN IN TO THIS WITH A JEEP I REPLACED ALL PLUGS AND ALL COILS AND IT FIXED IT. ARE YOU SEEING THE SAME THING WITH A SRT DUPLICATED : YES - SITTING AND RUNNING REPAIRS AND TESTS PERFORMED : SCANNED CAR TECHCONNECT SEARCH : STALLING \r\n\r\n \r\nROBERT, IF THE VEHICLE STALLED AND WOULD START RIGHT BACK UP . AND 6 MODULE LOSS COMM WITH NO CODES. I WOULD BE WATCHING DATA IN THE WCM . VEHICLE IS ACTING LIKE IT WAS TOLD TO SHUT OFF. VERIFY NO AFTERMARKETS. BOB W REPLACED ALL COILS AND PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012191761

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6089510758)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J227560010)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090913

Report#: SSV012191761
Open Date: 05/02/2012
Mileage: 93092
Warr Built Dt: 09/09/2005
Supplier RP:

Zone/Cd: 42-67465
Name: CARRIAGE TOWNE CHRYSLER DODGE
Address: 2815 STRATFORD RD
 DELAWARE, OH 430152647
Phone: 740 369-9611

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN YOU FILL GAS TANK AND DRIVE AWAY, SOMETIMES IT WILL STALL, THIS HAPPENS ONLY ON FILL UPS .AFTER THAT IT WILL NOT STALL. I WATCHED CUST FILL TANK, WHEN IT CLICKED OFF THAT WAS ALL HE PUT IN TO IT. IT DOES NOT DO IT ALL THE TIME.

Service Action: LARRY, CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING- WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACE FUEL TANK MOST LIKELY BAD CHECK VALVE. . FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012174058

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6200510371)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J229560069)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082704

Report#: SSV012174058
Open Date: 04/30/2012
Mileage: 94105
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 51-26789
Name: MARINO CHRYSLER JEEP DODGE
Address: 5133 W IRVING PARK RD
 CHICAGO, IL 606412625
Phone: 773 481-9000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TES OF DRIVING VEHICLE DIED OUT AT STOP LIGHT. STARTED RIGHT UP AGAIN. DROVE 30 MILES BACK TO WORK AGAIN AND NO DYING OUT. ONLY DIED OUT ONCE AT STOP LIGHT. SENT VEHICLE SCAN REPORT AGAIN. CHECKED CODE. U0100 LOST COMMUNICATION WITH PCM CAME BACK AGAIN. CUSTOMER KNOWS OF CODES FOR OIL PRESSURE. NEEDS AN OIL PRESSURE SWITCH BUT DECLINED. AFTER MARKET RADIO IS IN VEHICLE THAT IS WHY THERE ARE CODES FOR RADIO AND AMP. LOAD TESTED POWER, GROUNDS, AND IGNITION VOLTAGES. GOOD. CAN C+ IS 2.39V AND CAN C- IS 2.68V. PROBLEM IS ALSO NOT THERE AT MOMENT. TEST DROVE VEHICLE AND DID NOT OCCUR AGAIN. DROVE IT 60 MILES FROM YESTERDAY TO TODAY AND ONLY HAPPENED ONCE. AND IT HAPPENED IN MORNING IN 60 DEGREE WEATHER AND VEHICLE WAS NOT HOT YET EITHER. IF I RUN THE FLIGHT RECORDER AGAIN IS THERE CERTAIN DATA I SHOULD BE LOOKING AT THAT CAN TELL ME IF PCM IS CUTTING OUT OK. THANK YOU. I DEFINITELY AM CONFIDENT THAT THIS VEHICLE HAD MILTPLE ISSUES ESPECIALLY IF YOU GUYS LOOKED AT THE RECORDINGS AND AND ARE POSITIVE THE COILS

WERE CUTTING OUT. VEHICLE DID DIE OUT BUT DID NOT EXHIBIT SAME SYMPTOMS AS BEFORE LIKE THE HESITATION AND BUCKING. THANK YOU VEHICLE INTERMITTANTLY DIES OUT AND RESTARTS YES I AM AWARE OF THE \HEMI COIL KILL\ THAT TAKES OUT THE PCM. IT IS USUALLY ACCOMPANIED WITH CODE ASD CODE AND OR POWER UP AT SPEED CODE. DO YOU STILL THINK I CAN HAVE AN ISSUE WITH SPARK PLUGS/COILS IF SO I WILL SELL THEM TUNE UP AND ALL COILS. THANK YOU OK THANK YOU SIR. I WILL GET BACK TO YOU CUSTOMER RETURNED WITH LOST COMMUNICATION WITH PCM CODES AGAIN AFTER THEY WERE ERASED. NO OTHER CODES RELATED TO DYING OUT. SENT VEHICLE SCAN REPORT AGAIN. CUSTOMER DECLINED SPARK PLUGS AND COILS LAST VISIT. TOLD THEM THEY STILL NEED THIS TO START BUT THERE IS NO GAURANTEE. THIS TIME THEY ADDED THAT WHEN THE VEHICLE DIES OUT IT WILL CRANK BUT NOT RESTART. AFTER SITTING FOR FEW MINUTES IT RESTARTS. THIS IS NOT USUALLY SYMPTOM OF SPARK PLUGS OR COIL KILL IN MY EXDPERIENCE. USUALLY STARTS RIGHT BACK UP. COULD THE PCM ACTUALLY BE FALLING OFF BUS OR DO YOU STILL THINK SPARK PLUGS AND COILS CAN BE ISSUE THANK YOU ON FIRST VISIT VEHICLE WAS DYING OUT IN MY STALL SEVERAL TIMES AND STARTED RIGHT BACK UP. AT NO TIME DID THE PCM GO RED OR UNRESPONSIVE ON THE WITECH APPLICATION BUT LOST COMMUNICATION CODES WERE STILL LOGGED. I DON T KNOW IF WITECH IS QUICK ENOUGH TO TURN PCM RED IF IT CUTS OUT FOR A SPLIT SECOND OK THANK YOU I WILL PERFORM I DROVE VEHICLE HOME AND IT EXHIBITED THE SYMPTOMS. VEHICLE HESITATES AS IF THE ENTIRE CAR LOOSES POWER. RPMS DROP TO ZERO. OIL LIGHT COMES ON. ENGINE LIGHT COMES ON. THIS ALL HAPPENS WITHIN A HALF SECOND AND THEN VEHICLE PICKS UP AGAIN. SEEMS TO HAPPEN MORE ON HIGHER THROTTLE OPERATION (HIGH TORQUE REQUEST) BUT NOT ALWAYS THE CASE. TOOK 4 DATA RECORDINGS AND SENT. YOU CAN DEFINITELY SEE THE POINT WHERE THE PROBLEM HAPPENS ON COIL DWELL BUT NOE BREAK. NUMBER 7 AND NUMBER 8 COIL SHOW A COMPLETE BREAK IN TWO OF THE RECORDINGS BUT NOT WHEN THE VEHICLE EXHIBITED PROBLEM. AT THIS POINT THE DATA IS A DASHED LINE. BUT OTHER SENSORS AT A CERTAIN POINT SHOW A DASHED LINE ALSO SUCH AS THE MAP SENSOR. REVIEW RECORDINGS AND PLEASE CALL ME IF YOU CAN AT MARINO CHRYSLER JEEP DODGE. 773-777-2000. THANK YOU JUST A REMINDER E-MAIL. NO ONE HAS GOT BACK TO ME OR CALLED ME. THANK YOU ALL SPARK PLUGS AND COILS WERE REPLACED. ALL CODES ERASED. DROVE VEHICLE 30 MILES HOME. NO PROBLEMS. NO BUCKING OR LOSS OF POWER. STARTED VEHICLE IN MORNING AND CHECK ENGINE LIGHT CAME ON. LIGHT WENT OUT AFTER 2MINUTES. AFTER ABOUT 6 MINU

Service Action: VINNIE BIGGEST ISSUES WE SEE FOR THIS CONCERN IS COILS INTERFERING WITH THE PCM AND WRONG OR INCORRECT GAPPED PLUGS. ADVISE READ

CASE#K94202871,K14738841,K02012545. VINNIE YES WE SEE COIL AND PLUG ISSUES ALL THE TIME AND THEY DONT ALWAYS SET ANY CODES. VINNIE KEEP US UPDATED THANKS. DECLINED TUNE UP VINCENT NEED TO VERIFY THE CONCERN, ADVISE A DATA RECORDING WOULD WORK WELL FOR THIS CONCERN THAT WAY WE CAN VIEW ALL THE INFO AT ONE TIME POSSIBLE COIL AND PLUGS ARE THE ISSUE POSSIBLE PCM IS LOOSING POWER, GROUND OR BUS. VINCENT ITS POSSIBLE THAT THE PCM HAS CUT OFF AND COME BACK SO QUICKLY THE WI-TECH IS NOT FAST ENOUGH TO CATCH IT, ADVISE IF YOU PERFORM A DATA RECORDING AND YOU SEE DASHED LINES FOR THE COIL DATA WHEN VEHICLE STALLS THAT WOULD INDICATE COIL AND PLUG ISSUE. VINNIE KEEP US UPDATED THANKS. VINNIE WE WILL REVIEW RECORDINGS AND CONTACT YOU THANKS. VINNIE THE SYSTEM HAS BEEN DOWN WILL REVIEW RECORDINGS IN THE MORNING THANKS. VINNIE WE REVIEWED THE RECORDINGS AND BASED ON THE DATA THIS VEHICLE EXHIBITS THE COIL KILLER ISSUE ADVISE REPLACE PLUGS AND COILS. VINCENT LOAD TEST POWERS AND GROUNDS TO THE PCM AND VERIFY CORRECT BUS VOLTAGE. VINNIE DUE TO LACK OF FORWARD PROGRESS WITH THIS VEHICLE I AM ESCALATING THE CASE TO THE MASTER CONSULTANT FOR FURTHER REVIEW. VINNIE THE CASE HAS BEEN ESCALATED AND THE MASTER CONSULTANT WILL BE IN TOUCH THANKS. VINCENT, ADVISED TO INSPECT THE SPARK PLUGS FOR

CRACKS. ADVISED TO BE SURE THE CORRECT APPLICATION OF SPARK PLUG WAS USED WHEN YOU CHANGED THEM. THE RECORDINGS STILL INDICATE THE COIL KILLER ISSUE. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012231309

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6058610089)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074660408)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033004

Report#: SSV012231309
Open Date: 04/27/2012
Mileage: 82814
Warr Built Dt: 03/30/2006
Supplier RP:

Zone/Cd: 51-67657
Name: SAM LEMAN CHRYSLER JEEP DODGE
Address: 1602 COMMERCE PKWY
 BLOOMINGTON, IL 617049608
Phone: 309 662-5000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: OTHER DAY E-MAIL YUO CASE 309762.I CHECK POWER TO IT O/K.BUT FOUND HAD NO BATT. VOLTS COMING OUT OF CAV. 6 OF PCM BLACK/ORANGE TO ETC.SO I REPLACE THE PCM AND ETC.THE ETC OPENS UP WITH KEY ON LIKE SHOULS 5.0 VOLTS AROUND,START RUNS AT AROUND 1.78 VOLTS. THEM AFTER RUN FOR 2 MIN. SOME TIME 15 MIN. IT ACT LIKE SHUT KEY OFF.REACH IN RESTARTS O.K. THEN NEED TO RUN FOR A WHILE TO DO IT AGAIN.NO CODES .NOTICE WHEN DIES THE ETC OPEN SUCK AIR IN THEN THE SPING CLOSES IT.ALWAY START UP O/K.

Service Action: MIKE,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST HERE.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION

COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. FOUND THEY HAD AFTERMARKET PLUGS IN IT. REPLACE ALL THEM AND ONE COIL. RAN O.K NEVER DIE.. THANKS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012239109

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6033620069)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026661338)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021717

Report#: SSV012239109
Open Date: 04/28/2012
Mileage: 67526
Warr Built Dt: 02/17/2006
Supplier RP:

Zone/Cd: 66-45035
Name: CROWN DODGE OF FAYETTEVILLE
Address: 436 NORTH MCPHERSON CHURCH ROA
 FAYETTEVILLE, NC 28303
Phone: 910 864-2411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR STALLS DRIVING DOWN ROAD

Service Action:CAR STALLS DRIVING DOWN ROAD DUPLICATED : YES - ANY REPAIRS AND TESTS PERFORMED : HAVE PERFORMED STAR CASE S1218000002 AND REPLACE ALL COILS.
 PERFORMED ALL UPDATES FOR PCM TCM. DTCS : U0100 SCAN TOOL SOFTWARE VERSION : UP TO DATE. TECHCONNECT SEARCH : STALL\`n\`nLEROY WATCH THE ASD
 RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN YOU
 WILL NEED A DATA RECORDING OF THE ISSUE REPLACE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012256072

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6139610449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J152661105)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060809

Report#: SSV012256072
Open Date: 04/27/2012
Mileage: 29364
Warr Built Dt: 06/08/2006
Supplier RP:

Zone/Cd: 66-45488
Name: LANDERS MCLARTY DODGE CHRYSLER
Address: 5080 ACADEMY LN
 BESSEMER, AL 350225249
Phone: 205 923-6343
 205 923-7278

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH CUTS OFF WHEN SLOWING AND STOPS

Service Action:CARL,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. TUNE UP (PLUGS)

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011350820

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73WX6H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6152620013)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J137660197)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 061519

Report#: SSV011350820

Open Date: 04/20/2012

Mileage: 63069

Warr Built Dt: 06/15/2006

Supplier RP:

Zone/Cd: 70-65309

Name: STONES TOWN & COUNTRY MOTORS

Address: 615 S YELLOWSTONE
REXBURG, ID 83440

Phone: 208 356-9366
208 356-9397

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES INTERMITTENTLY AT IDLE IN GEAR OR SOMETIMES COMING TO STOP.CUSTOMER STATED IT FELT ONCE LIKE TRANS DID NOT WANT TO ENGAGE.

Service Action:ADVISED TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\nTHANKS, CHRYSLER STAR CENTER. INSTALLED ALL COILS AND TESTED NO PROBLEMS AFTER COMPLETED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011399962

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73WX6H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6152620013)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J137660197)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 061519

Report#: SSV011399962

Open Date: 04/21/2012

Mileage: 64247

Warr Built Dt: 06/15/2006

Supplier RP:

Zone/Cd: 70-65309

Name: STONES TOWN & COUNTRY MOTORS

Address: 615 S YELLOWSTONE
REXBURG, ID 83440

Phone: 208 356-9366
208 356-9397

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT IDLE IN GEAR OR SLOW SPEEDS

Service Action: ADVISED TECH TO INSTALL A NEW PCM AND REDRIVE FOR DIE OUT ISSUE. (10985392) CHECKING ON THE STATUS OF THIS VEHICLE. HAVE YOU RESOLVED THE VEHICLES CONCERN IF SO, PLEASE TAKE A MOMENT TO GIVE A DETAILED EXPLANATION ON WHAT YOU DID TO CORRECT THE ISSUE AND CLOSE THE TICKET OUT. IF YOU ARE IN NEED OF FURTHER ASSISTANCE, PLEASE RESPOND AND WE WILL GLADLY HELP. OTHERWISE, THANK YOU FOR CONTACTING THE STAR CENTER. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\nTHANKS, CHRYSLER STAR CENTER. REPLACED COILS AND NEVER HAD PROBLEMS AGAIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012231815

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6201510360)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J235560898)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082717

Report#: SSV012231815
Open Date: 04/21/2012
Mileage: 51351
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 71-43012
Name: CERRITOS DODGE INC
Address: 18803 STUDEBAKER RD
 CERRITOS, CA 907035332
Phone: 562 402-5848
 562 402-5335

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS OUT AT IDLE OR DRIVING

Service Action: STALLS OUT AT IDLE OR DRIVING DUPLICATED : YES - NORMAL OPERATION ONE THING I NOTICED WHEN I WAS SITTING IN CAR I SEEN THE OIL LIGHT FLICKER AND VEHICLE DIED AFTER LIGHT FLASHED ALSO RAN A LOSS OF COMM REPORT AND PCM HAS 3 FAULTS LOGGED AGAINST PCM REPAIRS AND TESTS PERFORMED : REPLACED SPARK PLUGS LAST TIME VEHICLE WAS HERE DTCS : U0100 ,P0700 SCAN TOOL SOFTWARE VERSION : WI TWCH TECHCONNECT SEARCH : STALLS
 ALEX TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP

COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012235468

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175510261)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J200560168)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080320

Report#: SSV012235468
Open Date: 04/14/2012
Mileage: 32092
Warr Built Dt: 08/03/2005
Supplier RP:

Zone/Cd: 71-45472
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 900 ALA MOANA BLVD
 HONOLULU, HI 968144913
Phone: 808 564-9950
 808 564-9990

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS ONLY ON VERY FULL TANK

Service Action: STALLS ONLY ON VERY FULL TANK DUPLICATED : YES - FILL UP FUEL REPAIRS AND TESTS PERFORMED : CHECKED FOR FAULTS NONE. VEHICLE STALLS AFTER FILLING UP TO FULL TANK. WILL NOT STALL BELOW FULL TANK. TECHCONNECT SEARCH : STALLS
 CLYDE TWO THINGS THAT DO THIS ON THE LX IS CUSTOMER OVERFILLING THE FUEL TANK OR THE CHECK VALVE IN THE FUEL TANK IS STICKING AT TIMES AND ALLOW FUEL INTO THE EVAP SYSTEM AND CAUSES THE CAR TO STALL UNTIL ITS BURN OFF AND THEN OK AGAIN UNTIL IT FULL. WILL TEST FURTHER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012210856

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152510797)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J112560740)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061701

Report#: SSV012210856
Open Date: 04/11/2012
Mileage: 90600
Warr Built Dt: 06/17/2005
Supplier RP:

Zone/Cd: 71-45359
Name: CHAMPION CHRYSLER JEEP DODGE
Address: 9655 FIRESTONE BLVD
 DOWNEY, CA 902415562
Phone: 562 231-3504
 562 862-3993

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATE VERY TIME FILL GAS TANK AND VEH STALL OUT SORRY UNABLE TO FIND STAR CASE # K79299899 PLEASE CAN YOU DOUBLE CHECK YOUR NUMBER OR WHAT VEHICLE IS THIS CASE NUM. FOR

Service Action:CUSTOMER STATE VERY TIME FILL GAS TANK AND VEH STALL OUT DUPLICATED : NO REPAIRS AND TESTS PERFORMED : NONE TECHCONNECT SEARCH : VEH FILL UP GAS TANK AND VEH STALL \n \n KEVIN THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT \u0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. KEVIN CASE MUST OF HAVE BEEN REMOVED, BUT WHAT IS HAPPENING IS WHEN THEY FILL THE TANK UP WITH FUEL THE CHECK VALVE IN THE TANK IS STICKING OPEN AND ALLOWING FUEL INTO THE EVAP

CANISTER AND THEN IT CAUSES THE CAR TO STALL OUT, UNTIL IT SUCKS OUT OR EVAPORATES AND IS OK AGAIN UNTIL THEY FILL THE CAR UP AGAIN. REPLACE GAS TANK AND CANISTER ALSO P/SOL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012124192

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57206H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110510263)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J116561315)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051019

Report#: SSV012124192
Open Date: 03/30/2012
Mileage: 64255
Warr Built Dt: 05/10/2005
Supplier RP:

Zone/Cd: 63-68742
Name: BOUNDS CHRY-PLYM-DODGE-JEEP
Address: 403 SOUTH LOOP HWY 59
 LIVINGSTON, TX 77351
Phone: 936 328-5200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AND RESTARTS WHEN IT WANTS TO. ANY TIME, SPEED, TEMP. WCM ENGINE RESET NOTIFICATION WENT TRUE 1.5 SEC. MOMENTARY BEFORE FCM ASD SENSE WENT FALSE AND PCM ASD WENT FALSE. AT WCM NOTIFICATION WENT TRUE, PURGE ADP., PURGE MODE, PURGE VAPOR RATIO, SPARK ADVANCE, SYNC STATUS AND TPS 1 VOLTAGE WENT BLANK TILL FCM ASD WENT FALSE AND PCM ASD WENT FALSE. REPLACED FCM ON VEHICLE. SAME PROBLEM. SENT 2 RECORDINGS TO YOU. SENT ANOTHER RECORDING. THIS TIME WITH FINGER ON TRIGGER. STAR DIVABILITY 2006 RECORDING. SEEMS TO HAPPEN RIGHT AFTER WCM RESET, THROWS FAULT IN TCM LOST COMMUNICATION WITH PCM. HELP GUYS, SERVICE MANAGER DEALING WITH CHRYSLER. CAN YOU HELP RPLACED WCM ON 3-15-12, RAN AT IDLE FOR 20 MINUTES, DID NOT DIE. ROAD TESTED 10 MILES. DID NOT DIE. STARTED THIS MORNING, IDLED FOR 10 MINUTES AND DIED AT IDLE. LATE TRIGGER ON NEW RECORDING, WAS IN FRONT OF VEHICLE AT DESK. SENT NEW RECORDING. SAME ISSUE, WCM RESET NOTIFICATION, SOME SENSORS GO BLANK. COULD IT BE PCM I DONT KNOW.

Service Action: DIES AND RESTARTS WHEN IT WANTS TO. ANY TIME, SPEED, TEMP. DUPLICATED : YES - ANY TIME REPAIRS AND TESTS PERFORMED : REPLACED TCM. REPLACED ALL SPARK PLUGS AND IGN. COILS PER STAR CASE S1218000002. WHEN DIES SETS CODE U0100 IN TCM LOGGED AGAINST PCM. TSB APPLIED : S1218000002 DTCS : U0100 SCAN TOOL SOFTWARE VERSION : 12.0.50 TECHCONNECT SEARCH : S1218000002
ELDO ABOUT THE ONLY THING I CAN TELL YA WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THEN REPLACE THE FCM OR TIPM. ELDO IF THE ASD AND IGNITION SENSE IS GOING FALSE POSSIBLE FCM CONCERN. ELDON THE RECORDING DID NOT HELP AND DID NOT LOOK CORRECT. ARE YOU IN THE CAR WITH THE RECORDER AND THEN WHEN THE STALLING ISSUE STARTS THEN PUSH THE RECORDER. ALSO USE THE TEMPLATE THAT SAYS STAR DRIVEABILITY 2006 AND IF YOU DO NOT SEE THAT TEMPLATE THEN SHUT DOWN WI TECH AND THEN TURN IT BACK ON AND ON THE FIRST SCREEN CLICK ON MODIFY LOCATION PROFILES AND CLICK ON ALL THE TABS ONE SAYS SIMULATIONS. AND THE TEMPLATE WILL BE THERE FOR YOU TO USE. ELDO WE WILL LOOK AT THE NEW RECORDING AND LET YOU KNOW THANKS. CALLED ELDON AND TALK WITH HIM ON THE DATA RECORDINGS AND FOUND THAT THE WCM GOES TRUE THEN BACK TO FALSE JUST BEFORE THE DIES OUT AND HAVING ELDON PUT ON A WCM AND REDRIVE FOR ISSUE. ELDON POSSIBLE PCM ISSUE. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012189635

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6202512554)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J195561311)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082419

Report#: SSV012189635
Open Date: 03/29/2012
Mileage: 60200
Warr Built Dt: 08/24/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE CUTS OUT WHILE DRIVING AND IDLING. HAVE TO TURN BACK ON. ALSO DRIVING DOWN THE ROAD ENGINE CUTS OUT AND COMES BACK ON BY ITSELF WHILE ON A ROADTEST, WHEN THE VEHICLE JERKS LIKE IT S GONNA STALL AND CATCHES ITSELF THE IGNITION VOLTAGE DROPS FROM 14.1 DOWN TO 12.6, THEN BACK UP TO 14.1 AGAIN WHEN THE ENGINE CATCHES ITSELF. WHEN IT STALLED AT A STOP THE IGNITION VOLTAGE WENT DOWN TO 12.6 AND STAYED THERE UNTIL THE VEHICLE WAS RESTARTED. IGNITION VOLTAGE WAS OBSERVED WITH STAR SCAN. WE DO NOT HAVE CO PILOT. I AM FOLLOWING FLOW CHART FOR CODE U0100. WE REPLACED THE TCM PER FLOWCHART AND REPROGRAMMED THE TCM. THE VEHICLE STILL STALLS. IT STALLED TWICE BEFORE IT EVEN LEFT THE GARAGE. THE ONLY CODE IT IS SETTING IS U0100 AT THIS TIME. I VE SEEN CASES FOR SPARK PLUGS BEING AN ISSUE. I JUST UPLOADED 3 DATA RECORDINGS TO YOU GUYS OF WHEN THE CAR ACTED UP. U0100 DTC PRESENT IN TCM, FCMCGW, ABS, AND ESM ANOTHER TECH IN THE SHOP HAD ANALYZED THE DATA FROM THE RECORDINGS AND HE SUGGESTED REPLACING THE PCM. WE

REPLACED THE PCM AND ROAD TESTED. IT SEEMS TO BE GOOD AT THIS POINT.

Service Action: ADAM, MONITOR THE IGN RUN CIRCUIT WITH A DVOM AND MAKE SURE THE VOLTAGE NEVER DROPS OUT, THEN SET UP A CO PILOT AND GET A RECORDING OF THE CMP AND CKP SENSORS WHEN CONCERN HAPPENS, MONITOR THE FUEL PRESSURE. THEN MONITOR THE TOPOLOGY SCREEN WHEN CONCERN HAPPENS.\r\nPLEASE KEEP ME POSTED.\r\nTHANKS.\r\nMARK. ADAM, HOW IS THE PATTERN FOR THE CAM AND CRANK SENSOR LOOKING \r\nMARK. ADAM, DO YOU HAVE A DRB III WITH A LAB SCOPE SO YOU CAN LAP SCOPE THE CKP SIGNAL CIRCUIT IF NO THEN TRY TO MONITOR THE RPM SIGNAL WHEN CONCERN HAPPENS.\r\nTHANKS.\r\nMARK. ADAM, I CALLED BUT YOU HAD LEFT, RESUBMIT IN THE MORNING AND I START AT 11 I WILL CALL.\r\nTHANKS.\r\nMARK. ADAM, THANKS FOR THE UPDATE WITH THE DETAILS.\r\nMARK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012099901

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6202512463)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J211560087)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 081120

Report#: SSV012099901

Open Date: 03/28/2012

Mileage: 73974

Warr Built Dt: 08/11/2005

Supplier RP:

Zone/Cd: 66-60502

Name: HENDRICK CHRYSLER DODGE JEEP R

Address: 1624 MONTGOMERY HWY
HOOVER, AL 352164918

Phone: 205 823-5220

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS INTERMITANTLY RAN THE POWER AND GROUNDS AS INSTRUCTED AND HAS BEEN STAYING RUNNING FOR 20MIN SO FAR OK I HOOKED IT ALL BACK UP STILL STALLS KEEPING GROUND WHEN IT DIES HAVE POWER ON PINK IGNITION WIRE ON CONNECTOR C 1 PIN 11 BUT HAVE NO POWER ON CONNECTOR C 1 PIN 30 I HAVE POWER ON PIN 3 C5 AT THE TIPM ONLY ON IGNITION START SEQUENCE. PIN 3 C5 T THE TIPM IS ONLY UPPOED TO HAVE POER ON START ACCORING TO THE CONNECTOR PINOUT, IS THAT CORRECT NO THERE IS ONLY POWER WHEN THE KEY IS IN START MODE NO I REWIRED THE PCM BACK TO THE WAY IT WAS. WITH FACTORY PIN PULLED OUT AND REDUNDANT WIRES IN PLACE STILL STALLS WITHIN MINUTES OF STARTING PCM ORDERED WILL BE HERE TOMORROW DO U WANNA LEAVE THE REDUNDANT WIRING LEFT IN WITH THE NEW PCM NEW PCM PROGRAMMED AND WIRING PUT BACK TO STOCK. STILL STALLS OK. IM GONNA TRY UNPLUGGING THE ESM IT HAD 3 NO RESPONSES WHEN IT STALLED LAST. ISNT THAT WHAT WE JUST RULED OUT BY RUNNING THE REDUNDANT WIRES TO THAT CONNECTOR REASSEMBLED VEHICLE TO FACTORY

WIRING. WHEN VEHICLE STALLS LOOSE COMMUNICATION WITH ALL MODULES ON SCAN TOOL. TESTED BUS VOLTAGE BOTH CAN C CIRCUITS HAVE 2.7 VOLTS. CAN - SHOULD ONLY HAVE 2.3. TESTED RESISTANCE ON BOTH CAN C CIRCUITS. THERE IS 1.3 OHMS. WOULDNT THIS MEAN BOTH CAN C CIRCUITS SHORTED TOGETHER. SHOULD SHOW 60 OHMS FOR TERMINATING RESISTANCE. UNPLUGGED ALL MODULES ON CAN C BUS. RESISTANCE NEVER CHANGES. UNPLUGGED C102 RESISTANCE STILL HAS NO CHANGE.

Service Action: JOSHUA, ADVISED TO RUN REDUNDANT GROUND AND POWER FEEDS TO THE PCM, AND ATTEMPT TO DUPLICATE. JOSHUA, BASED ON YOUR FINDINGS IT APPEARS THERE IS A POWER OR GROUND FEED ISSUE. ADVISED TO LOAD AND VOLTAGE DROP THE PCM POWER AND GROUND FEEDS TO DETERMINE THE FAULT. JOSHUA, ADVISED TO CHECK FOR POWER ON PIN 3 C5 AT THE TIPM. JOSHUA, BASED ON YOUR FINDINGS HARDWIRE THE CIRCUIT FROM THE TIPM TO THE PCM. IS POWER ON THAT CIRCUIT WITH THE KEY ON JOSHUA, ARE THE REDUNDANT POWER AND GROUND FEEDS STILL WIRED TO THE PCM ADVISED TECHNICIAN TO HOOK UP THE REDUNDANT POWER AND GROUND FEEDS AND MONITOR OPERATION. JOSHUA, ADVISED TO REPLACE THE PCM AGAIN. UPDATE THE CASE AS NECESSARY. JOSHUA, PLACE THE WIRING BACK TO STOCK CONFIGURATION. JOSHUA, ADVISED TO MONITOR GROUNDS C1 PIN 9 AND 18, AND POWERS C1 PINS 11, AND 29 WHEN THE STALL OCCURS. UPDATE THE CASE AS NECESSARY. JOSHUA, BASED ON THE DIAGNOSTICS YOU HAVE PERFORMED THAT IS THE NEXT STEP THAT HAS TO BE TAKEN UNLESS OTHER SYMPTOMS ARE NOTED. JOSHUA, CAN YOU COMMUNICATE WITH THE PCM IF YES, THEN THE RESISTANCE ON THE BUS CIRCUITS IS NOT AT FAULT. ADVISED OF PREVIOUS RECOMMENDATION IN REGARDS TO MONITORING THE POWER, GROUND, AND IGNITION FEEDS TO THE PCM. FCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012121138

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57256H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510620)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J187560656)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082213

Report#: SSV012121138
Open Date: 03/28/2012
Mileage: 28292
Warr Built Dt: 08/22/2005
Supplier RP:

Zone/Cd: 35-44198
Name: GREENBRIER DODGE OF CHESAPEAKE
Address: 1717 S MILITARY HWY
 CHESAPEAKE, VA 233202611
Phone: 757 420-2800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR CUTS OFF WHENEVER IDLE FOR AWHILE-SOMETIMES STUDDERS, CUTS OFF OR STUDDERS WHEN TRYING TO ACCELERATE QUICKLY. ENG LIGHT READING SAYS ITS ECM SWAPPED THE COILS OUT WITH NEW, ROADTEST PRODUCED SAME RESULTS, TCM HAS A U0100 DTC PRESENT, WITH A P0700 MIL ILLUMINATION REQUEST TO THE PCM.

Service Action:ROBERT,THE APPS DATA IS NORMAL.THE DROP IN APPS 2 IS A DIAGNOSTIC FUNCTION/ROUTINE THAT THE PCM RUNS,YOU WILL SEE THAT ON ALL OUR VEHICLES.THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS

ON HEMIS ALSO WITH STRANGE FAULT CODES. ROBERT,IF YOU RULED OUT IGNITION COILS AND SPARK PLUGS,HAVE GOOD POWERS AND GROUNDS TO THE PCM THEN YOU COULD HAVE A POSSIBLE PCM ISSUE. CUSTOMER DECLINED FURTHER DIAGNOSIS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011857666

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510530)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335561123)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122011

Report#: SSV011857666
Open Date: 03/23/2012
Mileage: 77553
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 35-23309
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 8100 ANNAPOLIS ROAD
 NEW CARROLLTON, MD 207843010
Phone: 301 459-6800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES VEHICLE CUTS OFF AT ANY SPEEDS BUT NORMALLY STARTS RIGHT BACK UP

Service Action: JOSUE, CHECK THE WIRING HARNESS THAT RUNS NEAR THE PARKING BRAKE ACTUATOR, HAVE SEEN ISSUES IN THE PAST, THERE MAY EVEN BE STAR CASE THAT DISCUSSES THE ISSUE. COULD BE A PCM ISSUE ALSO BUT BEFORE YOU GO WITH A PCM..... TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A

PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE, LEAVE THE PCM AS A LAST RESORT IN THIS CASE. NEW PCM\n*****\nSTAR: TECH REPLACED THE PCM FOR U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012091634

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6222510477)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J182560387)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092103

Report#: SSV012091634
Open Date: 03/25/2012
Mileage: 70342
Warr Built Dt: 09/21/2005
Supplier RP:

Zone/Cd: 74-43491
Name: GLADSTONE DODGE CHRYSLER JEEP
Address: 5610 N OAK TRFY
 GLADSTONE, MO 641185237
Phone: 816 455-3500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CEL ON JERRY THE PCM IS NOT AT THE LATEST SOFT LEVEL BUT THE ASSOCIATED INFO FOR THE NEXT RELEASE MAKES NO MENTION OF THIS CONDITION. LET VEHICLE COOL OFF FOR 4 HOURS THEN DROVE AGAIN WITH LATEST SOFTWARE LEVEL IN PCM. VEHICLE DID A LITTLE BETTER BUT STILL DIED ONCE BEFORE I COULD GET BACK TO SHOP. WE HAVE A PCM ON THE WAY.

Service Action:CEL ON DUPLICATED : YES - COLD START PARKING LOT MANEUVERS CAUSED THE VEHICLE TO DIE AND THE IDLE TO FLAIR ON RESTART. REPAIRS AND TESTS PERFORMED : ROAD TEST AFTER COLD START. NEXT DID MODULE SCAN AND FOUND U0100 DTC IN THE TCM. FOLLOWED FLOWCHART FOR DTC AND FOUND CURE IS A TCM MODULE REPLACEMENT. MY CONCERN NOW IS THAT A TCM WOULDNT CAUSE THE VEHICLE TO DIE. ALSO CHECKED FOR CHAFFED WIRING AND LOOSE GROUNDS NEAR PCM, TCM. TSB APPLIED : N DTCS : U0100 SCAN TOOL SOFTWARE VERSION : 12.02.50 TECHCONNECT SEARCH : U0100. ---- STEVE, I AGREE THE TCM WOULD NOT CAUSE A STALL, I

WOULD FOCUS ON THE PCM, POWERS , GROUNDS AND CONNECTIONS TO IT , IF ALL OK, AND THERE ARE NO OTHER FAULT CODES AGAINST ANY SENSORS, SUGGEST PCM REPLACEMENT IF ITS ALREADY AT THE LATEST SOFTWARE LEVEL.- JERRY K. TECH STATES :JERRY THE PCM IS NOT AT THE LATEST SOFT LEVEL BUT THE ASSOCIATED INFO FOR THE NEXT RELEASE MAKES NO MENTION OF THIS CONDITION.--- THANKS STEVE, IF THE CONCERN CAN BE DUPLICATED IN THE SHOP I WOULD UPDATE PCM AND REEVALUATE., WHEN A SOFTWARE UPDATE COMES OUT IT MAY ONLY MENTION THE MOST COMMON ISSUES, BUT ADDRESS MORE THAN THE ISSUES LISTED. IF THE CONCERN CANNOT BE DUPLICATED, YOU MAY WANT TO LET THE CUSTOMER DECIDE IF THEY WANT TO TRY AN UPDATE FIRST AND REEVALUATE OR JUST REPLACE PCM AND KILL TWO BIRDS WITH ONE STONE- JERRY K. TECH STATES :LET VEHICLE COOL OFF FOR 4 HOURS THEN DROVE AGAIN WITH LATEST SOFTWARE LEVEL IN PCM. VEHICLE DID A LITTLE BETTER BUT STILL DIED ONCE BEFORE I COULD GET BACK TO SHOP. WE HAVE A PCM ON THE WAY. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011942744

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6168520028)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J188561037)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091901

Report#: SSV011942744
Open Date: 03/21/2012
Mileage: 63047
Warr Built Dt: 09/19/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: STALLS WHILE DRIVING FOUND POWER GROUND AND BUS AT ESM. INSTALLED NEW SHIFTER AND ESM NOW REPORTS TO WITECH. TEST DROVE OVER NIGHT AND IT STALLED ONE TIME IN ABOUT 40 MILES OF DRIVING (AT STOP LIGHT). PULLED CODES AGAIN AND THE ESM IS REPORTING AND NOW NO LONGER IS GIVING ME COMM CODES. TCM IS STILL HAVING COMM CODES WITH THE PCM. IT IS ALSO NOW THROWING CODE C107D IN THE ABS AND U1408 IN THE TCM. THESE CODES WERE NOT PRESENT BEFORE. BRAKE SWITCH WAS REPLACED BY PRIOR TECH ABOUT 2 WEEKS AGO STALLS WHILE DRIVING FOUND POWER GROUND AND BUS AT ESM. INSTALLED NEW SHIFTER AND ESM NOW REPORTS TO WITECH. TEST DROVE OVER NIGHT AND IT STALLED ONE TIME IN ABOUT 40 MILES OF DRIVING (AT STOP LIGHT). PULLED CODES AGAIN AND THE ESM IS REPORTING AND NOW NO LONGER IS GIVING ME COMM CODES. TCM IS STILL HAVING COMM CODES WITH THE PCM. IT IS ALSO NOW THROWING CODE C107D IN THE ABS AND U1408 IN THE TCM. THESE CODES WERE NOT PRESENT BEFORE. BRAKE SWITCH WAS REPLACED BY PRIOR TECH ABOUT 2 WEEKS AGO

FOUND POWER GROUND AND BUS AT ESM. INSTALLED NEW SHIFTER AND ESM NOW REPORTS TO WITECH. TEST DROVE OVER NIGHT AND IT STALLED ONE TIME IN ABOUT 40 MILES OF DRIVING (AT STOP LIGHT). PULLED CODES AGAIN AND THE ESM IS REPORTING AND NOW NO LONGER IS GIVING ME COMM CODES. TCM IS STILL HAVING COMM CODES WITH THE PCM. IT IS ALSO NOW THROWING CODE C107D IN THE ABS AND U1408 IN THE TCM. THESE CODES WERE NOT PRESENT BEFORE. BRAKE SWITCH WAS REPLACED BY PRIOR TECH ABOUT 2 WEEKS AGO I AM HAVING \ LOST COMMUNICATION WITH ECM/PCM\ CODE (U0100) IN THE TCM. I CHECKED WIRING AND FOUND POWER GROUND AND BUS AT TCM. IT STALLS SO RARELY I DONT KNOW IF CHECKING WIRING WILL BE CONCLUSIVE SINCE IT RUNS COMPLETELY FINE WITH NO CODES THEN JUST DIES AND RESTARTS FINE. IS THERE A COMMON ISSUE WITH THE TCM DROPPING OUT.

Service Action: STALLS WHILE DRIVING DUPLICATED : NO REPAIRS AND TESTS PERFORMED : ANOTHER TECH GOT THIS VEHICLE AND SAID THERE WERE NO CODES SO HE PUT A WCM IN IT. CAR WENT AND CAME BACK WITH SAME SYMPTOMS. I RECEIVED IT AND FOUND ESM AND TCM LOST COMM WITH PCM. COULD NOT FIND THE ESM AT ALL. THERE IS NO INFORMATION ABOUT THE ESM IN A 300. FOUND POWER GROUND AND BUS AT TCM. DID A VEHICLE RECONFIG AND SHIPPED IT. CAME BACK STILL HAS STORED CODES FOR LOSS OF COMM IN TCM AND THE ESM WONT LOAD IN WITECH SO I CANNOT PULL CODES. WHERE IS THE ESM SO I CAN CHECK FOR COMM TECHCONNECT SEARCH : ESM\r\nSTEVE, ON THIS VEHICLE, WITH THE CONSOLE SHIFTER, YOU SHOULD FIND A 6-WAY CONNECTOR AT THE SHIFTER (SERVICE INFO CALLS IT ASSEMBLY-SHIFTER LEVER, NOT ESM). IT WILL HAVE 5 WIRES. CAVITY 1 IS POWER, CAVITY 2 IS GROUND, CAVITY 3 IS THE BRAKE SWITCH SIGNAL. NO WIRE IN CAVITY 4. CAVITIES 5 AND 6 WILL BE YOUR BUS WIRES. LET US KNOW IF YOU NEED FURTHER ASSISTANCE----BOB STEVE, WHAT ARE THE FAULTS YOU RE GETTING RELATED TO COMMUNICATION BETWEEN THE TCM AND PCM THE BRAKE SWITCH CODES SHOULDN T HAVE ANYTHING TO DO WITH THE ENGINE STALLING. IF ANYTHING, IF THERE S AN ISSUE WITH THE BRAKE SWITCH, YOU SHOULD HAVE AN ISSUE WITH THE SHIFTER NOT COMING OUT OF PARK. HAVE YOU CHECKED YOUR POWER, GROUND AND BUS SOURCES FOR THE TCM AND PCM ----BOB STEVE, WE HAVE ONLY A FEW CASES WITH THIS U0100 FAULT CODE IN THE TCM. MOST OF THE TIME IT S NOT A TCM ISSUE. CHECK YOUR START COUNTER IN THE PCM AND SEE IF IT SETS BACK TO 0 WHEN THE CONDITION OCCURS. IT MIGHT BE RELATED TO THE PCM, NOT THE TCM. ----BOB PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012142126

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6039610141)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J060660486)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031405

Report#: SSV012142126
Open Date: 03/21/2012
Mileage: 63891
Warr Built Dt: 03/14/2006
Supplier RP:

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 6500 OKEECHOBEE BLVD
 WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING TANK, ON ACCEL WILL SHUT OFF. RESTARTS AND STALL UNDER ACCEL UNTIL FUEKL LEVEL DROP WITHIN 5 MILES

Service Action: AFTER FILLING TANK, ON ACCEL WILL SHUT OFF. RESTARTS AND STALL UNDER ACCEL UNTIL FUEKL LEVEL DROP WITHIN 5 MILES DUPLICATED : NO REPAIRS AND TESTS PERFORMED : JULY 2011 NEW CANISTER, FEB NEW PURGE. TECHCONNECT SEARCH : STALLS \r\n \r\nBEAU THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT \r\n\r\nS THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. NO COMPLAINTS YET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012073639

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J137661595)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052520

Report#: SSV012073639
Open Date: 03/19/2012
Mileage: 80493
Warr Built Dt: 05/25/2006
Supplier RP:

Zone/Cd: 42-67643
Name: JEFF WYLER CHRYSLER JEEP DODGE
Address: 1117 STATE ROUTE 32
 BATAVIA, OH 451030327
Phone: 513 752-4561

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES THE VEHICLE WILL STALL OUT AT TIMES AND AT TIMES WHILE DRIVING VEHICLE WILL CUT OUT

Service Action:DAVID , REPLACE THE PCM AS THE DRIVERS IN THE PCM CAN BE DAMAGED FROM THE REPEATED EMF / EMI SPIKES FROM THE COILS OR PLUGS . ADVISE TO INSPECT THE VEHICLE FOR AN AFTERMARKET REMOTE START OR ALARM SYSTEM . ADVISE TECH TO CLOSELY INSPECT THE ENGINE HARNESS FOR AN INTERMITTENT SHORT TO GROUND . REPLACED PCM VEHICLE IS FIXED THANK YOU FOR THE HELP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012149762

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6034610196)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J070660547)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 032804

Report#: SSV012149762

Open Date: 03/16/2012

Mileage: 49669

Warr Built Dt: 03/28/2006

Supplier RP:

Zone/Cd: 71-45189

Name: DCH CHRYSLER JEEP DODGE OF

Address: 26845 YNEZ RD
TEMECULA, CA 925914695

Phone: 951 676-0010

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STARTED TO DIE AFTER FUELING. WHEN THE ENGINE DIES IT WILL RESTART BUT WITH A LONG CRANK. NO DTCS THANK YOU SIR THAT WAS IT

Service Action:ENGINE STARTED TO DIE AFTER FUELING. WHEN THE ENGINE DIES IT WILL RESTART BUT WITH A LONG CRANK. NO DTCS DUPLICATED : NO REPAIRS AND TESTS

PERFORMED : NO TSBS FOUND AND NO DTCS TSB APPLIED : NONE TECHCONNECT SEARCH : FUELING
JARED THAT THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT'S THE ISSUE UNLESS THE CUSTOMER IS OVER FILLING THE TANK. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. JARED THANKS AND GO AHEAD AND CLOSE YOUR CASE. GAS TANK, EVAP CANISTER, AND PURGE SOLENOID.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012107501

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6238510607)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J255560109)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091612

Report#: SSV012107501
Open Date: 03/15/2012
Mileage: 57292
Warr Built Dt: 09/16/2005
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CK ENG LITE ON & VEH STALLS OUT. SWAPED THE IGNITION COILS & ROAD TESTED VEH. ENG STALLED OUT 1 TIME WHILE SLOWING DOWN BUT CK ENG LITE DID NOT COME ON. COILS CAME FROM A VEH THAT THE ENG WAS TEARED DOWN. NOT SURE WHAT WAS WRONG WITH ENG. SHOULD WE TRY TO FIND A RUNNING VEH TO SWAP COILS.

Service Action:WALDEN,IF THIS VEHICLE IS STALLING AND U0100 IS SETTING,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE

THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. REPLACED SPARK PLUGS ADDITIONAL INFORMATION
REQUIRED. WALDEN,I WOULD LIKE YOU TO SWAP OR REPLACE THE IGNITION COILS NEXT,LEAVE THE PCM AS A LAST RESORT. WALDEN,YOU COULD,BUT CAN T SEE 2 SETS
OF COILS DOING THE SAME THING,BUT ITS POSSIBLE.YOU COULD HAVE A PCM ISSUE. REPLACED
PCM\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR STALLING AND U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012114809

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H2 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6222510449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J204560153)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092019

Report#: SSV012114809
Open Date: 03/14/2012
Mileage: 61131
Warr Built Dt: 09/20/2005
Supplier RP:

Zone/Cd: 42-26252
Name: KAHLO CHRYSLER JEEP DODGE, INC
Address: 9900 PLEASANT ST
 NOBLESVILLE, IN 460603940
Phone: 317 773-6363

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: MIL AND CLAIMS STALLS (NO DUPLICATE STALL) HAD TO DRIVE ALOT OF MILES WITH STARSCAN FINALLY HAPPENED!
 ES M BLINKED RED, THEN PCM WENT RED ALSO A BLINK, ENGINE LAIDED OVER BUT DID NOT QUIT RUNNING, CRUISE ALSO CANCELLED ONLY CODE WAS UO100 TCM
 LOST COM WITH PCM. DID OTHER MODS. NOT CODE BECAUSE THIS ONLY HAPPENED FOR A BLINK AND WHAT SHOULD BE MY NEXT COURSE OF ACTION THANKS \ CHECK TO SEE IF THE PCM HAVE ANY POWER, GROUND, OR BUS CIRCUITRY IN COMMON. \ IN COMMON WITH WHAT OTHER COMPONENTS AFTER REVEIWIN WIRING DIAGRAMS, DON T SEE ANY COMMONALITYS. PCM IS ON ENG. HARNESS ESM AND TCM ARE ON BODY NO PUSHED PINS! PLEASE ESCALATE!!!

Service Action: MIL AND CLAIMS STALLS (NO DUPLICATE STALL) DUPLICATED : YES - DRIVE UP TO 20 MILES AT TIMES. MIL COMES ON U0100 TCM LOSS COM W/ECM-PCM. WHEN THIS HAPPENS ENGINE DROPS BACK TO IDLE (TORQUE MANAGEMENT) LASTS LESS THAN 5 SECONDS REPAIRS AND TESTS PERFORMED : CHECKED POWER AND GROUNDS

SWAPPED OUT TCM RELAY--STILL EXISTS! ANY IDEAS BEFORE I REPLACE TCM TECHCONNECT SEARCH : TRANSMISSION

CHARLES, I REALIZE THAT THE DIAGNOSTICS CALL FOR TCM REPLACEMENT, BUT WE VE HAD MORE CASES WHERE RESOLUTION FOR THIS FAULT CODE INVOLVED REPLACEMENT OF THE PCM. WHEN THE CONDITION OCCURS, HAVE YOU TRIED USING YOUR SCAN TOOL TO MONITOR THE NETWORK TOPOLOGY SCREEN TO SEE IF YOU CAN TELL WHICH MODULES ARE DROPPING OFF THE BUS THIS WOULD BE A GOOD INDICATOR OF WHICH MODULE MAY BE CAUSING THIS FAULT TO SET. LET US KNOW IF YOU NEED FURTHER ASSISTANCE----BOB CHARLES, IT S MORE LIKELY THAT YOU HAVE A PCM ISSUE THAN A TCM. THE TCM IS REPORTING THE FAULT THAT IT S LOST COMMUNICATION WITH THE PCM. CHECK TO SEE IF THE PCM HAVE ANY POWER, GROUND, OR BUS CIRCUITRY IN COMMON. THIS CONDITION IS MOST LIKELY CAUSED BY A WIRING ISSUE, BUT IT IS POSSIBLE THAT THE PCM IS CAUSING IT----BOB SORRY, CHARLES. IN COMMON WITH THE ESM OR THE TCM. SOMETIMES THE BUS CIRCUITRY IS ROUTED THROUGH A SPLICE THAT GOES TO MULTIPLE COMPONENTS. IF THIS TESTING DOESN T LEAD TO ANYTHING DEFINITE, I WILL ESCALATE THIS TO OUR MASTER CONSULTANT FOR HIS INPUT----BOB RESENT TO MASTER CONSULTANT STAR REVIEWED CASE.WHEN THIS HAPPENS AND CODE SETS IF YOU GO INTO PCM DOES IT LOOK AS IF PCM WAS RESET ADAPTIVES BEEN RESET ISSUE IS WITH A INTERMITTENT MISSING POWER OR GROUND AT PCM/ BAD CONNECTION AT CONNETCORS OR WIRES GOING INTO CONNECTOR(UNDER THE CAPS) ARE BREAKING AT THE TERMINALS / OR ISSUE IS WITH PLUGS AND COILS KNOCKING PCM OUT FROM RFI INTERFERANCE.MANY ISSUES WITH COILS AND PLUGS CAUSING THIS CONDITION.REPALCE PLUGS AND SWAP COILS FROM LIKE VEHICLE AND ROAD TEST.IF OK REPLACE COILS.IF CONDITION IS STILL PRESENT THEN POSSIBLE PCM ISSUE.

PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012061961

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510604)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J264561517)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092422

Report#: SSV012061961
Open Date: 03/13/2012
Mileage: 11588
Warr Built Dt: 09/24/2005
Supplier RP:

Zone/Cd: 71-60435
Name: PUTNAM CHRYSLER JEEP DODGE
Address: 3 CALIFORNIA DR
 BURLINGAME, CA 940104410
Phone: 650 347-4800
 650 558-5660

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS OUT AFTER FUELING VEHICLE AND TOPPING OFF THANKS I DID FIND CANISTER HAD FUEL IN SYSTEM REPLACED CANISTER AND PURGE SOLENOID STALLING SSTILL OCCURED TRIED TO CAPTURE DATA WHILE DRIVING DID NOT OCCUR DURING DATA RECORDING TEST DRIVE. NO CODES SET AND DO NOT LOSE COMMUNICATION TO ANY MODULES THIS VEHICLE CONTINUES TO STALL INTERMITTENTLY. I REPLACED SPARK PLUGS AND INSPECTED COILS. DID NOT SEE ANY VISUAL PROBLEMS WITH COILS.I DATA RECORDED AND WAS ABLE TO DUPLICATE 2 INSTANCES. DID NOT SEE ANYTHING CAUSING STALLING ISSUE. IT HAPPENS WHEN COMING TO A STOP AND THEN TAKES A FEW SECONDS OF CRANK TIME FOR VEHICLE TO RESTART. I DONT GET ANY CODES OR ANY LOSS OFF COMMUNICATION. NOT SURE IF I AM HAVING PROBLEM WITH FUEL PUMP OR COILS. I SENT THE 2 RECORDINGS I WAS ABLE TO CAPTURE. ON FIRST RECORDING AT -002.145 SEC SEE A LOSS AT #8 INJECTOR. AT SECOND RECORDING AT -004.658 A LOSS AT ENGINE SPEED. IS THIS ENOUGH TO REPLACE COIL I SENT OVER 5 RECORDINGS FROM TODAY ON VEHICLE STALLING. IT

SEEMS TO BE OCCURRING OFTEN AFTER FUELING VEHICLE. PLEASE PAY ATTENTION TO PCM ACTUAL PURGE AND PURGE DUTY CYCLE. ON ALL 5 RECORDINGS THIS SEEMS TO BE WHAT CAUSES VEHICLE TO STALL. I VE ALREADY INSTALLED A NEW CANISTER AND PURGE VALVE AND HAVE BEEN VERY CAREFUL NOT TO TOP OFF VEHICLE. I RAN VEHICLE WITH PURGE SOLENOID DISCONNECTED AND VEHICLE DID NOT STALL OUT RECONNECTED IT AND AFTER A KEY CYCLE VEHICLE STALLED OUT. I KNOW PCM CONTROLS PURGE AND FEEL THAT THERE A SURGE INTERNALLY OF THE PCM CAUSING THIS ISSUE. I ALSO HAVE A NEW SET OF SPARK PLUGS AND COILS IN THIS VEHICLE. I CHECKED THE VACUUM AND TESTED WIRING. NO PROBLEMS FOUND.ANY ANSWER ON RECORDINGS I RESENT THE RECORDINGS THANK YOU I CURRENTLY HAVE THIS PROBLEM OCCURING MORE OFTEN AND WHEN CHECKED CANISTER AND PURGE DID FIND RAW FUEL COMING THROUGH. WILL REPLACE FUEL TANK AND RESPOND TO IF THIS REPAIRED PROBLEM.

Service Action:MARTIN INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING,POSSIBLE CUST IS OVERFILLING THE VEHICLE. MARTIN INSPECT PLUGS FOR INCORRECT GAP AND FOR FACTORY PARTS,ALSO POSSIBLE COILS INTERFERING WITH THE PCM. MARTIN IF A COIL ISSUE YOU WOULD SEE DASHED LINES FOR THE COIL DATA IN THE DATA RECORDING. MARTIN IF YOU HAVE AN AVAILABLE DONOR VEHICLE SWAP OUT ALL 8 COILS AND RETEST. MARTIN WE WIL REVIEW THE RECORDINGS AND IF ANY ISSUES CONTACT YOU,ADVISE LOAD TEST SOLENOID WIRING AND VERIFY CORRECT VACUUM AND NO RESTRICTIONS. MARTIN RECORDINGS CAME THRU CORRUPT PLEASE TRY RESENDING THANKS, MARTIN WE WILL WATCH FOR RECORDINGS AND REVIEW. MARTIN WE HAVE REVIEWED THE RECORDINGS AND NOTHING SHOWING TO INDICATE THIS CONCERN,ADVISE HAVE YOU RECHECKED THE CANNISTER AND PURGE LINES FOR FUEL HAVE SEEN FAULTY FUEL CONTROL VALVES WHICH IS PART OF THE TANK ALLOW FUEL IN TO THE CANNISTER AND LINES AND CAUSE STALL CONCERNS,ALSO TRY LEAVING PURGE PLUGED IN AND PINCH OFF OR BLOCK OFF THE LINES. MARTIN KEEP US UPDATED THANKS. FUEL TANK CONTROL VALVE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011727824

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610214)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660331)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021102

Report#: SSV011727824
Open Date: 03/10/2012
Mileage: 74344
Warr Built Dt: 02/11/2006
Supplier RP:

Zone/Cd: 66-42431
Name: DAYTON ANDREWS DODGE CHRYSLER
Address: 2301 - 34TH STREET NORTH
 ST PETERSBURG, FL 33713
Phone: 727 321-0500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES INTERMITTANTLY, USUSALLY STARTS BACK UP INSPECTED CANNISTER AND WIRES TO COILS AND NVLD PUMP NO SIGNS OF LIQUID FUEL OR WATER CONTAMINATION HAD DROVE FOR 65 MILE WAS FINE ENTIRE TIME CUST DROVE WENT AND GOT GAS AND DIED WHEN LEAVING SEVERAL TIME HE STARTED IT NEXT AM WITH DODGE REMOTE START AND SAID IT DIED WHILE HE WAS STANDING NEXT TO IT AND THEN IT RE STARTED BY IT SELF PCM FUEL VAPOR CONTENT ON SCREEN SHOWS 50.8% IS THIS NORMAL (CANNISTER GETTING FULL) NO RAW FUEL FOUND EITHER TIME PULLING CANNISTER,WHAT IS THE FUEL VAPOR CONTENT PID IN PCM (TANK IS FULL) FOUND SEMI LOOSE WIRE (POS)(ACC FEED) AT REAR PDC FUSE PANAL AND INSTALLED ESIM DETECTOR (QUESTIONABLE) GONE GONE SO FAR

Service Action:DAVE OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETING IN THE PCM, AND IF RESETING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM

PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. DAVE IF YOU HAVE FOUND RAW FUEL IN THE LINES AND CANISTER THEN THE VALVE IS STICKING OPEN AND ALLOW FUEL INTO THE EVAP SYSTEM AND CAUSING THIS ISSUE AND YOU WILL NEED TO REPLACE THE FUEL TANK AND CANISTER. THE DATA SHOULD BE FOUND UNDER ENGINE MANAGEMENT AND THE FULLER THE TANK OF FUEL, THE LOWER THE READING. VICE VERSA WITH LOW FUEL CAPACITY, THE HIGHER THE READING. THERE IS NOT A DEFINED VALUE LISTED. WHAT IS LISTED IS A SUGGESTION TO COMPARE TO A KNOWN GOOD WORKING UNIT FOR COMPARITIVE DATA VALUES. THANK YOU FOR THE CASE UPDATE DAVE. WIRE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011840949

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6214511772)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J232560174)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090719

Report#: SSV011840949
Open Date: 03/10/2012
Mileage: 36021
Warr Built Dt: 09/07/2005
Supplier RP:

Zone/Cd: 63-44956
Name: RIVERLAND CHRYSLER DODGE JEEP
Address: 601 BELLE TERRE BLVD
 LAPLACE, LA 70068
Phone: 985 652-9600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITANT DIE OUT , NO DTC S AND SEEMES TO DIE OUT MOSTLY WITH A FULL TANK OF GAS FUEL PRESSURE IS WITHIN SPECS SPARK PLUGS ARE NEW AND TCM HAS RECENTLY BEEN REPLACED FOR OTHER CONSERNS REPLACED CANISTER AND PURGE SOLENIODE , AND BLEW OUT LINE, CONDITION WENT AWAY FOR A WILE BUT CAME BACK , WHAT IS THE BEST WAY TO CHECK THE LIQUID CHECK IN THE TANK IF I REPLACE THE TANK SOULD I REPLACE THE CANNISTER AGAIN, IT WAS JUST REPLACED FUEL TANK AND PURGE VALVE AND CANISTER ARE ALL NEW, ,IT WILL DIE AT IDLE AND WHEN TAKING OFF OR RIGHT AFTER STARTING ON A COLD START IT IS INTERMITANT AND NOT AS FREQUENTLY, NO FUEL IS SEEN IN PURGE LINE NOW WHEN IT DIES, NOW WHEN IT DIES IT WILL SET CODES P0571 IN PCM AND PU0100 BUT NOT EVERY TIME IT DIES AND NOT AT THE SAME TIME , AND IF ONE IS SET AND IT DIES IT WILL CLEAR THAT ONE AND SET THE OTHER I FOUO STAR ONLINE CASE K94202871 FOR CHECKING SPARK PLUGS ON CYLLINDER 8 BUT ALL PLUGS ARE NEW AND IT WAS DOING THE SAME THING BEFORE PLUG REPLACEMENT DO YOU HAVE ANY SUGGESTIONS THANKS ZANE

SWAPED COILS AND IT RAN FOR ABOUT TWO MINITS BEFORE IT KILLED AGAIN, ALSO CHECKED AND FOUND NO UPDATES FOR PCM . ANY OTHER IDEAS SWAPED COILS , IT RAN FOR ABOUT TWO MINUTS AND IT DIED , WITH U0100 STORED IN TCM . TCM HAS ALREDY BEEN REPLACED AND WIRING CHECKED GOOD ANY OTHER IDEAS WHEN IT DIES ADS SENSE SHOWS DASHES AND THEN GOES TO LOW CHECKED FCM WIRING AND THEN REPLACED FCM , CAR RAN FOR ABOUT FIVE MINUTS AND THEN DIED , THIS TIME WHEN IT DIED ASD SENCE WENT TO FALSE WITECH SHOWES NO FLASHES FOR FCM

Service Action: ZANE IF THE CANNISTER HAS BEEN SATURATED OVER TIME IT WILL BE HEAVIER AND MAY NOT SHOW FUEL, MAY HAVE BEEN ABSORBED INTO THE CHARCOL IN THA CANNISTER ADVISE REPLACE CANNISTER,BLOW OUT LINES AND VERIFY PURGE HAS NO ISSUES ALSO ADVISE CUSTOMER NOT TO OVERFILL. ZANE THE FUEL CONTROL VALVE ON THE TEANK IS A ONE WAY CHECK VALVE THAT VENTS THE TANK. ZANE REPLACE THE CANNISTER IF THERE IS ANY SIGNS OF RAW FUEL. ZANE SWAP COILS FROM A DONOR VEHICLE AND RETEST. ZANE WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. ZANE MAY HAVE A FCM ISSUE. ZANE DUE TO LACK OF FORWARD PROGRESS ON THE CASE I WILL ESCALATE THE CASE. THE CASE HAS BEEN REVIEWED AND WILL BE ESCALATED. TECH SAYS CONDITION SEEMS TO BE MORE RANDOM THAN JUST WHEN FUEL TANK IF FILLED. TECH TO TAKE DATA RECORDINGS OF CONDITION AND WILL CALL ME BACK WHEN RECS ARE AVAILABLE. TECH LEFT MESSAGE. HE HAS DATA RECORDINGS. NOTED ENGINE WAS IDLING VERY HIGH AND MIL ON WITH P2172 FAULT. TECH REPLACED MAP SENSOR AND HAS NOT HAD A PROBLEM UP TO THIS POINT BUT IS NOT YET CONVINCED VEH IS FIXED. ADVISED TECH TO FORWARD RECORDINGS FOR REVIEW AND CONTINUE TO DRIVE VEH TO TRY TO DUPLICATE CONDITION. WILL CONTACT TECH AFTER REVIEWING RECORDINGS. SEE INDIVIDUAL INJ PULSE WIDTH DROPPING TO 0 IN RECORDINGS. NEED ENGINE SPEED, CURRENT FUEL SHUT OFF, WHEEL SPEED, TCC SLIP ADDED TO TEMPLATE. TECH WILL CALL ME BACK WHEN RECS ARE AVAILABLE. TECH ASKED T/A FOR OPINION ON VEHICLE CONDITION WHILE AT DEALER ON ANOTHER CASE. CONDITION IS INTERMITTENT. TECH STATED THAT BATTERY WAS IN POOR CONDITION. BATTERY REPLACED AS PER RECOMMENDATION OF T/A AND BATTERY GROUND REPLACED. TECH HAS WI-TECH POD ON VEHICLE TO CAPTURE RECORDINGS WHEN CONDITION RE-OCCURS. T/A NOTICED THAT VEHICLE HAS AN AFTERMARKET RADIO IN VEHICLE. T/A REQUESTED THAT UNIT BE DISCONNECTED FOR TESTING AND DETERMINE IF RADIO WIRING HAS EFFECT ON DATA BUS OR ON WIRE HARNESS. IF SO DESIRED TECH CAN E-MAIL DATA RECORDINGS TO T/A FOR REVIEW IN ADDITION TO SUPPLYING TO STAR AGENT WHEN THEY ARE AVAILABLE. NO REPAIR CONFEMED , CUST TRADED VEHICLE IN AND IT WAS SENT TO AUCTION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011879262

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6136510127)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J144560951)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060207

Report#: SSV011879262
Open Date: 03/10/2012
Mileage: 30429
Warr Built Dt: 06/02/2005
Supplier RP:

Zone/Cd: 66-45315
Name: CHUCK CLANCY CHRYSLER DODGE JE
Address: 567 E MAIN ST
 CARTERSVILLE, GA 301213355
Phone: 770 382-1018

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS. ENGINE DIES. REPLACED ALL 16 SPARK PLUGS. VEHICLE STILL STALLS NO DTC S. REPLACED INGNITION COILS. VEHICLE STILL DIES NO DTC S OR EVENT DATA. REPLACED PCM. VEHICLE DOES NOT DIE BUT MOMENTARY LOSS OF POWER AND CHIME AND WARNING LIGHTS COMEON FOR SPLIT SECOND DTC S ABS-C122A AND TCM-U1408 SET. MADE FLIGHT RECORDING AND UPLOADED. REC 2B3KA53H06H174693 111205081407 LAB SCOPED CRANK SERSOR SIGNAL IS GOOD. TESTED ALL CRANK WIRING. SWAPPED CRANK SENSOR. SPARK PLUGS ARE CHAMPION REC14MCC4 AND IGNITION COILS WERE FROM DONOR VEHICLE AND STILL ON VEHICLE. COILS FROM VEHICLE PLACED ONTO DONOR VEHICLE IT HAS NO PROBLEMS. U0100 HAS NOT RESET AT THIS TIME. VEHICLE STILL DIES.

Service Action:DONOVAN,STAR WOULD SUGGEST REPLACING ALL THE SPARK PLUGS,USE ONLY CHAMPION REC14MCC4,IF YOU ALREADY SWAPPED OUT ALL THE IGNITION COILS WITH A DONOR VEHICLE AND THERE WAS NO CHANGE. DONOVAN,O.K. THE PLUGS ARE SWAPPED,WHICH COILS ARE CURRENTLY ON THE VEHICLE IF THEY ARE THE ORIGINAL

COILS,THEN TRY SWAPPING THE COILS AGAIN WITH A DONOR VEHICLE,IF THE ISSUE STILL PERSISTS,THEN YOU MAY HAVE A POSSIBLE PCM ISSUE. DONOVAN,STAR WILL REVIEW THE DATA RECORDING AND LET YOU KNOW IF ANYTHING IS NOTED,NO NEED TO RESUBMIT THE TICKET. DONOVAN,LAB SCOPE THE CKP SENSOR,LOAD TEST THE CKP CIRCUITS,TRY A KNOWN GOOD CKP SENSOR.ARE THE SPARK PLUGS INSTALLED CHAMPION REC14MCC4 AND WERE THE IGNITION COILS NEW OR FROM A DONOR VEHICLE AND IF SO ARE THEY STILL INSTALLED ON THE VEHICLE.IS U0100 STILL SETTING WITH THE NEW PCM INSTALLED. DONOVAN,I WOULD LIKE YOU TO REPLACE THE SPARK PLUGS AGAIN....LET ME KNOW WHAT HAPPENS AFTER THE PLUGS ARE REPLACED AGAIN. REPLACED THE PLUGS AND TECH STATES THAT VEHICLE IS REPAIRED.....DOUG. REPLACED TCM, ONE IGNITION COIL, PCM, AND 32 SPARK PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011943702

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6051610176)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J067661156)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033015

Report#: SSV011943702
Open Date: 03/10/2012
Mileage: 88494
Warr Built Dt: 03/30/2006
Supplier RP:

Zone/Cd: 71-24105
Name: JEEP CHRYSLER DODGE OF ONTARIO
Address: 1202 AUTO CENTER DR
 ONTARIO, CA 917612208
Phone: 909 390-9898

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS,INTERMITLY, NO DTCS YA RESTARTS OK.HAD TUNE UP AT 71000ISH,NOW HAS 88500ISH.SHOULD I INSPECK ALL OF THEM I CHECKED ONE CYLENDER,LOOKED OK.I ALLSO CHECK EVAP FOR EXSESSIVE FULE,CHECKED OK.

Service Action:BRIAN, WHEN IS THE STALL HAPPENING AFTER DIE OUT IS VEHICLE A EASY RESTARTDOUG. BRIAN, WHEN STALLS IS ENGINE AN EASY RESTART HAVE PLUGS BEEN REPLACED WITH THE CORRECT SPARK PLUGS BRIAN, NO, DON T PULL ANY MORE PLUG. FIND A DONOR VEHICLE AND SWAP ALL COILS AND SEE IF THE STALLING STOPS. THIS WILL FIX SOME VEHICLES WITH 5.7. IT HAS NEVER EFFECTED THE DONOR VEHICLE.....DOUG. SPARK PLUG

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012140738

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H2 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6201510360)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J235560898)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082717

Report#: SSV012140738
Open Date: 03/09/2012
Mileage: 48700
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 71-43012
Name: CERRITOS DODGE INC
Address: 18803 STUDEBAKER RD
 CERRITOS, CA 907035332
Phone: 562 402-5848
 562 402-5335

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS OUT AT IDLE AND FALLS ON ITS FACE WHEN ACCELERATING NORMAL AND HARD ACCEL

Service Action: ALEX, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 , PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE , THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. REPLACED SPARK PLUGS AND RETESTED DRIVES

FINE\r\n*****\r\nSTAR: TECH REPLACED THE SPARK PLUGS FOR STALLING/DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012141283

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610333)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132660309)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051523

Report#: SSV012141283
Open Date: 03/09/2012
Mileage: 75303
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 63-60196
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 5255 S IH 35
 GEORGETOWN, TX 786267549
Phone: 512 930-7900

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE AT IDLE, COMING TO A STOP OR WHILE DRIVING. I VE DONE THE TUNE-UP ON MONDAY WITH MOPAR REC14MCC4 PLUGS SO I KNOW THATS NOT THE PROBLEM. I ENDED UP STEALING COILS FROM ANOTHER HEMI AND WITHIN LIKE 20 MIN IT DIED AGAIN AND SET THE SAME SET OF CODES.
 FCM: U0100 LOST COM WITH PCM, TCM: U0100 LOST COM WITH PCM ALSO A U110B LOST ENGINE COOLANT MESSAGE AND U0164 LOST COM WITH HVAC. AT THIS POINT IM THINKING OF REPLACING THE PCM.

Service Action:SASCHA,IF THIS PROBLEM STARTED AFTER THE TUNE UP.....IF THIS VEHICLE IS STALLING AND U0100 IS SETTING,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF

THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. SASCHA, IF THIS PROBLEM STARTED AFTER THE TUNE UP YOU COULD HAVE A CRACKED/DEFECTIVE PLUG, HAVE SEEN MANY CASES WHERE A SECOND SET OF PLUGS INSTALLED VERY CAREFULLY HAS RESOLVED THE CONCERN, BUT IF YOU ARE CONFIDENT THE PLUGS ARE O.K. AND THE PROBLEM WAS THERE PRIOR TO THE TUNE UP THEN REPLACE THE PCM IF THE PCM POWER AND GROUNDS LOAD TEST O.K. AFTER CHECKING POWERS AND GROUNDS AT PCM REPLACING THE PCM FIXED IT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011778961

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6147510214)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J173560813)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062818

Report#: SSV011778961
Open Date: 03/07/2012
Mileage: 12998
Warr Built Dt: 06/28/2005
Supplier RP:

Zone/Cd: 74-42400
Name: GREEN CHRY-PLYM-DODGE
Address: 2104 NORTH BUCKEYE
 ABILENE, KS 67410
Phone: INACTIVE
 785 263-3015

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHILE DRIVING, AND THIS IS VERY INTERMITTENT, THE VEHICLE WILL JUST SHUT OFF. IT WILL RESTART RIGHT AWAY BUT WHEN IT DOES RESTART IT TAKES ABOUT 3-5 SECONDS TO ENGAGE IN ANY GEAR. ONCE IT DOES IT WILL DRIVE JUST FINE. THIS IS A REQUEST FOR FTS.

Service Action:PHILIP OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND

IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. PHILLIP WILL FORWARD TO OUR MASTER COUNSLANT THANKS SPOKE WITH TECHNICIAN, AND ADVISED TO ATTEMPT TO OBTAIN A DATA RECORDING OF THE CONCERN. ADVISED TECHNICIAN SINCE THE IGNITION COILS, AND SPARK PLUGS HAVE ALREADY BEEN REPLACED, A PCM MAY BE SUSPECTED AT THIS TIME. TIGHTENED THE PINS IN THE PCM CONNECTORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011893024

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6334511586)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010660924)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012311

Report#: SSV011893024
Open Date: 03/07/2012
Mileage: 79954
Warr Built Dt: 01/23/2006
Supplier RP:

Zone/Cd: 63-60336
Name: PERFORMANCE DODGE CHRYSLER JEE
Address: 6822 HIGHWAY 84
 FERRIDAY, LA 713345101
Phone: 318 757-6700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE SOMETIMES STALLS AND TRANSMISSION IS NOT SHIFTING PROPERLY I CHECKED CONNECTIONS AND REPLUGGED ESM. STILL HAS THE SAME CONCERN. I HAVE REPLACED THE TCM. I AM TRYING TO INITIALIZE THE MODULE AND IT ASKS ME TO UPDATE MODULE FIRST. THE CURRENT SOFTWARE PART NUMBER IS 04692392AI. THE UPDATE IS THE SAME NUMBER WITH AK ON THE END, BUT IT SAYS THE UPDATE IS FOR AN SRT8 ONLY. THIS VEHICLE IS AN R/T DAYTONA. DOES THIS VEHICLE HAVE THE SAME CONFIGURATION AS THE SRT8 SHOULD I PERFORM THE FLASH I JUST SENT OVER A RECORDING WHERE THE CAR STALLED. JEFF DRISKAL WAS WANTING TO TAKE A LOOK AT IT. THE CAR STALLED ONCE DURING ACCELERATION. IF YOU GUYS DONT MIND, PLEASE TAKE A LOOK AT THE RECORDING AND SEE IF YOU CAN FIGURE WHICH DIRECTION I NEED TO GO IN NEXT. THANK YOU. CAR IS STILL STALLING AND DYING AFTER REPLACING COILS AND PLUGS.

Service Action:DAVID, ADVISED THAT WE HAVE SEEN THIS CODE BE A ESM CONCERN. ADVISED TO REPLACE THE ESM AND NOT THE TCM. U0100 SETS IN ESM AND TCM. STAR ADVISED TO

CHECK THE ESM CONNECTIONS, MAKE SURE THE CONNECTOR IS FULLY SEATED, MAKE SURE THERE ARE NO PUSHED OUT TERMINALS, PULL TERMINALS OUT OF THE CONNECTOR AND MAKE SURE THERE ARE NO BROKEN WIRES AT TERMINALS OR DAMAGED TERMINALS, REPLACE ESM AND RECHECK OPERATION. REPLACE THE ESM. DO NOT PERFORM THE FLASH. YOUR BEST BET ON A NAG1 IS DISCONNECT BATTERY, WAIT 10 MINUTES, RECONNECT BATTERY, PERFORM A RESTORE VEHICLE CONFIGURATION, UPDATE THE PCM EVEN IF YOU HAVE TO USE THE EXISTING PROGRAM IN IT, THE TCM WILL AUTO UPDATE, DO NOT MANUALLY UPDATE THE TCM IF YOU DO YOU WILL LOSE COMMUNICATION BETWEEN THE TCM AND PCM, AFTER PROGRAMMING, IN TCM MISC FUNCTIONS DO THE EGS 52 AND SET TIRE SIZE IN TIPM. REPLACED BOTH FAULTY MODULES ADDITIONAL INFORMATION REQUIRED. TECH CALLED T/A LOOKING FOR IDEAS ON UNIT AS CONDITION IS STILL INTERMITTENTLY PRESENT. VEHICLE IS STALLING OUT. T/A SUGGESTED INSTALLING NEW PLUGS AN POTENTIALLY SWAPPING IGNITION COILS WITH KNOWN GOOD UNIT AS A TEST. PLEASE REPORT FINDINGS. I LL ESCALATE THE CASE FOR REVIEW. STAR REVIEWED CASE.FIRST OF ALL A BAD TCM WOULD NOT CAUSE IT TO STALL.SECOND IS YOUR TCM UP AND RUNNING NOW>DO NOT UPDATE TCM TO AK LEVEL THIS IS ONLY FOR SRT8 VEHICLES.IF TCM WAS INTIALIZED AND IS WORKING OK NOW THEN THE ISSUE WITH IT STALLING OUT AND THIS CODE IS YOUR PCM IS LOSING A POWER OR GROUND OR REPLACE COILS AND PLUGS.THIS ISSUE IS A KNOWN ISSUE WITH COILS OR PLUGS CAUSING EFI INTERFERANCE WITH PCM AND WILL KNOCK OUT THE PCM.PLEASE LET ME KNOW THE RESULTS AFTER REPLACING COILS AND PLUGS. DAVE I M GOING TO GIVE CASE TO THE DRIVEABILITY GROUP TO REVIEW RECORDINGS. DAVID, ADVISED TO REPLACE THE PCM. ADVISED WE HAVE SEEN SEVERAL CASES OF THE IGNITION COIL DRIVERS BECOMING DAMAGED DUE TO SUSPECT COILS THAT WERE PREVIOUSLY IN THE VEHICLE. DAVID REQUESTED OPINION FORM LOCAL T/A. T/A HAS REQUESTED DATA RECORDINGS AND SCAN REPORTS BE SENT AS THEY WERE NOT LOCATED ON UPLOAD DATABASE. DAVID, I HAVE NOT HEARD BACK FROM YOU ON THIS CASE SINCE LAST WEEK. I DID NOT GET THE SCAN REPORT AND DATA RECORDING THAT YOU STATED YOU HAD MADE. PLEASE SEND THEM TO ME AT JJD10 CHRYSLER.COM. STAR AGENT CASE MANAGER LISTED THE PCM AS A POSSIBLE DAMAGED COMPONENT. WHAT WAS THE OUTCOME OF THEREPLACEMENT IF VEHICLE IS REPAIRED PLEASE SUBMIT FOR CASE CLOSURE. THANKS JEFF J. DRISKILL REPLACING THE PCM AND ESM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012096916

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57296H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6250510492)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J108560350)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102812

Report#: SSV012096916
Open Date: 03/07/2012
Mileage: 3265
Warr Built Dt: 10/28/2005
Supplier RP:

Zone/Cd: 32-23097
Name: BRADSHAW CHRYSLER JEEP
Address: 554-581 MAIN STREET
 OAKVILLE, CT 067791991
Phone: 860 274-8834

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: WHILE DRIVING THE DASH LIGHTS COME ON THAN EVERYTHING GOES DEAD AND THE CAR DIES

Service Action: LARRY, NO KNOWN ISSUES AT THIS TIME FOUND ON THIS ISSUE. I WOULD TAKE A GOOD LOOK AT THE GROUND CIRCUIT FROM THE BATTERY TO THE BOLT IN THE TRUCK FOR CORROSION OR CONNECTION ISSUES. I WOULD TAKE A LOOK AT THE SHOCK TOWER BOLTS ALSO FOR CONNECTION CONCERNS. I WOULD CHECK THE GROUND TO THE BLOCK AND BELL HOUSING FOR CONCERNS. I WOULD CHECK THE IGNITION SWITCH FOR CONCERNS. REPORT BACK FINDINGS. TOM T. NO TRYED LOOKING FOR WHAT YOU SUSGESTED NOTHIN ADDITIONAL INFORMATION REQUIRED. CALLED LARRY TO DISCUSS THE CASE, HE WAS NO A ROAD TEST, HIS EXT IS 146 TRYING TO TRACE THINGS DOWN EVERYTHING THE COUSTOMER STATES DOSE NOT HAPPEN WHAT HAPPENS IS THE CAR CUTS OUT THAN COMES RIGHT BACK AND WHEN TIT HAPPENS WILL DO IT TWICE AND WONT DO IT FOR DAYS AGAIN AND WHEN IT DOSE IT IT CUTS OUT FOR ABOUT 2 SECONDS AND THAN COMES RIGHT BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012106174

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6180510019)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207561446)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080922

Report#: SSV012106174
Open Date: 03/02/2012
Mileage: 50685
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 63-44107
Name: ACADIANA DODGE CHRYSLER JEEP R
Address: 1700 SW EVANGELINE TRWY
 LAFAYETTE, LA 705082155
Phone: 337 232-7361

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ENGINEDIES DIES AT ILDE RUN GOOD TEST DRIVE REPLACEPLUGS STILL DIES OUT

Service Action: DAVID BIGGEST ISSUE WE SEE FOR STALLING CONCERNS ON THIS ENGINE IS COILS INTERFERING WITH THE PCM AND INCORRECT OR INCORRECTLY GAPED PLUGS. DAVID BIGGEST ISSUE WE SEE FOR STALLING CONCERNS ON THIS ENGINE IS COILS INTERFERING WITH THE PCM AND INCORRECT OR INCORRECTLY GAPED PLUGS. DAVID SWAP COILS FROM A DONOR VEHICLE AND RETEST. FOUND 2 BAD IGNITION COILS SHORTING ASD CIRCUIT AT TIMES ONLY AT IDLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012010814

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6136510749)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164560100)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061816

Report#: SSV012010814
Open Date: 02/21/2012
Mileage: 32486
Warr Built Dt: 06/18/2005
Supplier RP:

Zone/Cd: 71-45511
Name: CALIFORNIA SUPERSTORES VALENCI
Address: 23820 CREEKSIDE RD
 VALENCIA, CA 913551719
Phone: 661 259-8770

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ENGINES DIES WHEN COMING TO A STOP. UNABLE TO DUPLICATE CONCERN FOR PROPER DATA RECORDING. CUSTOMER STATES VEHICLE WILL STALL ANY TIME, NO MATTER ON FUEL LEVEL, HOT OR COLD.

Service Action: KEVORK, IF THE CONCERN CANNOT BE DUPLICATED ATTEMPT TO OBTAIN A DATA RECORDING OF THE EVENT. ADVISED TO QUESTION THE CUSTOMER IF THE CONCERN OCCURS AFTER FUELING THE VEHICLE. KEVORK, IF THE CONCERN CANNOT BE DUPLICATED ATTEMPT TO OBTAIN A DATA RECORDING OF THE EVENT. KEVORK ADVISE WE HAVE SEEN ISSUES WITH PLUGS AND COILS FOR THIS CONCERN, ADVISE IF UNABLE TO DUPLICATE SEND CUST OUT WITH DATA RECORDER. CUSTOMER PICKED VEHICLE UP. WAS UNABLE TO DUPLICATE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012023236

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6152620053)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J137660135)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061505

Report#: SSV012023236
Open Date: 02/22/2012
Mileage: 39455
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 32-42885
Name: SECURITY DODGE CHRYSLER JEEP R
Address: 345 MERRICK RD
 AMITYVILLE, NY 117013412
Phone: 631 789-2255
 631 691-9331

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE CUTS OUT WHILE DRIVING

Service Action:THOMAS,MAKE SURE YOU DO NOT HAVE A POSSIBLE \ COIL KILLER\ SCENARIO.THIS CAN BE CAUSED BY SPARK PLUGS,WORN OUT OR EVEN INCORRECT PLUG TYPE BEING USED,START WITH NEW PLUGS USE ONLY NGK PLZTR5A-13 ANYTHING ELSE COULD BE SUSPECT.ONCE PLUGS ARE RULED OUT & IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.\r\nIT COULD BE ONE OR MORE OF THE IGNITION COILS CAUSING THE CONCERN.LEAVE THE PCM AS A LAST RESORT.
 PCM\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR U0100 AND STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012040946

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6280510888)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J103570277)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110911

Report#: SSV012040946
Open Date: 02/22/2012
Mileage: 49833
Warr Built Dt: 11/09/2005
Supplier RP:

Zone/Cd: 32-67282
Name: RAMSEY CHRYSLER JEEP DODGE
Address: 1555 RTE 17 S
 RAMSEY, NJ 074462810
Phone: 201 818-1695
 201 818-9600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR STALL AFTER FILLING UP WE THOUGHT THE CUSTOMER OVER FILLED THE TANK THE FIRST TIME THIS HAPPENED.CUSTOMER STATES THIS HAPPENS WHEN GAS PUMP SHUT OFF AND GAUGE RIGHT AT FULL, NOT OVERFILLED. I AM GOING TO TRY A FUEL TANK. THANKS

Service Action:MARK THE FUEL CONTROL VALE IS PART OF THE FUEL TANK AND CAN CAUSE THIS ISSUE,ALSO HAVE SEEN THIS CAUSED BY CUSTOMER OVERFILLING. MARK KEEP US UPDATED THANKS. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012063227

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W56H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6165520041)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J095560136)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 082611

Report#: SSV012063227

Open Date: 02/17/2012

Mileage: 91629

Warr Built Dt: 08/26/2005

Supplier RP:

Zone/Cd: 35-68512

Name: BEAVER MOTORS INC

Address: ROUTE 522
BEAVER SPRINGS, PA 17812

Phone: 570 658-0100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AT STOPS MOST OF THE TIME. THE CODE ONLY RESETS IN THE TCM CUSTOMER TOOK HOME FOR A COUPLE DAYS AND HAS THE SAME ISSUE

Service Action:GREG ARE THERE ANY CODES IN THE TCM HAVE THE COILS AND PLUGS BEEN CHANGED OEM PLUGS -CHECK C200 BULKHEAD AND C102 CONNECTORS FOR MOISTURE/CORROSION--CHECK YOUR ADAPTIVES.OTHER HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST. REPLACE SHIFTER PN#68091341AA-PCM POS LOSING COMMUNICATIONS WITH ESM IN SHIFTER. SHIFTER ADDITIONAL INFORMATION REQUIRED. GREG-U0100 IS A VERY GENERAL CODE TO DIAGNOSE-NEEDED TO RULE OUT OTHER COMMON CONCERNS-HARD TO FIX THEM ALL ON THE FIRST TRY-JEFF W CHECK TCM TERMINALS FOR CORROSION, DAMAGE, OR TERMINAL PUSH OUT. IF NPF REPLACE PCM. THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012067215

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6215511802)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J248560056)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091214

Report#: SSV012067215
Open Date: 02/14/2012
Mileage: 47720
Warr Built Dt: 09/12/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL WHEN PULLING INTO DRIVEWAY OR AT STOPS

Service Action: STAR ADVISED TECH TO CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK)WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK REPLACED FUEL TANK AND EVAP CANISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012079019

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57256H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6234510258)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J225560007)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090908

Report#: SSV012079019
Open Date: 02/17/2012
Mileage: 64667
Warr Built Dt: 09/09/2005
Supplier RP:

Zone/Cd: 66-68739
Name: EAST TENNESSEE DOD-CHRY-PLYM-J
Address: 2712 NORTH MAIN ST.
 CROSSVILLE, TN 38555
Phone: 931 484-9746

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING NO CEL

Service Action:JOSH -CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK)WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM. THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP(FLOW CONTROL VALVE LOCATED IN FUEL TANK)-POS-FUEL TANK TANK PURGE SOLENIID CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012079404

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6129610412)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J134660024)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052306

Report#: SSV012079404
Open Date: 02/20/2012
Mileage: 98905
Warr Built Dt: 05/23/2006
Supplier RP:

Zone/Cd: 32-36089
Name: EDWARD H SPENCER INC
Address: 764 MAIN ST
 WARREN, MA 01083
Phone: 413 436-7721

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS OR TRIES TO STALL WHILE COASTING. APPEARS TO OCCUR AFTER A RECENT FUEL FILL UP. THIS IS A POLICE CRUISER

Service Action:JEFF,IF THIS ONLY HAPPENS AFTER A FUEL FILL EVENT,THEN CHECK THE VAPOR CANISTER & PURGE LINE FOR SIGNS OF LIQUID FUEL,IF YOU HAVE LIQUID FUEL IN THE PURGE LINE AND PURGE SOLENOID AND VAPOR CANISTER AFTER A FUEL FILL EVENT THEN YOU COULD HAVE A FUEL TANK CONTROL VALVE ISSUE,ITS PART OF THE FUEL TANK,THE FUEL TANK WILL NEED TO BE REPLACED ALONG WITH ANY OTHER COMPOENNETS THAT WERE DAMAGED BY THE LIQUID FUEL. CUSTOMER HAS OPTED TO KEEP FUEL BELOW 7/8 WHICH HAS CORRECTED THE PROBLEM

Correction:

SECOND WCM, PLEASE KEEP ME POSTED,\r\nTHANKS.\r\nMARK. SECOND WCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012103752

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610431)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J142660974)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053021

Report#: SSV012103752
Open Date: 02/27/2012
Mileage: 64108
Warr Built Dt: 05/30/2006
Supplier RP:

Zone/Cd: 63-66929
Name: MEADOR DODGE CHRYSLER JEEP RAM
Address: 2351 SE LOOP 820
 FORT WORTH, TX 761195864
Phone: 817 535-0535

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES RAW FUEL IS COMING OUT OF PURGE VALVE CAUSING ENGINE TO DIE, FUEL TANK ALREADY REPLACED AND CANISTER HAS BEEN CHECKED FOR RAW FUEL, OCCURS WHEN FUEL TANK FILLED

Service Action: CHRIS CHECK FOR KINKED VENT LINE-IF NPF-THIS CAN BE CAUSED BY CUSTOMER OVERFILLING VEHICLE (NOT STOPPING AFTER THE FIRST CLICK) OR FILLING THE TANK WITH VEHICLE RUNNING-WHICH CONTAMINATES THE CANISTER WITH RAW FUEL AND CONTAMINATES THE EVAP SYSTEM(FORCE RAW FUEL OUT OF PURGE VALVE). THIS MAY CAUSE THE FUEL TANK CHECK VALVE TO STICK OPEN OR MAY CAUSE VENT FOR EVAP SYSTEM ON TANK CROSSOVER TO STICK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE VEHICLE TO STALL AFTER FILL UP. POS-FUEL TANK N

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012111679

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6142610184)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151660020)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060823

Report#: SSV012111679
Open Date: 02/28/2012
Mileage: 69225
Warr Built Dt: 06/08/2006
Supplier RP:

Zone/Cd: 70-66802
Name: ADVANTAGE DODGE-CHRY-JEEP
Address: 3200 EAST MAIN STREET
 FARMINGTON, NM 87402
Phone: 505 327-4424

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES INTERMITTENTLY THEN STARTS BACK UP.

Service Action:SHAUN,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. LEAVE THE PCM AS LAST RESORT. THANK YOU FOR YOUR TIME. WE REPLACED ALL COILS SEEMS LIKE VEHICLE HAS

BEEN FIXED.\r\n*****\r\nSTAR: TECH REPLACED ALL THE IGNITION COILS FOR U0100 AND STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011851691

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57206F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6067610295)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083660928)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040402

Report#: SSV011851691
Open Date: 02/10/2012
Mileage: 38519
Warr Built Dt: 04/04/2006
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RANDOM STALLING & LAST OCCURED AFTER FILL UP. I ASKED IF IT HAPPENS AFTER FILLING BUT SINCE THEY RARELY USE VEHICLE, IT ONLY HAS BEEN FILLED RECENTLY. ACCORDING TO SVC HIST, IT SEEMS TO HAVE BEEN STALLING WITHOUT A FULL TANK. AWAITING AUTHORIZATION FROM CUSTOMER.

Service Action: ERICSON, YOU NEED TO FIND OUT IF THE DIE OUT HAPPENS AFTER A FUEL FILL EVENT, IT COULD BE A FUEL TANK CONTROL VALVE ISSUE IN WHICH CASE THE FUEL TANK MAY NEED TO BE REPLACED IF YOU FIND EVIDENCE OF LIQUID FUEL AFTER FUEL FILL IN THE PURGE LINE AND VAPOR CANISTER. OR THE OTHER ISSUE WE SEE A LOT OF THAT CAUSE DIE OUTS ON THE HEMI IS SPARK PLUGS AND IGNITION COILS, PLATINUM PLUGS COULD BE THE ISSUE HERE ALSO. OR IT COULD BE THE COILS. YOU MAY WANT TO INSTALL PLUGS CHAMPION REC14MCC4. SWAP COILS WITH A DONOR VEHICLE. ERICSON, THEN REPLACE THE SPARK PLUGS FIRST USE CHAMPION REC14MCC4, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. ERICSON, THANKS FOR THE UPDATE. CUST DECLINED REPAIRS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012050526

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6135610279)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J143660134)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053010

Report#: SSV012050526
Open Date: 02/10/2012
Mileage: 50000
Warr Built Dt: 05/30/2006
Supplier RP:

Zone/Cd: 70-44503
Name: CHAPMAN DODGE CHRYSLER JEEP
Address: 6601 EAST MCDOWELL ROAD
 SCOTTSDALE, AZ 852573100
Phone: 480 949-7600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STILL HAS A HESITATION. THE VEHICLE IS AT AN INDEPENDENT SHOP. THEY REPLACED THE CRANK SENSOR. VEHICLE WILL DRIVE FOR SOMETIMES 3 HOURS TO 6 DAYS WITH OUT ANY PROBLEMS. THEN WILL \ HIC-UP\ . THE CODE THAT SETS IS U0100. THE CRNAK SENSOR WAS REPLACED TO \ HELP\ ... NEW INFORMATION IS WHEN THE VEHICLE IS AT A STOP IT WILL INTERMITTENT STALL. CUSTOMER WILL RESTART VEHICLE AND SHIFT BACK TO DRIVE, ENGINE WILL REV AND WILL NOT GO. CUSTOMER WILL TRY 3 TIMES AND THEN THE VEHICLE WILL GO. CUSTOMER VERY FRUSTRATED WITH RESPONSE FROM CHRYSLER \nREGARDING REPAIRS.

Service Action: JONATHAN, YOU WILL NEED TO GET THE VEHICLE INTO THE SHOP, SWAP OR REPLACE THE IGNITION COILS NEXT IF THE PLUGS WERE REPLACED WITH THE CORRECT PART NUMBER. CUSTOMER REFUSED FURTHER REPAIRS AND TOOK DELIVERY OF VEHICLE AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012006859

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610451)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088661578)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041204

Report#: SSV012006859
Open Date: 02/09/2012
Mileage: 96400
Warr Built Dt: 04/12/2006
Supplier RP:

Zone/Cd: 63-43860
Name: CHAPRELL CHRY-DODGE-JEEP INC
Address: 1109 NORTH BROADWAY
 ADA, OK 748202038
Phone: 580 332-9400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENG. LIGHT IS ON. THROTTLE LIGHT ON. VEHICLE STALLS VERIFIED VEHICLE HAS OEM CHAMPION SPARK PLUGS. SWAPPED IGN. COILS FROM KNOWN GOOD CAR. STILL HAS SAME ISSUE. ENGINE WILL STALL AND DTC U0100 IS SET.

Service Action:JEFF,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE

PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.LEAVE THE PCM AS LAST RESORT. JEFF,I WOULD LIKE YOU TO REPLACE ALL THE SPARK PLUGS PERSONALLY BEFORE REPLACING THE PCM.USE ONLY CHAMPION REC14MCC4. WE REPLACED PCM, THE VEH IS REPAIED AND RUNNING GREAT NOW\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR U0100 P0700 P2638.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012022231

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108610072)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661036)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051015

Report#: SSV012022231
Open Date: 02/03/2012
Mileage: 65895
Warr Built Dt: 05/10/2006
Supplier RP:

Zone/Cd: 66-68275
Name: ROYSTON CHRY-PLYM-DODGE-JEEP I
Address: 910 WEST MORRIS BLVD
 MORRISTOWN, TN 37813
Phone: 423 587-2000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES WHILE SETING STILL RUNES FINE NO DTCS LIKE U TURN KEY SWAPED PLUGS RUNES FINE FOR 45 MIN DIES SWAPED COILS WAITEING ON OUT COME

Service Action:CHARLES,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. CHARLES, THANKS FOR THE UPDATE. CHANGED ALL

COILS\r\n*****\r\nSTAR: TECH REPLACED ALL THE IGNITION COILS FOR THE DIE OUT CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012004963

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6257510414)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J263560202)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 092317

Report#: SSV012004963

Open Date: 02/02/2012

Mileage: 48501

Warr Built Dt: 09/23/2005

Supplier RP:

Zone/Cd: 35-68607

Name: FRED FREDERICK CHRYSLER EASTON

Address: 8562 OCEAN GATEWAY
EASTON, MD 21601

Phone: 410 822-2100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE RUNS ROUGH AND SHUTS OFF THERE WERE NO DTCS IN THE PCM THE C107D CODE WAS STORED IN THE ABS MODULE & THE U1408 WAS STORED IN THE TCM , I HAVE HAD A COMMANDER & A RAM 1500 THAT HAD THE HEMI COIL KILLER ISSUE & WERE TOUGH TO DUPLICATE & PINPOINT THE ROOT CAUSE. DO YOU THINK THIS PROBLEM COULD POSSIBLY SET THOSE DTCS IN OTHER MODULES

Service Action:KENT,FOLLOW THE DIAGNOSITCS FOR THOSE CODES,NOT COMMON FAULTS WE SEE WITH STALLING,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR

YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. KENT, IT COULD BE POSSIBLE. SPARK PLUGS\r\n*****\r\nSTAR: TECH NOTES SPARK PLUGS WERE CAUSING THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012003297

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610817)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J100660176)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051207

Report#: SSV012003297
Open Date: 02/01/2012
Mileage: 37716
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 70-25056
Name: TOM MATSON CHRYSLER JEEP DODGE
Address: 2925 AUBURN WAY NORTH
 AUBURN, WA 98002
Phone: 253 833-2485

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE AT TIMES AND NOT RESTART. SERURITY LIGHT WILL COME ON.

Service Action:VEHICLE WILL DIE AT TIMES AND NOT RESTART. SERURITY LIGHT WILL COME ON. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : REPLACED THE WCM FOR CODES B1A29-SKIM BASESTATION MISMATCH, AND B1A28-ECM MISMATCH WITH SKIM. KEYS PROGRAMMED JUST FINE AND TEST DROVE OK. DTCS : B2105,U0100,C2202,U140E,U0401
 TECHCONNECT SEARCH : WCM/*****\r\nHAD TECH SEND IN A VSR, THE POLICE TAXI INTERFACE HAS CURRENT AND ORIGINAL VINS MISSING THE LAST 3 NUMBERS. THAT WILL REQUIRE REPLACEMENT AND WILL MOST LIKELY FIX THE C2202 CODE. ASKED TECH TO GO THROUGH THE DIAGNOSTIC TEST FOR THE B2105 EVEN THOUGH IT IS NOT ACTIVE. I M VERY INTERESTED IN HAVING HIM LOAD TEST OUR POWER FEED CIRCUITS, ALONG WITH ANY OTHER WIRING MENTIONED WITHIN THE TEST PROCEDURE. FINALLY, HEY JESSE, COULD YOU TELL ME IF THE OFFICER USING THIS VEHICLE IS LEFT HANDED IF SO HIS SERVICE WEP MAY

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012006709

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H46H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6208511151)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J111111111)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 082920</p>	<p>Report#: SSV012006709</p> <p>Open Date: 01/30/2012</p> <p>Mileage: 51753</p> <p>Warr Built Dt: 08/29/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 63-44909</p> <p>Name: FLETCHER DODGE-CHRYSLER-JEEP</p> <p>Address: 3314 STADIUM BLVD JONESBORO, AR 724049311</p> <p>Phone: 870 932-2246</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES SOME TIMES CAN YOU CALL ME FIRST THING IN THE MORNING ON THIS 870 761 8568

Service Action: RICHARD, YOU COULD HAVE A POSSIBLE PCM ISSUE CAUSING THE CONCERN HERE, BUT BEFORE WE GO THERE COUPLE OF OTHER AREAS THAT WE HAVE SEEN CAUSE THESE CODES AND THIS ISSUE.....TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW

SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.LEAVE THE PCM AS A LAST RESORT IN THIS CASE. STAR CALLED TECH....DISCUSSED THE COIL KILLER SCENARIO,ADVISED TECH START WITH NEW PLUGS,THEN TRY COILS.LEAVE THE PCM FOR LAST. NO WORK PREFORMED CUSTERMER PICKED UP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012009836

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6319510012)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J332561332)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120508

Report#: SSV012009836
Open Date: 01/25/2012
Mileage: 51028
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 66-60522
Name: FIELDS CHRYSLER JEEP DODGE RAM
Address: 750 TOWNE CENTER BLVD
 SANFORD, FL 327717493
Phone: 407 878-7710
 407 878-7712

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE RANDOMLY DIES OUT, WILL RESTART. FROM MY FIRST STORY; \ REPLACED ALL SPARK PLUGS AND SWAPPED COILS FROM ONE BANK TO THE OTHER\ ANOTHER PART I NOTICED, IS THAT WHEN THE PCM HAS A STORED DTC IN IT. WHEN THE VEHICLE DIES OUT, THE PCM GOES CLEAR, NO MORE DTCS. CHECKED POWERS AND GROUND TO PCM (LOAD TESTED) AND THEY ARE OK.

Service Action:ALEXANDER, I FIRST WOULD CHECK THIS ENGINE TO SEE IF THERE PLATINUM PLUGS INSTALLED. IF SO REMOVE THEM AND INSTALL ORIGINAL MANUFACTURE RECOMMENDED PLUGS AND RETEST. REPORT BACK FINDINGS. THANKS. STAR CALLED TECH TO UPDATE CASE--TECH STATED TRANS IS SETTING -U0100 DTC--PCM IS RESETTING-ONLY SETS P2172 AT DIE OUT-ADVISED TECH TO REPLACE ALL COILS AND RETEST. REPLACED THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012023848

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158611706)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164661695)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062822

Report#: SSV012023848
Open Date: 01/25/2012
Mileage: 92259
Warr Built Dt: 06/28/2006
Supplier RP:

Zone/Cd: 66-26241
Name: HENDRICK CHRY-JEEP
Address: 543 N MCPHERSON CHURCH RD
 FAYETTEVILLE, NC 283034409
Phone: 910 425-4200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT LIGHTS... STOPPED. AT 25 TO 45 MPH CONSTANT SPEED, MAY STALL/ BUCK INTER. NO CODES. SET EGR CONTROL CIRCUIT HIGH ONE TIME AT START UP.

Service Action: SIDNEY, STAR DID NOT FIND ANY DATA RECORDINGS FOR THIS VIN. TRY DISABLING OR UNPLUGGING THE EGR VALVE SEE IF THE ISSUE GOES AWAY, IF NOT YOU COULD HAVE MORE THAN ONE ISSUE HERE THE EGR CODE MAY BE A SEPARATE ISSUE. TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE

LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. CUSTOMER DECLINED REPAIR.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011406059

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6149610354)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165660225)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061717

Report#: SSV011406059
Open Date: 01/21/2012
Mileage: 77606
Warr Built Dt: 06/17/2006
Supplier RP:

Zone/Cd: 71-24100
Name: HUNTINGTON BEACH CHRYSLER DODG
Address: 16701 BEACH BLVD
 HUNTINGTON BEACH, CA 926474814
Phone: 714 841-3999

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLING WITH NO DTC,NO UPDATE FLASH I ALSO FAIL TO MENTION THAT AFTER VEHICLE STALL,CUSTOMER HAVE A HARD TIME TRYING TO RESTART VEHICLE,CUSTOMER MENTION THAT IT TAKE MULTIPLE IGNITION CYCLE BEFORE VEHICLE START AND GAUGE ON CLUSTER DIDN T RESPOND TO KEY ON OR START. SORRY TO TAKE TOO LONG TO RESPOND,I HAVE INSTALL 8 IGNITION COILS TO THE VEHICLE,CUSTOMER TOOK THE VEHICLE AND BROUGHT IT BACK TODAY 07-05-2011.CUSTOMER STATED HE HAVE NO MORE STALLING PROBLEM,BUT VEHICLE DID STUMBLE ONCE AFTER 574 MILES OF DRIVING.THIS TIME VEHICLE HAVE DTC IN ELECTRONIC SHIFT MODULE U0100 FOR LOST COMMUNICATION WITH PCM.MY QUESTION IS CAN ESM CAUSE THE STUMBLE THAT THE CUSTOMER STATED THE CUSTOMER FINALLY BROUGHT THE VEHICLE BACK WITH THE DATA RECORDER I INSTALL,THE VEHICLE STILL STALLING,CAN YOU PLEASE LOOK AT THE DATA THAT I SUMMIT AND GIVE ME AN ANSWER ON WHAT TO DO NEXT.THANKS MINH OK IM GOING TO COMPARE THE DATA,LET ME KNOW IF YOU SEE SOMETHING OBVIOUS.
 THANKS MINH I COMPARE THE DATA ON THE

ASD RELAY AND IS ON ,AND THE IGNITION SENSE ARE LOW WHILE IS RUNNING GOOD ,UP UNTIL THE VEHICLE TURN AND RESTART.LET ME KNOW WHAT ELSE I CAN DO
CUSTOMER ALSO STATED THAT VEHICLE STALL MORE OFTEN AFTER FILL UP.

Service Action:MINH OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN
TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM
PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT
OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS
OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND
IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF
IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE
AND FREEZE FRAME DATA IF ANY CODES COME UP. HAVE YOU SWAP THE COILS FROM ANOTHER CAR AND REDRIVE FOR ISSUE. MINH WE HAVE RESPONDED TO YOUR
TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION.
IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER YES IT CAN THANKS WE HAVE RESPONDED TO YOUR TICKET BUT
HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE
REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER MINH WHAT DID YOU SEE ON THE DATA RECORDING, WE WILL LOOK AT THEM.
YOU SHOULD ALWAYS TAKE DATA RECORDING OF THE ISSUES AND THEN WHEN RUNNING OK AND THEN COMPARE. MINH WATCH THE ASD RELAY SENSE OR IGNITION
SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM AND I THINK THIS MIGHT BE YOUR ISSUE. MINH MORE OFTEN AFTER A FILL
UP, GOOD WE HAVE SEEN THAT ISSUE AND CHECK AND IF WE HAVE RAW FUEL WHEN HE FILLS IT UP IN THE LINES AND CANISTER THEN WE NEED TO INSTALL A NEW TANK -
CANISTER AND ESIM AND THEN REDRIVE FOR ISSUE. THE TANK VALVE IS STICKING OPEN AND ALLOWING FUEL INTO THE EVAP SYSTEM AND IT STALLS IT OUT AND HAS A
HARD TIME STARTING. FUEL TANK AND CARBON CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011979082

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6160611528)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J170660114)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062712

Report#: SSV011979082
Open Date: 01/20/2012
Mileage: 89107
Warr Built Dt: 06/27/2006
Supplier RP:

Zone/Cd: 63-68886
Name: CHAMPION CHRY-DODGE
Address: 435 E PASS RD
 GULFPORT, MS 39507
Phone: 228 896-1515
 228 896-6913

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR DIES WHILE DRIVING, BUT RESTARTS

Service Action:TECH STATES THAT GOOD TRIPS WAS 17, KEY STARTS 20, BUT THERE IS NO MPH OR OTHER DATA IN FREEZE FRAME. \r\nTHE VEHICLE RUNS GOOD, THE ADAPTIVES ARE GOOD, AND HAS NOT RECURRED.\r\nADVISE TO CHANGE PCV VALVE.\r\nNEED TO DUPLICATE DIE OUT CONCERN BEFORE REPAIRING.\r\nSET UP VEHICLE WITH A FLIGHT RECORDER. DID NOT RETURN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012009703

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6139610286)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146661136)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060614

Report#: SSV012009703
Open Date: 01/19/2012
Mileage: 74901
Warr Built Dt: 06/06/2006
Supplier RP:

Zone/Cd: 32-60139
Name: IMPERIAL CHRYSLER DODGE JEEP
Address: 6 UXBRIDGE ROAD
 MENDON, MA 01756
Phone: 508 473-8400

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
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:CAR STALLS WHEN WET OUT. TRANS NEUTRALS OUT

Service Action:CAR STALLS WHEN WET OUT. TRANS NEUTRALS OUT DUPLICATED : YES - DAMP MOISTURE. HAPPENS INTERMITTENTLY REPAIRS AND TESTS PERFORMED : NO MISFIRES (AFTER CAR WARMED UP). SET TIRE SIZE (WAS NOT SET). NO RAW FUEL IN PURGE SOLENOID LINES DTCS : P0700, P0732 SCAN TOOL SOFTWARE VERSION : 12.01.109
 TECHCONNECT SEARCH : MOISTURE
 CHRISTOPHER, DO THESE CONDITIONS OCCUR AT THE SAME TIME FOR THE STALLING CONDITION, YOU MAY HAVE WIRING ISSUES, SINCE IT ONLY OCCURS DURING DAMP WEATHER. START BY CHECKING THE CONNECTORS AT THE PCM, AND MAKE SURE THAT ALL GROUNDS ARE GOOD. FOR THE TRANS CONDITION, WHEN YOU HAVE FAULT CODES PRESENT, IT S NORMAL FOR THE TRANS TO GO INTO NEUTRAL IF THE FAULT SETS WHEN VEHICLE SPEED IS OVER ABOUT 45 MPH. WHEN YOU COME TO A STOP, THE TRANS WILL GO INTO LIMP MODE AND THEN WILL MOVE IN 2ND GEAR AND REVERSE. CHECK FOR WATER IN THE TRANS FLUID,

CHECK FOR ANY WATER OR FLUID INTRUSION INTO THE CONNECTOR AT THE TRANS, CHECK THE OPERATION OF THE N2, N3, AND ALL WHEEL SPEED SENSORS. MAKE SURE THAT THE VEHICLE HAS THE CORRECT SIZE TIRES AND THAT THE CIRCUMFERENCE OF ALL FOUR TIRES IS WITHIN ABOUT 1/8\ . LET US KNOW IF YOU NEED FURTHER ASSISTANCE----BOB PERFORMED GROUND REPAIRS AND FLASHED THE PCM AND SET TIRE SIZE IN TIPM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011962835

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H96H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6202512712)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J186561241)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 082406</p>	<p>Report#: SSV011962835</p> <p>Open Date: 01/17/2012</p> <p>Mileage: 62426</p> <p>Warr Built Dt: 08/24/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 74-44585</p> <p>Name: LEWIS CHRYSLER-DODGE-JEEP OF H</p> <p>Address: 4440 VINE AVE HAYS, KS 67601</p> <p>Phone: 785 628-3359</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MIL ON. VEHICLE DIES OUT INTERMITTENTLY. TRANS SLIPS INTERMITTENTLY.

Service Action: TECH ROBERT CALLED IN, CHECK ENGINE LIGHT ON AND NO COMMUNICATIOON WITH ANY MODULE. ADVISED TECH TO CHECK VOLTAGE AT THE CAN C DIAGNOSTIC AT THE DLC. THEN DISCONNECT THE BATTERY AND OHM CHECK THE CAN C DIAGNOSTIC. RESEARCHING LIKE CASES, FOUND SEVERAL CASES WITH THE FCM BEING AN ISSUE. ERIC G. ROBERT STATES THAT THE TERMINATION IS 60 OHMS, THE VOLTAGE AT THE DATA LINK IS 2.5 ON DIAG CAN C AND THE POWERS AND GROUNDS ARE GOOD AT THE FCM AND THE DATA LINK. THE FCM WAS SWAPPED FROM A LIKE VEHICLE AND THE SCAN TOOL WAS USED ON THE LIKE VEHICLE PRIOR TO SWAPPING THE FCM. ADVISED THAT THE DATA LINK IS MOST LIKELY NOT MAKING A CONNECTION TO THE POD, REPLACE DATA LIKE IF NECESSARY. TRANSFERED TO DRIVE, HAD A BAD DATA LINK CONNECTOR, NO COMM W/SHIFTER MODULE OR PCM. ABS BUS IS 1.9V., PCM IS 2.0V. \n\nREFER TO SOL CASE #K59540930 CHECK AT PARKING BRAKE ACTUATOR FOR

HARNES CHAFFING. \nLOAD TEST THE POWERS AND GROUNDS TO THE PCM. ADVISED TECH OF POSSIBLE IGNITION SWITCH ISSUE, MONITOR THE IGNITION SWITCH FEEDS/SENSE TO THE IPM, PCM.\nCHECK FOR POOR CONNECTIONS IN THE REAR OF THE PDC, AND THE HARNESS CONNECTORS FOR THE PCM. \nCHECK THE JUNCTION BLOCK ON THE LEFT SIDE.\nPERFORM A BATTERY DISCONNECT WITH CAPACITIVE DISCHARGE; RE-EVALUATE. TECH CALLED BACK STATING THAT HE HAS THE SAME CONCERN, STALLING OUT AT TIMES. TECH HAS REPLACED THE IGNITION SWITCH WITH NO CHANGE. ADVISED TO RUN A 5 AMP IN LINE FUSE TO ALL MODULES THAT FUSE 26 SUPPLIES VOLTAGE TO FROM THE REAR PDC. ADVISED THAT POSSIBLE PLATINUM SPARK PLUGS HAVE CAUSED CONCERNS ON THESE ENGINES. TRANSFERRING TO DRIVE GROUP FOR FURTHER RECOMMENDATIONS. REPORT BACK FINDINGS. THANKS, TOM T. ADVISE TECH TO REMOVE AND INSPECT ALL SPARK PLUGS FOR THE CORRECT APPLICATION AND CONDITION , REPLACE THE SPARK PLUGS WITH THE CORRECT MOPAR PLUGS IF THEY ARE FOUND TO BE SUSPECT . ADVISE TECH THEN IF THE STALLING CONCERN PERSIST TO SWAP OR REPLACE ALL 8 IGNITION COILS AND SEE IF THE CONDITION PERSIST , THEN IF THE CONDITION PERSIST TO REPLACE THE PCM . TECH STATES THE VEHICLE STALLS OUT WHEN DRIVING , THE COILS AND THE PLUGS HAVE BEEN ELIMINATED AND THE STALLING CONCERN PERSIST BUT NOT AS SEVERE AS BEFORE . ADVISE TECH TO REPLACE THE PCM . REPLACED COILS AND PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011983985

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6188510013)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J203560697)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080515

Report#: SSV011983985
Open Date: 01/13/2012
Mileage: 96198
Warr Built Dt: 08/05/2005
Supplier RP:

Zone/Cd: 63-67675
Name: TAYLOR AUTOMOTIVE INC
Address: 11989 HIGHWAY 22 EAST
 MARTIN, TN 38237
Phone: 731 587-9544

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DYING WHILE DRIVING

Service Action:DANNY,MAKE SURE WE HAVE A OEM MOPAR PCV INSTALLED,IF SO THEN REPLACE THE THROTTLE BODY AND RE-TEST. CHECKED AND REPLACED THROTTLE BODY\r\n*****\r\nSTAR: TECH REPLACED THE T/B ASSEMBLY.P0507 AND STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011907798

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6125510423)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J136560948)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052801

Report#: SSV011907798
Open Date: 01/12/2012
Mileage: 55354
Warr Built Dt: 05/28/2005
Supplier RP:

Zone/Cd: 71-66451
Name: SOUTH COUNTY CHRYSLER - JEEP -
Address: 6600 CHESTNUT ST
 GILROY, CA 95020
Phone: 408 842-8244

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AFTER FILL UP. CHECKED EVAP CANISTER FOR RAW FUEL NONE FOUND

Service Action:STAR ADVISED TECH TO CHECK FOR KINKED VENT LINE-IF NPF-THE FUEL TANK CHECK VALVE OR VENT FOR EVAP SYSTEM ON TANK CROSSOVER COULD BE STICKING OPEN-THIS WILL ALLOW RAW FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER-WHICH MAY CAUSE ENGINE STALL CONDITION AFTER A FILL UP.POS FUEL TANK CONCERN. IF NO KINKED LINES-REPLACE FUEL TANK . COULD NOT DUPLICATE CUSTOMER CONCERN THIS TIME. FILLED TANK AND TEST DROVE VEHICLE. CUSTOMER HAS NOT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011956611

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6181511896)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560293)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081508

Report#: SSV011956611
Open Date: 01/11/2012
Mileage: 47018
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 51-44495
Name: GREEN DODGE
Address: 3801 WABASH AVE
 SPRINGFIELD, IL 627116276
Phone: 217 523-5685

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:VEHICLE SHUDDERS AND DIES WHEN PUTTING IN GEAR DID CHECK FUILED LEVEL IN TRANS AND IS AT THE CORRECT LEVEL REPLACE TORQE CONVERTER, CLEANED & INSPECTED VALVE BODY, FLUSH TRANS COOLER, RE-SET ALL TRANS ADAPTIVES, TOOK FOR TEST DRIVE STILL DIES AT STOP SIGNS OR WHILE PUTTING IN GEAR AND HAVE A SHUDDER IN 4TH AT CRUISEING SPEED LIKE CONVERTER IS NOT FULLY ENGAGED GOES AWAY WHEN SPEEDING UP ALSO SEEMS TO DO THIS AFTER VECHILE HAS BENN DRIVEN FOR 10 TO 15 MILES

Service Action:CUSTOMER CONCERN: VEHICLE SHUDDERS AND DIES WHEN PUTTING IN GEAR DID CHECK FUILED LEVEL IN TRANS AND IS AT THE CORRECT LEVEL \r\nDUPLICATED: YES - START VEHICLE AND PUT IN AND GEAR AND SHUDDERS AND DIES WILL RESTART IN PARK OR NETURAL \r\nREPAIRS PARTS AND TESTS: CHECK FOR CODES,TSB, STAR AND CHECK FOR UPDATES FOR PCM AND TCM BOTH ARE UP TO DATE AND NO CODES,OR TSB. \r\nTSB APPLIED: \r\nDTCS: \r\nINFORMATION SENT: \r\nSCAN TOOL SOFTWARE

VERSION: \r\nLAST TECHCONNECT SEARCH: SHUDDERS AND DIES \r\n*****\r\n\r\nNICHOLAS PULL THE VB AND INSPECT THE LU CONTROL VALVE FOR STUCK IN THE BORE. IF OK REPLACE THE CONVERTER AND AND CHECK THE INPUT SHAFT SEALS. IF WATER IS FOUND IN THE PAN FLUID THEN YOU WILL NEED TO COMPLETELY DISASSEMBLE, FLUSH, RESEAL, AND REPLACE THE CONVERTER, FLUSH THE COOLER AND RESEAL THE DIPSTICK. REPLACE THE VB. NICK IF IT IS TCC RELATED THE VB HAS THE TC LU VALVE THAT WOULD CAUSE IT THE CONVERTER OR THE INPUYT SHAFT SEALS, IF ITS NOT COINVERTER RELATED YOU MAY HAVE A DRIVABILITY ISSUE THAT CAUSING THE STALL. AT THIS POINT THE VB IS THE NEXT PART. REPLACE VB IN TRANS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011979644

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6236510628)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J242560748)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090821

Report#: SSV011979644
Open Date: 01/11/2012
Mileage: 96347
Warr Built Dt: 09/08/2005
Supplier RP:

Zone/Cd: 70-68930
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 585 RAINIER AVE S
 RENTON, WA 980572412
Phone: INACTIVE
 425 226-0066

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT COMES ON,CAR STALLS OUT. ##I HAVE REPLACED ALL COILS AND PLUGS BACK IN SEPTEMBER,I WAS HOPING THAT FIXED IT ##

Service Action:DAVID,IT COULD BE A CONTROLLER PROBLEM.BUT 2 OTHER AREAS THAT COULD CAUSE THIS ISSUE ARE SPARK PLUGS AND IGNITION COILS.....THERE IS NO WAY TO TEST THE PLUGS OR COILS TO SEE IF THEY ARE THE ISSUE,ITS A PROCESS OF ELIMINATION IN ALL CASES.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. LEAVE THE PCM AS A LAST RESORT. DAVID,IF YOU ARE CERTAIN ITS NOT PLUGS OR IGNITION COILS,THEN LOAD TEST THE PCM POWER AND GROUNDS,IF THATS O.K. REPLACE THE PCM. REPLACED
 PCM\r\n*****\r\nSTAR: TECH REPLACED THE PCM FOR U0100 & P0700

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011945178

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W86H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6237520002)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J292561207)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 110218

Report#: SSV011945178

Open Date: 01/10/2012

Mileage: 74197

Warr Built Dt: 11/02/2005

Supplier RP:

Zone/Cd: 66-60009

Name: CENTRAL FLORIDA CHRY JEEP DODG

Address: 8675 COMMODITY CIRCLE
ORLANDO, FL 32819

Phone: 407 351-9940

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS AT TIMES WHEN FULLY FILLED UP WITH FUEL. WILL NOT HAPPEN WHEN TANK is NOT FULL.

Service Action:STAR ADVISED TECH TO CHECK FOR KINKED VENT LINE-IF NPF-THE FUEL TANK CHECK VALVE OR VENT FOR EVAP SYSTEM ON TANK CROSSOVER COULD BE STICKING OPEN-THIS WILL ALLOW RAW FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER-WHICH MAY CAUSE ENGINE STALL CONDITION AFTER A FILL UP. POS FUEL TANK CONCERN. FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011435483

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C AWD
LXFS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6118610745)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J089660073)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 052314

Report#: SSV011435483

Open Date: 01/05/2012

Mileage: 68005

Warr Built Dt: 05/23/2006

Supplier RP:

Zone/Cd: 74-68705

Name: LIMON CHRY-PLYM-DOD-JEEP INC

Address: 1155 N HWY 71
LIMON, CO 80828

Phone: 719 775-2881

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE ENGINE INTERMITTENTLY STALLS WHEN IDLING. ENGINE HAS DIED ONCE MORE. HAS U0100 IN TCM. CHECKED BUS WIRES PER A STAR ONLINE CASE. WIRES LOOK GOOD-NOT EVEN CLOSE TO THE PARK BRAKE SWITCH.

Service Action: HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL COILS /VERIFY CORRECT SPARK PLUGS-KNOWN ISSUE WITH BAD COILS SPIKING AND TAKING OUT PCM. NEW COIL PACKS REPAIRED VEHICLE REPLACE PCM-BAD COILS MAY HAVE DAMAGED PCM COIL DRIVER CIRCUIT. PCM REPLACEMENT HAS REPAIRED VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011862548

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510217)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138561043)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060806

Report#: SSV011862548
Open Date: 01/05/2012
Mileage: 41721
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 32-42295
Name: BALD HILL DODGE CHRYSLER JEEP
Address: 1035 BALD HILL RD
 WARWICK, RI 028860723
Phone: 401 828-3700

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C/S MIL ON, RPMS DROP OFF TO WHERE VEHICLE STALLS. SPARK PLUG HAVE THE OEM P/N. SWAPPED COILS FROM DONOR VEHICLE. WILL HAVE TO WAIT TO SEE IF CONCERN RETURNS.

Service Action: WILLIAM, YOU COULD HAVE A POSSIBLE PCM ISSUE CAUSING THE CONCERN HERE, BUT BEFORE WE GO THERE COUPLE OF OTHER AREAS THAT WE HAVE SEEN CAUSE THESE CODES AND THIS ISSUE.....TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS

CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.LEAVE THE PCM AS A LAST RESORT IN THIS CASE. WILLIAM, THANKS FOR THE UPDATE. VEHICLE HAS NOT RETURNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011920781

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510778)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J196560017)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082419

Report#: SSV011920781
Open Date: 01/05/2012
Mileage: 81243
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 71-24124
Name: SHAVER CHRYSLER DODGE JEEP RAM
Address: 3888 EAST THOUSAND OAKS
 THOUSAND OAKS, CA 91362
Phone: 805 379-4153
 805 496-7103

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE HAS DTC-ABS-TCM-FCMCGW-ESM--U0100----P0700----ENGINE STALLED I REPLACE THA TCM POR DTC----ACTIVE PO700 ----AND STORE-U0100 ON ABS-ESM--TCM-FCMCGW----POWER AND GROWNS TEST GOOD--AND THERE ARE NO AFTERMERKET..INSTALLS VEHICLE START AND RUNG MODULES ARE COMMUNICATING THEY HAVE ONLY A STORE \r\nTHA DTC--UO100 THAS IT THEY ARE VEHICLE STALLED WIL DRIVING OR AT IDLLE.. THE PROBLEM IS THA DTC IS SET IN THA TCM IS U0100 LAST COMUNICATION WITH ECM/PCM TELL ME SOMTHIG THA I HAVE NOT CHECK...IM ASKING FOR HELP..I CHECK HARNES FOR POWER AND GROWNS,AND YES TCM IS COMMUNICATING,HARNES IS NOT RUBBING NO WHER YES IS THA ONLY DTC---STORE IN THA TCM U0100

Service Action:TECH STATES: \r\nVEHICLE HAS DTC-ABS-TCM-FCMCGW-ESM--U0100----P0700----ENGINE STALLED DUPLICATED : YES - AT OLL TIMES REPAIRS AND TESTS PERFORMED : HAS NEW TCM DTCS : U0100,ABS,TCM,ESM TECHCONNECT SEARCH : U0100\r\n\r\n-----\r\nRESPONSE:\r\nHELLO ALBERTO. WHICH

MODULES ARE CURRENTLY NOT COMMUNICATING WHAT ACTIVE CODES ARE FOUND ARE THERE ANY AFTERMARKET ACCESSORIES OR MOPAR ADD ONS (INCLUDING REMOTE START, CELL CHARGER, SPEED PASS, TOLL PASS, ZUNE MP3, BLACKBERRY, I POD, ETC) HAS ANYTHING BEEN REPLACED WILL THE VEHICLE START AND RUN PLEASE REPORT RESULTS. THANK YOU, JUWAN W. TECH STATES: \r\nI REPLACE THA TCM POR DTC----ACTIVE PO700 ----AND STORE-U0100 ON ABS-ESM--TCM-FCMCGW----- POWER AND GROWNS TEST GOOD--AND THERE ARE NO AFTERMERKET.. INSTALLS\r\n\r\n-----\r\nRESPONSE:\r\nALBERTO, DOES THE VEHICLE START AND RUN ARE THERE ANY MODULES NOT COMMUNICATING ARE THERE ANY WARNING LIGHTS ON PLEASE CLARIFY WHAT THE CUSTOMER\ud0092S CONCERN IS PLEASE REPORT RESULTS. THANK YOU, JUWAN W. TECH STATES: \r\nVEHICLE START AND RUNG MODULES ARE COMMUNICATING THEY HAVE ONLY A STORE THA DTC--UO100 THAS IT THEY ARE VEHICLE STALLED WIL DRIVING OR AT IDLLE.\r\n\r\n-----\r\n\r\nRESPONSE:\r\nALBERTO, IF THE ONLY CONCERN IS THAT THE VEHICLE STALLS THE CASE WILL NEED TO BE TRANSFERRED TO THE DRIVABILITY GROUP. INSPECT THE PCM CIRCUITS, CONNECTORS, AND TERMINAL TENSION. IF NO FAULTS ARE FOUND THE CASE CAN BE TRANSFERRED. PLEASE REPORT RESULTS. THANK YOU, JUWAN W. TECH STATES: \r\nTHE PROBLEM IS THA DTC IS SET IN THA TCM IS U0100 LAST COMUNICATION WITH ECM/PCM\r\n\r\n-----\r\n\r\nRESPONSE:\r\nALBERTO, DOES THE TCM COMMUNICATE WITH THE SCAN TOOL IS THE U0100 ACTIVE IF THE TCM COMMUNICATES AND THE U0100 IS STORED INSPECT THE TCM BUS CIRCUITS, CONNECTORS, AND TERMINAL TENSION. IF THE TCM IS NOT COMMUNICATING MEASURE AND LOAD TEST ALL OF THE TCM POWERS AND GROUNDS ALONG WITH INSPECTING THE BUS CIRCUITS. ALSO, INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR RUBBING THE PARKING BRAKE ASSEMBLY. PLEASE REPORT RESULTS. THANK YOU, JUWAN W. TECH STATES: \r\nTELL ME SOMTHIG THA I HAVE NOT CHECK...IM ASKING FOR HELP..I CHECK HARNES FOR POWER AND GROWNS,AND YES TCM IS COMMUNICATING,HARNES IS NOT RUBBING NO WHER\r\n\r\n-----\r\nRESPONSE:\r\nALBERTO, IT IS NECESSARY TO COMPLETELY UNDERSTAND WHAT THE CONCERN IS, INCLUDING ANY AND ALL SYMPTOMS TO HELP ISOLATE A FAULT. IT MAY REQUIRE MULTIPLE QUESTIONS TO BE ANSWERED IN ORDER TO PROVIDE THE BEST RECOMMENDATIONS FOR HELPING TO DIAGNOSE A CONCERN. IN THIS CASE, IT NECESSARY TO KNOW IF THE ONLY SYMPTOM IS THAT THERE IS A STORED U0100 IN THE TCM. IF A CALL BACK MAY HELP IN CLARIFYING THE CONCERNS THAT ARE BEING ADDRESSED ON THIS VEHICLE, PLEASE PROVIDE A CALL BACK NUMBER. THANK YOU, JUWAN W. TICKET STATES:\r\nYES IS THA ONLY DTC---STORE IN THA TCM U0100\r\n\r\n-----\r\n-----\r\nCALLER STATES:\r\nALBERTO STATES THAT THE U0100 RESETS STORED TO THE TCM WITH NO NOTICEABLE SYMPTOMS. NO OTHER MODULES SET ANY CODES. THE TCM HAS BEEN REPLACED TO CORRECT THE OTHER CONCERNS. \r\n\r\n-----\r\nRESPONSE:\r\nADVISED ALBERTO TO INSPECT THE TCM BUS CIRCUITS, CONNECTORS, AND TERMINALS; INCLUDING THE PIN TENSION FROM THE FRONT OF THE TCM CONNECTOR AND THE CRIMPS FROM THE BACK. NON

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011899125

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510355)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123560682)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051401

Report#: SSV011899125
Open Date: 01/04/2012
Mileage: 71905
Warr Built Dt: 05/14/2005
Supplier RP:

Zone/Cd: 70-45492
Name: DESERT SUN CHRYSLER JEEP DODGE
Address: 1309 SE MAIN ST
 ROSWELL, NM 882035503
Phone: 575 622-3180

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS INT. REPLACED ALL 16 SPARK PLUGS, AND SWAPPED COILS WITH DONER VEHICLE. TEST DROVE VEHICLE, AFTER 4 MILES VEHICLE STALLED AND DIED. NO DTC S PRESENT DONER VEHICLE IS NOW STALLING WITH OIL PRESSURE LIGHT ON STEADY WITH STORED P0688 MONITORED ASD RELAY, VEHICLE OPERATING NORMAL. CONDITION NO LONGER PRESENT

Service Action:ABERTO INSPECT AND VERIFY CORRECT PLUGS AND CORRECTLY GAPPED PLUGS ALSO SWAP ALL COILS FROM A DONOR VEHICLE AND RETEST. ALBERTO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. ALBERTO MONITOR THE ASD RELAY SENSE. ALBERTO IF THE VEHICLE IS REPAIRED YOU CAN CLOSE OUT THE TICKET THANKS. SWAPPED OUT IGNITION CLOS AND CHANGED ALL SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011908047

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327510489)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560561)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122120

Report#: SSV011908047
Open Date: 01/02/2012
Mileage: 51972
Warr Built Dt: 12/21/2005
Supplier RP:

Zone/Cd: 63-44600
Name: DICK POE DODGE LP
Address: 1363 AIRWAY BOULEVARD
 EL PASO, TX 79925
Phone: 915 779-0100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHECLE STALLS AND STARTS RIGHT UP

Service Action:MIGUEL,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING ONLY OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. WE REPLACED THE PCM\r\n*****\r\nSTAR: DEALER REPLACED

THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011916561

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327510489)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560561)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122120

Report#: SSV011916561
Open Date: 01/02/2012
Mileage: 52032
Warr Built Dt: 12/21/2005
Supplier RP:

Zone/Cd: 63-44600
Name: DICK POE DODGE LP
Address: 1363 AIRWAY BOULEVARD
 EL PASO, TX 79925
Phone: 915 779-0100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AT STOPS WE REPLACED THE FCM WITH NEW AND IT KEEPS OM STALLING YES ENGINE RUNTIME AND TIME FROM START GO TO ZERO WHEN IT STALLS. THE CONCERN HAPPENS NOW IN PARK AND JUST ABOUT A MINUTE FROM START UP. I DID AS YOU SAID AND CLEARED THE DTCS. STARTED THE VEHICLE AND IT STALLED IN PARK AT 16SECONDS AFTER START UP. STARTED IT AGAIN AND IT STALLED AT 8 SECONDS. THE DTC U0100 STORED IN THE TCM. I THINK WE ARE GETTING CLOSE BECAUSE ITS DOING IT MORE OFTEN.

Service Action: MIGUEL WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM MIGUEL LOOK AND SEE IF THE PCM RUN TIMER GOES TO ZERO EVERYTIME IT STALLS OUT MIGUEL TAKE SOME WIRE TIES AND THE HARNESS ALONG THE BACK TIE IT UP AWAY FROM THE COILS AS BEST AS YOU CAN AND THEN GO REDRIVE IT AGAIN. STAR ADVISED TECH TO CHECK TRANS OPERATION-CHECK TCM FOR CODES-CHECK FOR CRACKED TRANS

FILTER NECK/SPLIT OR MISSING O-RING/TRANS FLUID LEVEL.CHECK TORQUE CONVERTOR OPERATION. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011937296

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H36H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6286510203)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J298560763)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 110201</p>	<p>Report#: SSV011937296</p> <p>Open Date: 01/02/2012</p> <p>Mileage: 30375</p> <p>Warr Built Dt: 11/02/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-42646</p> <p>Name: PALM CHRYSLER JEEP DODGE</p> <p>Address: 2323 TAMiami TRL PUNTA GORDA, FL 339505925</p> <p>Phone: 941 639-5500</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FUELING VEHICLE STALLS/DIES

Service Action: STAR ADVISED TECH TO CHECK FOR KINKED VENT LINE-IF NPF-THE FUEL TANK CHECK VALVE OR VENT FOR EVAP SYSTEM ON TANK CROSSOVER COULD BE STICKING OPEN-THIS WILL ALLOW RAW FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER-WHICH MAY CAUSE ENGINE STALL CONDITION AFTER A FILL UP. POS FUEL TANK CONCERN.NORMAL CONCERN IS THE VALVE WILL NOT CLOSE. NEEDS FUEL TANK CONTROL VALVE IS BAD CUSTOMER DECLINE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011923104

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA73W86H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6061620146)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J109660085)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051222

Report#: SSV011923104
Open Date: 12/29/2011
Mileage: 35732
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 70-43134
Name: MARTIN SWANTY CHRYSLER DODGE J
Address: 2640 EAST ANDY DEVINE AVENUE
 KINGMAN, AZ 864014822
Phone: 928 753-3131

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:AFTER FILLING FUEL TANK DRIVE ABOUT 1 BLOCK AND VEHICLE STUMBLES AND STALL AT STOP RESTARTS AND RUNS FINE TELL FUEL IS ADDED AGAINE

Service Action:BRIAN, CHECK FOR THE VAPOR CHARCOAL CANISTER BEING \ LOADED\ WITH LIQUID FUEL AS WELL AS THE PURGE LINE.SEE IF THE CANISTER IS HEAVY ALSO.IF SO, SUSPECT EITHER CUSTOMER OVERFILL/FORCE FILL OR A FUEL TANK CONTROL VALVE ISSUE,THE FUEL TANK AND ANY DAMAGED EVAP COMPONENTS MAY NEED TO BE REPLACED FROM THE LIQUID FUEL THAT ENTERED THE EVAP SYSTEM.THIS IS THE MOST COMMON ISSUE WE SEE FOR THIS CONCERN.THE FUEL TANK IS THE ROOT CAUSE. NEW FUEL TANK AND EVAP CANISTER\r\n*****\r\nSTAR: TECH REPLACED THE FUEL TANK AND EVAP CANISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011936715

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H86H1 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6125510423)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J136560948)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 052801</p>	<p>Report#: SSV011936715</p> <p>Open Date: 12/29/2011</p> <p>Mileage: 55710</p> <p>Warr Built Dt: 05/28/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-66451</p> <p>Name: SOUTH COUNTY CHRYSLER - JEEP -</p> <p>Address: 6600 CHESTNUT ST GILROY, CA 95020</p> <p>Phone: 408 842-8244</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AFTER FILL UP. FILLED FUEL TANK ENGINE DIED AFTER APPROX 1.2 MILES

Service Action:PAUL ADVISED TECH THAT THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT\0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. NO PROBLEM FOUND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011840020

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6200510228)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J188560867)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092906

Report#: SSV011840020
Open Date: 12/28/2011
Mileage: 85632
Warr Built Dt: 09/29/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING ON FILLUP ONLY

Service Action: ROBERT THE ONLY ISSUES WE HAVE SEEN FOR THIS CONCERN IS RAW FUEL IN THE CANNISTER AND PURGE STICKING ALSO HAVE SEEN SOME ISSUES WITH THE FUEL CONTROL VALVE AT THE TOP OF THE TANK. NO REPAIRS ,CUSTV DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011890134

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6216510163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238561437)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090622

Report#: SSV011890134
Open Date: 12/27/2011
Mileage: 22288
Warr Built Dt: 09/06/2005
Supplier RP:

Zone/Cd: 66-42243
Name: DAYTONA DODGE CHRYSLER JEEP
Address: 1450 N TOMOKA FARMS RD
 DAYTONA BEACH, FL 321247606
Phone: 386 274-0571

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES INTERMITTENTLY ENGINE WILL CUT OFF MOMENTARILY THEN RESTARS AT HIGHER SPEEDS, AT SLOW SPEEDS OWNER HAS TO RESTART MANUALLY
 CKED PLUGS CORRECT APPLICATION AND GAP. REPLACED IGN COILS WITH NEW ONES TEST DROVE SAME PROBLEM NO DTCS.

Service Action: MIKE , REMOVE AND INSPECT THE SPARK PLUGS FOR THE CORRECT APPLICATION . ADVISE TECH IF THE PLUGS ARE CORRECT PER APPLICATION AND NOT WORN OUT TO
 SWAP ALL OF THE IGNITION COILS WITH A DONOR VEHICLE AND SEE IF THE STALLING CONCERN PERSIST . ADVISE TECH WE SEE MANY STALLING CONCERNS ON 5.7
 ENGINES RELATED TO AFTERMARKET OR PLATINUM TIPPED PLUGS OR FAULTY IGNITION COILS . ADVISE TECH THE PCM WILL GET SHUT DOWN DUE TO AN EMF/ EMI SPIKE
 FROM A COIL OR PLUG , OVER TIME IF THIS CONDITION PERSIST THE DRIVERS IN THE PCM WILL BECOME DAMAGED . MIKE , REPLACE THE PCM AND SEE IF THE CONDITION
 PERSIST . PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011951039

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6153520027)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095560205)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082408

Report#: SSV011951039
Open Date: 12/27/2011
Mileage: 81760
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 71-44684
Name: ANTIOCH CHRYSLER JEEP DODGE IN
Address: 1810 AUTO CENTER DR
 ANTIOCH, CA 945091353
Phone: 925 778-9700

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER GETTING GAS AT GAS STATION AND STARTING ENGINE WILL STALL OR SOMETIMES AFTER PUTTING IN DRIVE CAR WILL NOT MOVE

Service Action: MIKE THE ONLY ISSUES WE HAVE SEEN FOR THIS IS RAW FUEL IN THE CANNISTER, PURGE STICKING AND ISSUES WITH THE FUEL CONTROL VALVE IN THE FUEL TANK.
 PARTS ORDERED AND CUSTOMER TO RETURN AT LATER DATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011824892

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6088620104)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J059660987)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042020

Report#: SSV011824892
Open Date: 12/23/2011
Mileage: 42000
Warr Built Dt: 04/20/2006
Supplier RP:

Zone/Cd: 66-42431
Name: DAYTON ANDREWS DODGE CHRYSLER
Address: 2301 - 34TH STREET NORTH
 ST PETERSBURG, FL 33713
Phone: 727 321-0500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES STALLS AT STOPS OR WHEN SLOWING OK CUSTOMER NOW STATES RUN FINE UNTIL FILLING WITH FUEL THEN STARTED STALLING CUSTOMER STATES HEAD GURGLING NOISE FROM FILLER TUBE OK HAVE CAR NOW REMOVED CANISTER NO SIGN OF RAW FUEL IN CANISTER OR LINES\r\n IS THERE A TEST FOR FUEL TANK FUEL CONTROL VALVE

Service Action:SAM-HAVE SEEN DIE OUT STALL FROM INCORRECT SPARK PLUGS-PLATINUM/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-VERIFY NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ARE BEING USED (GARMIN, ALARM ,REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE. SEE IF CUSTOMER IS LEAVING THE CAR RUNNING WHILE FILLING THE GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM LEADING TO CONTAMINATION OF CHARCOAL CANISTER/OR MAY HAVE BEEN CAUSED BY CUSTOMER OVERFILL -CHECK FOR STUCK OPEN PURGE SOLENOID. TYPICAL SYMPTOM OF AN

OVERFILL SAM. EITHER THAT OR FUEL IS CONTAMINATED. CHECK NEXT FOR CONTAMINATION OF THE CHARCOAL CANNISTER AND CHECK YOUR PURGE SOLENOID ACTUATION AS WELL. SAM , INSPECT THE CHARCOAL CANISTER FOR EVIDENCE OF RAW FUEL . ADVISE TECH POSSIBLE CUSTOMER IS OVERFILLING THE FUEL ALL THE WAY UP THE FILLER NECK OR A FAULTY FUEL CONTROL VALVE ROLL OVER VALVE OR INLET VALVE ON THE FUEL TANK ALLOWING THE FUEL TO GET IN TO THE EVAP SYSTEM CAUSING THE ROUGH RUNNING STALLING CONCERN . SAM , THE FUEL CONTROL VALVE SHOULD ONLY FLOW IN ONE DIRECTION . ADVISE TECH TO VERIFY THE CUSTOMERS CONCERN BEFORE ATTEMPTING TO REPAIR .K17555629 ,K83332163 . ADVISE TECH TO FILL THE FUEL TANK AND SEE IF THE CONDITION CAN BE DUPLICATED . ASK THE CUSTOMER IF THEY ARE TOPPING THE FUEL ALL THE WAY UP THE FILLER NECK . YES THE IGNITION COILS COULD CAUSE A STALLING CONCERN , SWAP ALL OF THE COILS WITH A DONOR VEHICLE TO SEE IF THE CONDITION PERSIST . INSDTALLED NEW FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011600732

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6061510728)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560737)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041416

Report#: SSV011600732
Open Date: 12/22/2011
Mileage: 87378
Warr Built Dt: 04/14/2005
Supplier RP:

Zone/Cd: 71-60504
Name: ORANGE COAST CHRYSLER JEEP DOD
Address: 32881 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 926754509
Phone: 949 373-0100
 949 373-0179

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN AT A STOP OR SLOW SPEEDS VEHICLE STALLS BUT WILL RESTART AND STALL AGAIN AT TIMES. NO CHECK ENINE LIGHT ON.

Service Action: LEO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS

GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. VEHICLE HAD AFTERMARKET ALARM CAUSING STALLING

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011920699

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122510937)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J136560990)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052807

Report#: SSV011920699
Open Date: 12/21/2011
Mileage: 40372
Warr Built Dt: 05/28/2005
Supplier RP:

Zone/Cd: 63-45107
Name: CHRYSLER JEEP DODGE CITY OF
Address: 700 S CENTRAL EXPY
 MCKINNEY, TX 750703834
Phone: 972 569-9650

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AT STOPS NO THIS STARTED BEFORE THE TUNE UP. YES THEY ARE REC14MCC4. I HAVE LOOKED FOR A BAD COIL BUT I NOW HAVE A CODE FOR RUN START CIRCUIT OPEN. I THINK ITS THE WIN.

Service Action:ROBERT,DOES THE CUSTOMER COMMENT THE STALLING ISSUES STARTED AFTER THE TUNE UP WAS PERFORMED IF SO,MAKE SURE SPARK PLUG CHAMPION REC14MCC4 IS ALL THAT IS BEING USED,PLATINUM PLUGS OR AFTERMARKET TYPE PLUGS CAN CAUSE THE ISSUES ALONE.SECOND THING WE SEE ALOT OF IS IGNITION COILS,IT COULD BE ONE OR MORE OF THEM.NO WAY TO TEST FOR THE \ COIL KILLER\ CONDITION ITS A PROCESS OF ELIMINATION IN ALL CASES STARTING WITH SPARK PLUGS THEN MOVING TO IGNITION COILS. ROBERT,SWAP THE IGNITION COILS WITH A DONOR VEHICILE IF YOU SUSPECT NO ISSUES WITH THE NEWLY INSTALLED SPARK PLUGS.YOU WILL GET ANY NUMBER OF FALSE SETTING CODES WHEN YOU HAVE THIS CONDITION.INCLUDING THE ONE YOU HAVE CURRENTLY. PCM

REPLACEMENT\r\n*****\r\nSTAR: TECH REPORTS PCM WAS REPLACED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011904116

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510427)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J356561269)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010908

Report#: SSV011904116
Open Date: 12/16/2011
Mileage: 28674
Warr Built Dt: 01/09/2006
Supplier RP:

Zone/Cd: 74-43491
Name: GLADSTONE DODGE CHRYSLER JEEP
Address: 5610 N OAK TRFY
 GLADSTONE, MO 641185237
Phone: 816 455-3500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT TIMES WHILE DRIVING CUSTOMER HAS GOT A WEB SITE ABOUT OTHER LIKE CHRYSLER WHILE DRIVING AND VEHICULE WOULD DIE. SO NOW HE IS CONCERNED ABOUT SAFETY ISSUES.

Service Action: DAVE, IF THE DTCS ARE STORED, AND ALL THE MODULES ARE COMMUNICATING; YOU CAN PERFORM A WIGGLE TEST WHILE MONITORING THE AFFECTED MODULE CIRCUITS. \r\nLOOK AT STAR ON LINE SOLUTIONS K59540930 AND K18363958. CHECK AT PARKING BRAKE ACTUATOR FOR HARNESS CHAFFING. USE THE STARSCAN IN THE TCM DATA DISPLAY MENU TO CHECK SIGNALS FROM INPUT SPEED SENSOR #1 AND #2. IN ONE RECENT CASE WE FOUND THAT #2 SIGNAL WIRE (YL/OR) FROM TCM WAS CHAFED BY THE SHARP EDGE OF PARKING BRAKE CONTACT SWITCH & THE STRANDS WERE SHORTED TO GROUND. THIS WAS DUE TO IMPROPERLY ROUTED TCM WIRING HARNESS THAT WAS BEING RUBBED EVERY TIME THE PARKING BRAKE WAS APPLIED.\r\nTHE MOST COMMON ISSUE WE SEE FOR DIE OUTS ON THIS VEHICLE IS WHAT IS

REFERED TO AS THE COIL KILLER ISSUE. LOOK AT THE RUN TIMER IN THE PCM AND SEE IF IT GOING TO ZERO EVERY TIME IS STALLS OUT. A COUPLE THINGS CAN CAUSE THIS ONE, OBVIOUSLY COILS; THE OTHER IS SPARK PLUGS. WHAT WE USUALLY RECOMMEND IS MAKING SURE THE PLUGS ARE OEM TYPE MOPAR, SOMETIMES AFTERMARKET OR WORN OUT PLUGS CAN CAUSE THIS ISSUE ESPECIALLY IF SOMEONE RECENTLY REPLACED THE SPARK PLUGS WOULD BE A TIP OFF. A FEW WAYS TO ISOLATE THE COILS, ONE WAY SWAP ALL THE COILS WITH A DONOR VEHICLE IS THE QUICKEST WAY TO RULE A COIL KILLER OUT, OR SWAP ONE BANK AT TIME,OR SOMETIMES SWITCHING THE COILS BETWEEN BANKS WORKS ON OCCASIONS,OR SWAP ONE COIL AT TIME HAS BEEN DONE BUT WILL TAKE LONGER. ANOTHER OPTION WOULD BE GET A DATA RECORDING OF THE DIE OUT, A COIL KILLER WILL APPEAR IN THE RECORDING AS DATA GOES TO DASHED LINES. COULD ALSO BE A PCM ISSUE. WAIT AND SEE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011815045

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H1 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510205)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J069560351)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052323

Report#: SSV011815045
Open Date: 12/15/2011
Mileage: 71702
Warr Built Dt: 05/23/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL AFTER REFUELING VEHICLE WILL THEN CRANK BUT NO START CONTACTED CUSTOMER FOR ADDITIONAL INFORMATION HE STATED THAT RELIGIOUSLY AFTER PITTINH IN FUEL AND DRIVING IT IT WILL STALL AND TAKE ABOUT 1 MIN OF SITTING TO RESTART .SO I PUT IN 3 1/2 GALLONS OF FUEL AND DROVE CAR UNABLE TO VERIFY REMOVED CHARCOAL CANISTER FOUND NO RAW FUEL REMOVE PURGE SOLENOID FOUND IT TO BE SEALING.NOTE THERE ARE NO DTCS STORED POSSIBLE SENDING UNIT OR TANK ISSUE

Service Action:STAR ADVISED TECH TO VERIFY NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ARE BEING USED (GARMIN, ALARM ,REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE. SEE IF CUSTOMER IS LEAVING THE CAR RUNNING WHILE FILLING THE GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM LEADING TO CONTAMINATION OF CHARCOAL CANISTER/OR MAY HAVE BEEN CAUSED BY CUSTOMER OVERFILL .CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN

PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL. IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE SURGE/STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP. CHECK YOUR FUEL TRIM ADAPTIVES .OTHER HEMI STALL OUT CAUSES-BAD ASD RELAY-POOR CONTACT- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST. REPLACE FUEL TANK RECOMENDED FUEL ,TNK CUSTOMER TO RETURN HAS NOT RETURNED YET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011611661

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6290510191)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J296560432)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102906

Report#: SSV011611661
Open Date: 12/06/2011
Mileage: 60442
Warr Built Dt: 10/29/2005
Supplier RP:

Zone/Cd: 71-44709
Name: AUBURN CHRYSLER DODGE JEEP RAM
Address: 1901 GRASS VALLEY HWY
 AUBURN, CA 95603
Phone: 530 885-2900

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT ON, ALL GAUGES ERRATIC, VEHICLE WILL STALL INTERMITTENTLY HEY NICK, THESE FAULTS WILL COME AND GO SO QUICK FROM ACTIVE TO STORED ITS HARD TO CATCH THEM ACTIVE. SOME TIMES DRIVING OR SOMETIMES IDLING AND USALLY THE FIRST MODULE TO SET A DTC IS THE FCM AND THEN THE CAN C GOES DOWN AND COMES RIGHT BACK. WILL TRY TO UNPLUG THE VALVE BODY CONNECTOR AND SEE WHAT HAPPENS CHECK ENGINE LIGHT ON, ALL GAUGES ERRATIC, VEHICLE WILL STALL INTERMITTENTLY HEY NICK, THESE FAULTS WILL COME AND GO SO QUICK FROM ACTIVE TO STORED ITS HARD TO CATCH THEM ACTIVE. SOME TIMES DRIVING OR SOMETIMES IDLING AND USALLY THE FIRST MODULE TO SET A DTC IS THE FCM AND THEN THE CAN C GOES DOWN AND COMES RIGHT BACK. WILL TRY TO UNPLUG THE VALVE BODY CONNECTOR AND SEE WHAT HAPPENS HEY NICK, ALL CAN C MODULES GO OFF LINE EXCEPT THE FCM CHECK ENGINE LIGHT ON, ALL GAUGES ERRATIC, VEHICLE WILL STALL INTERMITTENTLY HEY NICK, THESE FAULTS WILL COME AND GO SO QUICK FROM ACTIVE TO STORED ITS HARD TO CATCH THEM ACTIVE. SOME

TIMES DRIVING OR SOMETIMES IDLING AND USALLY THE FIRST MODULE TO SET A DTC IS THE FCM AND THEN THE CAN C GOES DOWN AND COMES RIGHT BACK.WILL TRY TO UNPLUG THE VALVE BODY CONNECTOR AND SEE WHAT HAPPENS HEY NICK,ALL CAN C MODULES GO OFF LINE EXCEPT THE FCM NICK,FINALLY GOT VEHICLE TO SET ACTIVE DTC LONG ENOUGH TO DETERMINE ROOT CAUSE I THINK.U0100 FAULT SETS FIRST THROUGH THE FCMGW AND THEN CAN C DROPS,WHEN WATCHING LOSS OF COMM TEST JUST ABOUT ALL CAN C MODULES QUIT AT THE SAME TIME.UNPLUG ABS MODULE AND CAN C RETURNS,BUT I CANT CHECK FOR VOLTAGE FAST ENOUGH CAUSE CONDITION IS SO INTERMITTENT.I M GOING TO REPLACE ABS MODULE AND RECHECK CHECK ENGINE LIGHT ON,ALL GAUGES ERRATIC,VEHICLE WILL STALL INTERMITTENTLY HEY NICK,THESE FAULTS WILL COME AND GO SO QUICK FROM ACTIVE TO STORED ITS HARD TO CATCH THEM ACTIVE.SOME TIMES DRIVING OR SOMETIMES IDLING AND USALLY THE FIRST MODULE TO SET A DTC IS THE FCM AND THEN THE CAN C GOES DOWN AND COMES RIGHT BACK.WILL TRY TO UNPLUG THE VALVE BODY CONNECTOR AND SEE WHAT HAPPENS HEY NICK,ALL CAN C MODULES GO OFF LINE EXCEPT THE FCM NICK,FINALLY GOT VEHICLE TO SET ACTIVE DTC LONG ENOUGH TO DETERMINE ROOT CAUSE I THINK.U0100 FAULT SETS FIRST THROUGH THE FCMGW AND THEN CAN C DROPS,WHEN WATCHING LOSS OF COMM TEST JUST ABOUT ALL CAN C MODULES QUIT AT THE SAME TIME.UNPLUG ABS MODULE AND CAN C RETURNS,BUT I CANT CHECK FOR VOLTAGE FAST ENOUGH CAUSE CONDITION IS SOINTERMITTENT.I M GOING TO REPLACE ABS MODULE AND RECHECK NICK,I REPLACED ABS MODULE AND AND ALL APPEARED GOOD FOR ABOUT 2 HRS. OF RUNTIME AND THEN CAN C DROPPED OUT AGAIN AND CAME RIGHT BACK UP.I HAVE CONTACTED MY TECH ADVISOR FOR ASST.U0001 IS ACTIVE DTC OBVIOUSLY WHEN CONDITION IS PRESENT BUT ONLY ACTIVE FOR SPLIT SECOND.DO YOU THINK FCMGW COULD BE AT FAULT

Service Action:CHECK ENGINE LIGHT ON,ALL GAUGES ERRATIC,VEHICLE WILL STALL INTERMITTENTLY
DUPLICATED : YES - DRIVE VEHICLE OR IDLE VEHICLE REPAIRS AND TESTS PERFORMED : PERFORM DIAGNOSTIC PER SERVICE MANUAL AND STAR CASE K59540930,INSPECT WIRING AT PARK BRAKE ACTUATOR AND NONE OF THE WIES ARE CHAFFED,THE VEHICLE HAS ALL OF THE SAME DTC S AS THE STAR CASE DTCS : U0101,U0001,U0141,U0126,U0121 SCAN TOOL SOFTWARE VERSION : 12.01.77 TECHCONNECT SEARCH : U0101
ERIC, ARE THESE CODES ACTIVE IF SO UNPLUGGED THE TRANS V-BODY CONNECTOR AND SEE IF THE CODES GO STORED. THANKS NICK ERIC, DO THE ANY MODULE GO OFFLINE NICK ERIC, VERIFY BUS VOLTAGE AT THE MODULES WHEN THEY GO DOWN SO WE KNOW WHAT WE ARE LOOSING. NICK ERIC THANKS FOR THE UPDATE. NICK ERIC THE FEW STAR CASES I HAVE SEEN LEAD TO THE FCM WITH THIS CODE. NICK REPLACE FCM AND PDC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011619306

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W66H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6144520021)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J144561393)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 062803

Report#: SSV011619306

Open Date: 12/06/2011

Mileage: 69101

Warr Built Dt: 06/28/2005

Supplier RP:

Zone/Cd: 71-41080

Name: CARL BURGER'S DODGE CHRYSLER J

Address: 8355 HERCULES ST
LA MESA, CA 919422921

Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE CHECK ENGINE LIGHT HAS COME BACK ON. CUSTOMER STATES THEY WILL LET VEHICLE SIT FOR A WHILE, THEN WHEN THEY GO AND START IT, IT WILL TURN MIL ON, THEY ALSO NOTICED ONE TIME THEY SHIFTED INTO DRIVE AND VEHICLE STALLED. NOTICED VEHICLE WILL ONLY SET DTC U0001 IN FCM MODULE AND WILL LOOSE COMMUNICATION WITH PCM, ABS, TCM AND ESM WHEN ITS ACTIVE, THEN IT WILL GO TO STORED CONDITION AND DTCS U1411, U1403, U1110C, U110F, U110E, U1113, U0141 WILL BE STORED IN PCM, U0141 WILL STORE IN ABS AND ESM, TCM HAS U0155 ALSO STORED. TRIED PERFORMING DIAG TEST FOR U0001 CONDITION BUT DTC WILL NOT SET EVEN AFTER CYCLING KEY SEVERAL TIMES. ANY IDEAS CUSTOMER STATES THE CHECK ENGINE LIGHT HAS COME BACK ON. CUSTOMER STATES THEY WILL LET VEHICLE SIT FOR A WHILE, THEN WHEN THEY GO AND START IT, IT WILL TURN MIL ON, THEY ALSO NOTICED ONE TIME THEY SHIFTED INTO DRIVE AND VEHICLE STALLED. NOTICED VEHICLE WILL ONLY SET DTC U0001 IN FCM MODULE AND WILL LOOSE COMMUNICATION WITH PCM, ABS, TCM AND ESM WHEN ITS ACTIVE, THEN IT WILL GO TO STORED CONDITION AND DTCS U1411, U1403, U1110C, U110F, U110E, U1113, U0141 WILL BE STORED IN PCM, U0141 WILL STORE IN ABS AND ESM, TCM HAS U0155 ALSO STORED. TRIED PERFORMING DIAG TEST FOR U0001 CONDITION BUT DTC WILL NOT SET EVEN AFTER CYCLING KEY SEVERAL TIMES. ANY IDEAS DROVE VEHICLE AND NOTICED THESE CODES ARE ACTIVE U0141 LOST COMMUNICATION WITH IPM (FCM/TIPM) IN ABS, WCM HAS ACTIVE DTC FOR TIRE PRESSURE SENSOR 1,2 AND 3 INTERNALL,

PCM HAS ACTIVE DTC P0481 AND P0482 COOLING FAN 1 AND 2 CIRCUIT OPEN. CHECKED VOLTAGE CAN C VOLTAGE AT FCM FOUND AT 2.37 AND 2.63 VOLTS ON BOTH CAN C CIRCUITS

Service Action:CUSTOMER STATES THE CHECK ENGINE LIGHT HAS COME BACK ON. CUSTOMER STATES THEY WILL LET VEHICLE SIT FOR A WHILE, THEN WHEN THEY GO AND START IT, IT WILL TURN MIL ON, THEY ALSO NOTICED ONE TIME THEY SHIFTED INTO DRIVE AND VEHICLE STALLED. NOTICED VEHICLE WILL ONLY SET DTC U0001 IN FCM MODULE AND WILL LOOSE COMMUNICATION WITH PCM, ABS, TCM AND ESM WHEN ITS ACTIVE, THEN IT WILL GO TO STORED CONDITION AND DTCS U1411, U1403, U1110C, U110F, U110E, U1113, U0141 WILL BE STORED IN PCM, U0141 WILL STORE IN ABS AND ESM, TCM HAS U0155 ALSO STORED. TRIED PERFORMING DIAG TEST FOR U0001 CONDITION BUT DTC WILL NOT SET EVEN AFTER CYCLING KEY SEVERAL TIMES. ANY IDEAS DUPLICATED : YES - NOTICED INTERMITTENTLY CHECK ENGINE LIGHT WILL TURN ON WHILE DRIVING VEHICLE. HAVE NOT BEEN ABLE TO DUPLICATE CONCERN DURING START UP. REPAIRS AND TESTS PERFORMED : REPLACED ENGINE AND HEADLAMP HARNESSSES AND REPLACED PCM MODULE. BEFORE THESE REPAIRS CHECK ENGINE LIGHT WOULD SET AND IMMEDIATLY WOULD GO TO STORED CONDITION. DTCS : U0001,U1411,U1403,U110C,U0141 TECHCONNECT SEARCH : U0001 *****\r\n *****\r\nLUIS, CHECK THE CAN C CIRCUITS INTO THE CAR AND AT THE STREEING COLUMN, THEN IT IS POSSIBLE THE FCM MAY BE CAUSING THIS AS WELL, KEEP ME POSTED, THANKS.\r\nMARK T. LUIS, THOSE BUS VOLTS APPEAR OK, SUSPECT A FCM AT THIS TIME.\r\nMARK. REPLACED FRONT CONTROL MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011644918

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510324)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J262561177)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092310

Report#: SSV011644918
Open Date: 12/06/2011
Mileage: 15500
Warr Built Dt: 09/23/2005
Supplier RP:

Zone/Cd: 71-44629
Name: SWIFT CHRYSLER JEEP DODGE
Address: 4318 CHILES RD
 DAVIS, CA 956184389
Phone: 530 758-7945
 530 757-3770

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES DRIVING OR SITTING AT STOP

Service Action:HARJOT OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETING IN THE PCM, AND IF RESETING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. ON LX COIL STALL SEE STAR CASE K94202871 K14443423 REPLACE COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011665346

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510885)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560036)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120321

Report#: SSV011665346
Open Date: 12/06/2011
Mileage: 60288
Warr Built Dt: 12/03/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS WHENEVER BUT WILL RESTART. REPLACED WORN OUT SPARK PLUGS. CAR IS BACK STILL STALLING, JUST AT IDLE CAR STALLED 6 TIMES SINCE 8:30 TODAY. WATCHED ASD RELAY SENSE, DOES NOT GO FALSE AT STALL. RESTART OK EACH TIME. NO ENGINE CODES. OTHER STORED DTC S ARE DDM B1859; HVAC B10AC; PDM B1864; SUNR B210D

Service Action:BORIS THE ONLY ISSUES FOR STALLING WE ARE SEEING IS WRONG OR INCORRECT GAPPED SPARK PLUS,COILS INFEREING WITH THE PCM AND ALSO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. BORIS SWAP THE COILS FROM A KNOWN GOOD VEHICLE AND RETEST. NEW COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011671749

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108610134)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661059)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051015

Report#: SSV011671749
Open Date: 12/06/2011
Mileage: 31554
Warr Built Dt: 05/10/2006
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS WHILE DRIVING

Service Action: JOHN ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR

IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP.\n\n\nON LX COIL STALL SEE STAR CASE K94202871 K14443423. INSTALLED CO PILOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011703325

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510324)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J262561177)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092310

Report#: SSV011703325
Open Date: 12/06/2011
Mileage: 15938
Warr Built Dt: 09/23/2005
Supplier RP:

Zone/Cd: 71-44629
Name: SWIFT CHRYSLER JEEP DODGE
Address: 4318 CHILES RD
 DAVIS, CA 956184389
Phone: 530 758-7945
 530 757-3770

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES WHILE DRIVING AT TIMES SENT RECORDINGS,PLEASE VIEW THEN CALL 916-505-2208

Service Action:HARJOT OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. HARJOT WHAT DID THE RECORDINGS SAY HARJOT LOOKS LIKE THE PCM IS SHUTTING OFF. SWAP COILS FROM ANOTHER CAR AND CHANGE SPARK PLUGS AND DO NOT US PLATINUM PLUGS. REPLACE COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011712168

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6216510101)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238560995)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083122

Report#: SSV011712168
Open Date: 12/06/2011
Mileage: 1976
Warr Built Dt: 08/31/2005
Supplier RP:

Zone/Cd: 51-65191
Name: ADEL CHRYSLER INC
Address: 818 COURT ST
 ADEL, IA 500031446
Phone: 515 993-4587

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:WHEN COLD CAR STARTS LET IDLE CAR WILL DIE. CAR WILL RESTART AND DRIVE FINE.

Service Action:WHEN COLD CAR STARTS LET IDLE CAR WILL DIE. CAR WILL RESTART AND DRIVE FINE. DUPLICATED : YES - JUST START CAR COLD REPAIRS AND TESTS PERFORMED :
 FOUND CODES IN TCM U0100, ESM U0100, ABS U0100 AND FCM U0100 THEY ARE STORED NOW DTCS : U0100 TECHCONNECT SEARCH : U0100. TECH STATED WITH THE U0100
 CODES ACTIVE IN THE OTHER CAN C MODULES, THE PCM WAS STILL ON THE BUS AND DATA COULD BE VIEWED. --- ADVISED TECH TO REPLACE THE PCM . REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011722028

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6327510300)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J348561419)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122317

Report#: SSV011722028
Open Date: 12/06/2011
Mileage: 51420
Warr Built Dt: 12/23/2005
Supplier RP:

Zone/Cd: 71-42062
Name: SANTA CRUZ DODGE
Address: 1616 SOQUEL AVENUE
 SANTA CRUZ, CA 95062
Phone: 831 426-5100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT COLD ENGINE DIE OUT CAR BACK TODAY STILL DIES INTERMITTENTLY NOW HAD PO700 TCM U0100 HVAC B10AC ALL STORED CUSTOMER STATED YESTERDAY THAT ENGINE WOULDNT STAY RUNNING ON COLD START UP IN THE MORNING TOOK 6 TIMES OF RESTARTING BEFORE IT WOULD STAY RUNNING HAS BEEN OK SINCE AND THIS MORNING STARTED OK NO DIE OUT

Service Action: STAR ADVISED TECH SERVICE HISTORY SHOWS-CUSTOMER REPORTS CAR DIES, EVERY TIME HAS BEEN IN THE MORNING AFTER SITTING OVER NIGHT (EXCEPT ONE TIME) AFTER STARTING CAR, BACKING OUT OF GARAGE WITH FOOT ON THE BRAKE THE ENGINE WILL DIE, RESTARTS FINE, THE LAST TIME ENGINE STALLED WAS IN TRAFFIC HAPPENED ON STOP AND GO AT ABOUT 5MPH, STALLED 3-4 TIMES... CHECK ENGINE LIGHT ON NOW-CHECK CONNECTOR C104 FOR MOISTURE/CORROSION/LOOSE/SPREAD/BACKED OUT TERMINALS/PINS-IF NPF REPLACE DYNAMIC SENSOR -RETEST WHAT IS THE TRANSMISSION DTC -P0700 IS LETTING

YOU KNOW THAT A DTC(S) IS STORED IN THE TRANSMISSION CONTROL MODULE-CHECK CODE-CHECK TRANS FLUID LEVEL AND OPERATION. ADVISE TECH TO REMOVE AND INSPECT THE SPARK PLUGS FOR THE CORRECT APPLICATION OR A WORN OUT CONDITION ,IF THE PLUGS ARE OK TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND HAVE THE CUSTOMER DRIVE THE VEHICLE TO SEE IF THE STALLING CONCERN PERSIST . ADVISE TECH OVER TIME IF THE CONDITION PERSIST RELATED TO THE POTENTIAL EMF / EMI SPIKE THE DRIVERS IN THEPCM MAY BECOME DAMAGED . NEVER CAME BACK TO FIX

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011749893

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510578)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335561529)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122016

Report#: SSV011749893
Open Date: 12/06/2011
Mileage: 70656
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 74-65577
Name: JUNEKS SERVICE INC
Address: 644 W JACKSON BL
 SPEARFISH, SD 57783
Phone: 605 642-2651

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES ENGINE DIED OUT, WOULD NOT RESTART. NONE CLOSED FIRST REQUEST BY MISTAKE

Service Action: ADVISE TECH TO CLOSELY INSPECT THE SPARK PLUGS TO SEE IF THEY RECENTLY HAVE BEEN REPLACED WITH AFTERMARKET PLUGS OR ARE THEY WORN OUT . ADVISE TECH POSSIBLE IGNITION COIL CAUSING THE STALLING CONCERN OR THE PCM MAY BE AT FAULT FROM REPEATED EMF EMI SPIKES . REPLACED SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011752491

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510280)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560185)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011211

Report#: SSV011752491
Open Date: 12/06/2011
Mileage: 88288
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 32-62012
Name: TETERBORO CHRYSLER PLYMOUTH JE
Address: 469 ROUTE 46
 LITTLE FERRY, NJ 07643
Phone: 201 440-1555
 201 440-0222

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL VERY INT.

Service Action: WAYNE, PLUGS/COILS CAN CAUSE THIS ISSUE. I WOULD TRY ANOTHER SET OF THE CORRECT PLUGS.....DOUG. REPLACE MAP SENSOR AND PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011763266

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336510231)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J350560141)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010505

Report#: SSV011763266
Open Date: 12/06/2011
Mileage: 88230
Warr Built Dt: 01/05/2006
Supplier RP:

Zone/Cd: 32-62012
Name: TETERBORO CHRYSLER PLYMOUTH JE
Address: 469 ROUTE 46
 LITTLE FERRY, NJ 07643
Phone: 201 440-1555
 201 440-0222

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING (NO PATTERN) PLEASE DISREGARD REQUEST 239333 SWAP OUT MAP SENSOR STILL STALLING .START RUNS GOOD WHEN WARMING STALLS .CUTS OUT SWAPED OUT COILS .CUST STILL HAVING PROBLEM U0100 RETUURNED PLEASE REVIEW DATA RECORDING SENT TO YOU ON THIS CAR . I NEED TO BE POSITIVE ON DIA CAR HAS COME BACK SEVERAL TIMES THANKS WAYNE DOUG--WE ALREADY REPLACED THE PCV VALVE, TCM, MAP SENSOR, THROTTLE BODY, COILS AND SPARK PLUGS AND SHIFTER MODULE--PLEASE HELP

Service Action: WAYNE, TRY A DONOR MAP SENSOR AND SEE IF IS BETTER. MAKE SURE THE TRANS IS FULL. WAYNE, INSPECT FOR ANY RUB TROUGHS ON ANY UNDER HOOD HARNESS. MAKE SURE THE PLUGS ARE CORRECT AND NOT WORN OUT. TRY SWAPPING ALL COILS WITH LIKE VEHICLE AND ROAD TEST VEHICLE. WAYNE, REPLACE THE PCV AND IF STILL IS STALLING REPLACE THE PCM. WAYNE, DID YOU REPLACE THE TCM AND PCM I WILL NOT GET TO LOOK AT THE RECORDING TILL. I AM SORRY TO TELL YOU THAT

THERE IS NO SINGLE FIX ON A VEHICLE WITH THE ISSUES THAT THIS VEHICLE HAS.....DOUG. WAYNE, I REVIEWED THE RECORDING AND I SAW WAS VOLTAGE SENSE WAS LOST IN A COUPLE OF BREAKS. I WOULD BE LOOKING CLOSELY AT VOLTAGE FROM IGN SWITCH.....DOUG. REPLACE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011769692

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510662)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J265561638)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092702

Report#: SSV011769692
Open Date: 12/06/2011
Mileage: 48362
Warr Built Dt: 09/27/2005
Supplier RP:

Zone/Cd: 71-45485
Name: ROGERS & ROGERS CHRYSLER JEEP
Address: 2329 US HIGHWAY 86
 IMPERIAL, CA 922519780
Phone: 760 352-9160

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS WHEN COMING TO STOP

Service Action:CARLOS THE ONLY STALLING ISSUES WE HAVE SEEN ON THESE IS WRONG OR INCORRECT GAPPED PLUGS,COILS INTERFERING WITH THE PCM,RAW FUEL IN THE CANNISTER AND PURGE SOLENOIDS STICKING. CUSTOMER DRIVING VEHICLE WAITING FOR RESPONSE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011792355

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510739)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333561329)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120520

Report#: SSV011792355
Open Date: 12/06/2011
Mileage: 82966
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 63-26492
Name: BOB MOORE DODGE CHRYSLER JEEP,
Address: 7420 NW EXPRESSWAY
 OKLAHOMA CITY, OK 731321547
Phone: 405 720-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES ENGINE DIES WHEN COLD BARO AND MAP TEST OK, THE FUEL PRESSURE IS NORMAL, ALCOHOL CONTENT IS 7%. EGR IS OPERATING PROPERLY. SPARK PLUGS ARE OK AND CORRECT. PCV LOOKS TO BE OK IS FREE AND RATTLES. I WILL SEND YOU THE FLIGHT DATA THAT I CAPTURED, THE ONLY THING I SAW WAS THE FILTERED PARK NEUTRAL SIGNAL SWITCHING ON AND OFF, THE VEHICLE WAS IN THE STALL IN PARK. ON INITIAL START OF RECORDING I THROTTLED THE VEHICLE TWICE, THE MIL AND THROTTLE LIGHT FLASHED AND VEHICLE STALLED OUT. REPLACED PCV. LET COLD SOAK OVER NIGHT. WHEN THROTTLING ENGINE, ENGINE STUMBLES AND MIL AND ETC LIGHTS FLASH AND ENGINE WILL DIE. NO CODES ARE SETTING. IF YOU ACCEL SLOWLY I HAVE NOT HAD IT ACT UP, ONLY ON MEDIUM TO HARD ACCEL, DOES NOT MATTER IF YOU ARE IN GEAR OR PARK PLUGGED EGR, NO CHANGE. MONITORED FUEL PRESSURE WHEN ENGINE STUMBLES, FUEL PRESSURE WOULD DROP TO BELOW 30PSI AND THEN RECOVER. I REPLACED THE RIGHT SIDE FUEL MODULE WHICH HAS THE FUEL PRESSURE REGULATOR IN IT. NO CHANGE. I HAD SOMEONE RIDE IN

BACK SEAT WITH A TEST LIGHT HOOKED TO THE FUEL PUMP POWER AND GROUND TO SEE IF IT WOULD DROP OUT, CHECKED GOOD. I GRAPHED THE ASD AND FUEL PUMP RELAYS WHILE DRIVING, STAYED ON. GRAPHED THE ETC AND NOTICED THAT WHILE SITTING AT IDLE JUST BEFORE IT DIED THE VOLTAGE HAD A SLIGHT DROP. I DONT HAVE ANY OTHER IDEAS, ANY MORE SUGGESTIONS DOUG, THIS IS BEN HAGAN S89136B. I WAS ELECTED TO DIAGNOSE THIS VEHICLE. WHEN THE STUMBLE/DIE OUT CONCERN HAPPENS THE PCM RUN TIME RESETS AND THE WCM SHOWS ENGINE RESET TRUE FOR A SECOND. THIS INDICATES TO ME THE PCM IS LOSING POWER INTERNALLY AND DROPPING OFF THE BUS FOR A SECOND. PROBABLY WHY THE BARO READING CHANGES AS WELL. THE ONLY WAY TO MAKE THIS HAPPEN IS TO STAB THE THROTTLE, IN OR OUT OF GEAR. I PERSONNALLY THINK THERE IS AN INTERNAL PCM PROBLEM BUT NOT SURE HOW TO PROVE IT.

Service Action: GREG, WHEN VEHICLE IS FIXED THE CODE C121C SHOULD GO AWAY. ON COLD START NOW WHAT IS THE MAP SHOW FOR VACUUM AND BARO I ALSO WOULD AT THIS TIME REPLACE THE PCV VALVE. HAVE PLUGS BEEN REPLACED WITH THE CORRECT PLUGS CHECK THE FUEL PRESSURE AND THE ALCOHOL PERCENTAGE IN THE FUEL. IF EGR EQUIPPED THEN MAKE SURE IS WORKING PROPERLY. MAKE SURE PCM IS UP TO DATE.....DOUG. GREG, REPLACE THE PCV VALVE. AND COLD START AND REEVALUATE ISSUE.....DOUG. GREG, I CHECKED WITH THE TRANS GROUP AND THEY WERE NOT SURE ABOUT SIGNAL SWITCHING ON/OFF. SAID TO CHECK WITH A SCAN TOOL A LIKE TRANS FOR SAME ACTION, THEN RECHECK YOUR VEHICLE. BLOCK THE EGR WITH A PIECE OF POP CAN AND SEE IF ANY CHANGE. MONITOR FUEL PRESSURE WHILE DRIVING. GREG, IF THE FUEL PRESSURE IS DROPPING ON ACCEL THEN YOU MAY WELL HAVE A BAD FUEL PUMP.....DOUG. BEN, IF ALL COILS HAVE BEEN SWAPPED WITH A LIKE VEHICLE AND STILL HAVE STALLING ISSUE, THEN REPLACE THE PCM.....DOUG. REPLACED #4 IGN COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011805667

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6255510193)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J265561365)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092711

Report#: SSV011805667
Open Date: 12/06/2011
Mileage: 46526
Warr Built Dt: 09/27/2005
Supplier RP:

Zone/Cd: 66-42539
Name: BILL BRYAN CHRYSLER DODGE JEEP
Address: 3401 U.S. HIGHWAY 441/27
 FRUITLAND PARK, FL 34731
Phone: 352 787-2223

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR WILL DIE AFTER FILLING UP THE GAS TANK

Service Action:JASON, IF STALLING ON FIRST PUMP CLICK OFF THE MOST LIKELY YOU WILL NEED TO REPLACE GAS TANK AND CANISTER IF HAS LIQUID FUEL INSIDE OF IT.....DOUG. OK AT THIS TIME, OUT SIDE SHOP FIXED CAR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011836377

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6009610528)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J047660627)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022312

Report#: SSV011836377
Open Date: 12/06/2011
Mileage: 39247
Warr Built Dt: 02/23/2006
Supplier RP:

Zone/Cd: 70-61749
Name: ROBERSON MOTORS INC
Address: 3100 RYAN DRIVE S E
 SALEM, OR 973015083
Phone: 503 363-4117

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STATED THAT CAR WILL STALL INTERMITTANTLY HAS NOT BEEN DUPLICATED, DOES START RIGHT BACK UP INSTALLED ALL COILS AND TEST DROVE ENGINE IS STILL DYING INTERMITTENTLY. WHEN CAR DIES NOW THE ONLY CODE THAT IS RESETTING IS U0100 IN THE TCM. DIAGNOSTICS FOR THE CODE ENDS UP IN INTERMITTENT CONDITION DIAG. THREE OF US HAVE LOOKED AT THE PCM AND CANT FIND ANY NUMBERS THAT LOOK LIKE A JULIAN DATE AT ALL. HERE IS A LIST OF ALL THE NUMBERS WE CAN FIND ON IT. HUNTSVILLE S/N 9CGFP08F03 17 11, DAIMLER CHRYSLER P/N P04606839AD, MODULE S/N TEH03968VJ4E, AUTHORIZED SOFTWARE UPDATE LABEL ON CONTROLLER HAS FOLLOWING NUMBERS 05094779AH, P/N P05094779AH, S/N T9CEH03968VJ4E, SEQUENCE 030420.

Service Action: S, DO NOT SEE ANY CODES THAT WILL CAUSE ENGINE DIE OUT. HAS DIE OUT BEEN DUPLICATED DOES VEHICLE START RIGHT BACK UP AFTER DIE OUTDOUG. S, REPLACE THE PLUGS AND SWAP ALL COILS WITH A DONOR VEHICLE. CLEAR THE CODES. ROAD TEST THE VEHICLE. S, CHECK JULIAN THE DATE ON THE PCM IF FALLS

BETWEEN T00EM 089 AND 248 AUTOMATIC REPLACE PCM.....DOUG. S, AT THIS TIME REPLACE THE PCM.....DOUG. BELEIVE TO BE FIXED-HASN T BEEN BACK SINCE PCM REPLACEMENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011848180

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132510936)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157560306)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060916

Report#: SSV011848180
Open Date: 12/06/2011
Mileage: 37456
Warr Built Dt: 06/09/2005
Supplier RP:

Zone/Cd: 63-45503
Name: JOE USRY CHRYSLER JEEP DODGE
Address: 5395 I 55 N
 JACKSON, MS 392064144
Phone: INACTIVE
 601 500-5555

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING WILL RESTART I UNDERSTAND THAT BUT I HOW IS THIS KILLING MY CAN C AND ISSUES WITH ALL RELATED MODULES ON CAN C. I SENT INFORMATION OF LOSS OF COMM AND MODULE SCAN REPORT. REPLACED PLUGS ,SWAPPED COILS, STILL DOES SAME THING. ONLY WHEN VEHICLE GETS HOT. DOESNT MATTER IF ON BUMMPY OR SMOOTH ROAD. DISCONNECT MODULE ON CAN C, WHILE ACTING UP COULDN'T SEE A CHANGE. YES STILL GETTING THOSE CODES. FIRST THING I CHECKED WAS HARNESS NEAR PARKING BRAKE SENT SCAN REPORTS AGAIN YESTERDAY, DID YOU GET TO LOOK AT THEM. IN THE SECOND SET FLAGS WERE IN 4 MODULES AGAINST FCM CAN FCM BE SWAPPED AND PROGRAMMED FROM ONE CAR TO ANOTHER

Service Action: CONTACTED T/A TO INQUIRE FOR SUGGESTIONS. TECH HAS REPLACED FCM AND HAS HAD NO RE-OCCURRENCE OF CONDITION AS OF YET. TECH TO TEST DRIVE VEHICLE TO DETERMINE IF CONDITION IS STILL PRESENT INTERMITTENTLY. T/A REQUESTED COPIES OF SCAN REPORTS. TECH STATED HE DID NOT KEEP THEM. T/A REQUESTS THAT

IF CONDITION REDEVELOPS TO SEND COPIES TO T/A FOR REVIEW. T/A STOPPED BY DEALER ON 12/2 TO INQUIRE ABOUT CASE WHILE IN THE AREA. TECH STATED THAT FOLLOWING FCM REPLACEMENT AND EXTENSIVE TEST DRIVING PROBLEM HAD NOT RE-OCCURRED. TECHNICIAN HAS DEEMED REPAIR SUCCESSFUL AND HAS RETURNED CAR TO CUSTOMER. REPLACED FCM FREDRIC, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. FREDRIC, THE COILS AND PLUGS WILL SPIKE THE PCM AND CAUSE IT TO GO OFF LINE IN MOST CASES, LETS RULE OUT THE COILS AND SPARK PLUGS FIRST. IF THE PROBLEM STILL PERSISTS AFTER THE PLUGS ARE REPLACED AND IGNITION COILS ARE SWAPPED LET ME KNOW. FREDRIC ARE YOU STILL SETTING U0002 & U0001 HAVE YOU CHECKED THE WIRING NEAR THE PARKING BRAKE ACTUATOR HAVE SEEN SOME WIRE HARNESS CHAF ISSUE IN THAT LOCATION. FREDRIC, YOU MAY NEED TO USE THIS TICKET NUMBER AND PHONE INTO STAR AND ASK TO SPEAK WITH THE ELECTRICAL GROUP FOR THE UCODES YOU ARE SETTING. ADVISED THE TECH TO VERIFY THE CAN C VOLTAGE WHEN THIS OCCURS. FREDRIC SENT VEHICLE SCAN REPORT AND CONFIGURATION REPORT. HE ERASED CODES AND IS GOING TO DRIVE THE VEHICLE TO GET THE VEHICLE TO ACT UP AGAIN. CELL 601-473-6175. AFTER REVIEWING THE CASE, I ADVISED TECH TO CHECK THE GROUND TO THE PCM WITH KOEO AND KOER. TECH STATES THAT FROM THE SHOCK TOWER TO PCM GROUNDS PINS# 9-18 HE HAS .6 OHMS WITH KOEO, KOER HE HAS VERY HIGH NUMBERS FLUCTUATING. FROM ENGINE BLOCK TO PCM SAME RESULTS. TECH STATES THAT IN THE TRUNK HE HAS MEASURED 3 TO 5 OHMS FROM THE NEGATIVE POST TO THE GROUND TERMINAL. TECH STATES THAT THE BATTERY HAS BEEN REPLACED WITH A NON MOPAR PART. ADVISED TECH TO RUN A REDUNDANT GROUND TO THE PCM AND RETEST THE SYSTEM. REPORT BACK FINDINGS. THANKS, TOM T. ITS NOT RECOMMENDED THAT WE SWAPP MODULES SUCH AS THE FCM, BUT IF YOU HAVE TO MAKE SURE THAT ITS THE SAME MAKE, MODEL, BUILD AND YEAR, AND FOR MOST CASES ITS BEST IF YOU TAKE THIS FCM OUT OF THE CONCERN VEHICLE AND PLACE INTO THE TEST VEHICLE AND SEE IF THE CONDITION IS PRESENT. REPORT BACK. TECH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011848522

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GZ57266H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT AWD LXEP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6013610589)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J007661215)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 021015</p>	<p>Report#: SSV011848522</p> <p>Open Date: 12/06/2011</p> <p>Mileage: 5500</p> <p>Warr Built Dt: 02/10/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-45489</p> <p>Name: BLACK CHRYSLER DODGE JEEP RAM</p> <p>Address: 831 SALISBURY RD STATESVILLE, NC 28677</p> <p>Phone: 704 924-7070</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: SURGES WHILE DRIVING AND WILL SHUTOFF IN REVERSE I DO KNOW ABOUT THE COIL ISSUE. IS THERE ANY WAY OF TESTING THEM WITHOUT REPLACING ALL 8

Service Action: RICHARD THE ONLY ISSUES WE HAVE SEEN IS FOR STALLING, WRONG OR INCORRECT GAPPED PLUGS, COILS INTERFERING WITH THE PCM, RAW FUEL IN THE CANNISTER AND PURGES STICKING. RICHARD SWAP THEM OUT OF A DONOR VEHICLE AND IF THE COILS PROVE TO BE AT FAULT WE RECCOMEND REPLACING ALL 8 COILS. WATCHED COIL BURN TIME ON WITECH AND FOUND COIL 2 DROPPING TO 255 BEFORE CAR SHUT DOWN. REPLACED COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011887103

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6235510266)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J249560384)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 091311

Report#: SSV011887103

Open Date: 12/02/2011

Mileage: 8268

Warr Built Dt: 09/13/2005

Supplier RP:

Zone/Cd: 66-26019

Name: EFIRD CHRY-JEEP-DODGE INC

Address: 1711 WEST LUCAS STREET
FLORENCE, SC 295011227

Phone: 843 669-1881

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:LOSS OF POWER AT TIME

Service Action:ALVIN HAS CALLED STAR.....SUGGESTED TO TECH POSSIBILITY OF THIS VEHICLE HAVING THE \ COIL KILLER\ SCENARIO.\n\nTWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.IN SHORT START WITH NEW SPARK PLUGS,IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR

VEHICLE.ALSO CHECK THE WIRING NEAR THE PARKING BRAKE,LEAVE THE PCM AS A LAST RESORT,RULE OUT SPARK PLUGS FIRST THEN COILS,LEAVE THE PCM AS A LAST RESORT. REPLACE FUEL PUMPS, SPARK PLUGS ,AND 2 IGNITION COILS\r\n*****\r\nSTAR: TECH NOTES:REPLACE FUEL PUMPS, SPARK PLUGS ,AND 2 IGNITION COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011860964

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6297510189)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J307560753)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111220

Report#: SSV011860964
Open Date: 11/28/2011
Mileage: 49823
Warr Built Dt: 11/12/2005
Supplier RP:

Zone/Cd: 66-44073
Name: CONWAY CHRYSLER DODGE JEEP INC
Address: 2385 HWY 501 WEST
 CONWAY, SC 295265002
Phone: 843 365-7331

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE CUTS BACK, ALMOST STALLS AT TIMES, USUALLY WHEN ACCELERATING, OR REVING ENGINE AT STAND STILL. NOT THE REV LIMITER. ENGINE RPMS ARE BETWEEN 1500-4000. NO CODES. WHILE WATCHING DATA SCREEN IN WI-TECH, OR STAR SCAN, ALL SENSORS FALL OUT, OIL LAMP IS ILLUMINATED IN CLUSTER, AND CHIME IS HEARD ; VEHICLE IS STALLING, OR SPUTTERING TO THE EXTENT OF STALLING. HAVE NOTICED : STILL DUPLICATED, BUT WITH LESS FREQUENCY WHEN VEHICLE REACHES OPERATING TEMPERATURE.

Service Action:TIM,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION

COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT START WITH NEW SPARK PLUGS, IF THE ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011871580

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510477)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661426)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011720

Report#: SSV011871580
Open Date: 11/25/2011
Mileage: 62000
Warr Built Dt: 01/17/2006
Supplier RP:

Zone/Cd: 32-23058
Name: MILFORD CHRYSLER JEEP DODGE RA
Address: 1470 BOSTON POST RD
 MILFORD, CT 064602773
Phone: 203 878-2471

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT AFTER THEY FILL THE FUEL TANK, THE VEHICLE RUNS POORLY AND STALLS. AFTER THEY DRIVE IT A WHILE IT RUNS FINE.

Service Action: STAR ADVISED TECH TO CHECK LONG TERM FUEL TRIM ADAPTIVES-CHECK FOR STUCK OPEN PURGE SOLENOID/RAW FUEL IN THE CANISTER-IF THERE IS RAW FUEL IN THE CANISTER-THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN WHICH WILL ALLOW RAW FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER.WE HAVE SEEN THE VENT FOR THE EVAP SYSTEM ON THE TANK CROSSOVER STUCK OPEN CAUSING THE VAPOR CANISTER TO FILL AND CAUSE ENGINE STALL.POS FUEL TANK/PURGE SOLENOID CONCERN. NOT SURE, FOUND KINKED VENT LINE. CUSTOMER WIL TRY AGAIN AT NEXT FILL UP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011663238

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6147510993)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165561020)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062109

Report#: SSV011663238
Open Date: 11/23/2011
Mileage: 62525
Warr Built Dt: 06/21/2005
Supplier RP:

Zone/Cd: 63-43497
Name: JOHNNY ROBERTS MOTORS INC
Address: 1706 E BROADWAY
 ALTUS, OK 73521
Phone: 580 482-1901

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIED WHILE DRIVING JUST SHUT OFF DOING 70MPH & WOULD NOT RESTART

Service Action:ROBERT,LAB SCOPE THE CMP/CKP SIGNALS,TRY UNPLUGGING EITHER SENSOR ONE AT TIME AND SEE IF IT WILL FIRE.\r\nMEASURE THE ASD VOLTAGE AT THE COILS USING A METER,CHECK THE INJECTOR PULSE USING A NOID LITE SEE IF ITS BLINKING.POSSIBLE TIMING ISSUE WITH 262K MILES ON IT. BEN HAS CALLED STAR,THIS TECH IS HELPING ROBERT.....CMP/CKP SENSORS LAB SCOPE O.K. HAS ASD VOLTAGE TO THE COILS,NO SPARK,NO COIL DRIVERS FROM THE PCM.CMP/CKP SENSORS WERE REPLACED ALONG WITH THE PCM.\r\nADVISED TECH POSSIBLE TIMING CHAIN CONCERN.NEXT STEP WOULD BE CONFIRM THE TIMING IS STILL SET CORRECTLY.MAY HAVE JUMPED TIME. TEARED DOWN FROM OF ENGINE FOUND THAT ENGINE WAS 9 TEETH OUT OF TIME , TENSIONER EXPLODED\r\n*****\r\nSTAR: TECH NOTES TIMING WAS OFF 9 TEETH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011821224

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6269511475)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J276561507)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101109

Report#: SSV011821224
Open Date: 11/22/2011
Mileage: 89760
Warr Built Dt: 10/11/2005
Supplier RP:

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MISSES AND STALLS AFTER FILLING WITH FUEL

Service Action: STAR ADVISED TECH -THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT WOULD BE THE ISSUE. HAVE SEEN VENT FOR EVAP SYSTEM ON TANK CROSSOVER STUCK OPEN CAUSING VAPOR CANISTER TO FILL AND CAUSE ENGINE STALL.POS TANK CONCERN. NONE ADDITIONAL INFORMATION REQUIRED. PLEASE TAKE TIME TO DO SURVEY -WE ARE RATED ARE CORRECT INFORMATION GIVEN- THANKS JEFF NO ADDITIONAL INFORMATION REQUIRED. IF VEHICLE RETURNS REPLACE GAS TANK-POS FAILED VENT VALVE-JEFF VEH HAS NOT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011831864

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6290510555)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J291560174)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102218

Report#: SSV011831864
Open Date: 11/22/2011
Mileage: 98244
Warr Built Dt: 10/22/2005
Supplier RP:

Zone/Cd: 66-68738
Name: CARL GREGORY CHRYSLER JEEP DOD
Address: 3700 BRISTOL HWY
 JOHNSON CITY, TN 376011376
Phone: 423 282-3011

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MIL ON. ENGINE BUCKS AND CUTS OUT - MAINLY AT WOT. SEEMS MORE FREQUENT WHEN DOWNSHIFTING. TRIED THE MAP SENSOR SWAP WITH NO CHANGE. WILL FOLLOW YOUR RECOMMENDATION IF THE CUSTOMER APPROVES THE PROCEDURE. I DO HAVE A COUPLE OF QUESTIONS THOUGH. WHY WOULD A FAULTY IGNITION CAUSE THE THROTTLE TO CLOSE AND WHY AM I NOT SEEING ANY MISFIRE OR IONIZATION CODES

Service Action: RANDALL, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS

THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT,REPLACE THE SPARK PLUGS,IF ISSUE PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE.SOUNDS LIKE WHAT YOU HAVE GOING ON HERE. RANDALL,THE COIL OR PLUGS COULD BE SPIKING THE PCM AND CAUSING YOUR PROBLEM.WE HAVE HUNDREDS OF CASES LIKE THIS.THATS WHY ITS RECOMMENDED WE RULE OUT PLUGS FIRST THEN MOVE ON TO COILS IF THE CONDITION PERSISTS. REMOVING E3 DIAMOND FIRE PLUGS AND REPLACING WITH STOCK.\r\n*****\r\nSTAR: TECH NOTES INCORRECT/AFTERMARKET TYPE SPARK PLUGS CAUSING THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011470992

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6144610318)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J164660534)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061619

Report#: SSV011470992
Open Date: 11/18/2011
Mileage: 23350
Warr Built Dt: 06/16/2006
Supplier RP:

Zone/Cd: 71-41198
Name: HADDAD DODGE
Address: 3000 HARRIS RD
 BAKERSFIELD, CA 93384
Phone: 661 398-0264
 661 398-0129

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS INTERMITTENTLY AFTER REFUELING. STALLED WHILE DRIVING COMING TO A STOP. FUEL TANK IS FULL AT THIS TIME UNABLE TO FIND RAW FUEL IN EVAP LINES OR EVAP CANISTER.

Service Action:VEHICLE STALLS INTERMITTENTLY AFTER REFUELING. STALLED WHILE DRIVING COMING TO A STOP. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : REMOVED AND INSPECTED EVAP CANISTOR, FOUND NO RAW FUEL INSPECTED EVAP LINE TO CANISTER LOOKED NORMAL NO PRESENCE OF RAW FUEL. PLEASE ADVISE TECHCONNECT SEARCH : STALLS AFTER TANK HAS BEEN FILLED
 SALVADOR THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THAT THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE

THEM ALSO. SALVADOR THIS IS THE ONLY ISSUE WE SEE, YOU MAY HAVE TO GET IT TO STALL AND CHECK FOR FUEL IN THE EVAP CANISTER WHEN IT HAPPENS. WE SEE THIS OFTEN IN THE LX. 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. \n\nTHANKS, CHRYSLER STAR CENTER.
REPLACED FUEL TANK AND EVAP CANISTER. VECHILE HAS NOT RETURN SINCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011773958

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175510053)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207561043)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081000

Report#: SSV011773958
Open Date: 11/04/2011
Mileage: 65855
Warr Built Dt: 08/10/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:U0100 LOSS OF COMMUNICATION WITH PCM, STORED IN TCM. NO OTHER DTC S. VEHICLE DIES OUT WHILE DRIVING. RESTARTS BY ITSELF IF VEHICLE IS MOVING.
 CUSTOMER STATES THAT IT WILL DIE AT A LIGHT AND HAS TO BE RESARTED COULDN T VERIFY ANYTHING ON TOPOLOGY,BUT COULD VERIFY ON \ LOSS OF COMMUNICATION TEST\ PCM DOES COUNT WHILE CONDITION OCCURS.COULD YOU CALL ME THE NUMBER UNDER MY EMAIL STATUS STAR LINE SAYS THAT I DONT HAVE SUFFICIENT TRAINING FOR THIS CASE, I DIDN T KNOW THERE WAS MORE THAN LEVEL 4.

Service Action:U0100 LOSS OF COMMUNICATION WITH PCM, STORED IN TCM. NO OTHER DTC S. VEHICLE DIES OUT WHILE DRIVING. RESTARTS BY ITSELF IF VEHICLE IS MOVING.
 CUSTOMER STATES THAT IT WILL DIE AT A LIGHT AND HAS TO BE RESARTED DUPLICATED : YES - LONG MEDIUM TO HARD ACCELERATION REPAIRS AND TESTS PERFORMED : CHECKED FOR CHAFING BY PARKING BRAKE DTCS : U0100 TECHCONNECT SEARCH : U0100 *****\r\n *****\r\nTHOMAS, WHEN THE CONCERN

HAPPENS MONITOR THE IGN RUN VOLTS AT THE PCM, THEN CHECK THE TOPOLOGY SCREEN AND SEE IF THE PCM IS CUTTING OUT, THIS COULD BE A PCM CONCERN, KEEP ME POSTED, THANKS.\r\nMARK. THOMAS, SORRY BUT OUTBOUND CALLS ARE ON HOLD DUE TO THE CASE S IN HERE TODAY, THE PCM SHOULD BE 8/80 SO LETS TRY A PCM AND TEST OPERATION.\r\nMARK. REPLACED AND REPROGRAMMED PCM. TEST DROVE EXTENSIVELY, UNABLE TO DUPLICATE COMPLAINT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011592151

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6207510099)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J231561223)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082913

Report#: SSV011592151
Open Date: 11/02/2011
Mileage: 4221
Warr Built Dt: 08/29/2005
Supplier RP:

Zone/Cd: 35-26802
Name: DULLES CHRYSLER DODGE JEEP RAM
Address: 109 CATOCTIN CIR SE
 LEESBURG, VA 201753712
Phone: 703 777-7077
 571 209-1955

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH STALLS

Service Action:ED,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. CUST HAS NEVER RETURNED WITH VEH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011777680

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57226H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6172510077)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J204561269)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080806

Report#: SSV011777680
Open Date: 11/01/2011
Mileage: 52592
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH DIES OUT CUST DONT LEAVE VEHICLE RUNNING WHILE PUTTING GAS BUT CUST CALLED BACK & SAID THAT WHEN TANK IS 3/4 AND BELOW VEH IS FINE DOES NOT DIE OUT. ONLY WHEN FULL. POSS FUEL TANK ASSY REMOVED CHARCOAL CANNISTER & ITS DRY. ALSO CK PURGE SOLENOID. DRY. NEED TO FILL FUEL TANK.

Service Action:SEE IF CUSTOMER IS LEAVING CAR RUNNING WHILE FILLING GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM.CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR FUEL TRIM ADAPTIVES-IF NPF-OTHER HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST.. REPLACE PURGE SOLENOID AND HARD WIRE

CAM AND CRANK SENSOR CIRCUITS PIN TO PIN DO NOT PIGGYBACK ON WIRING OR USE ORIGINAL CONNECTORS-SPLICING A WIRE IN THE MIDDLE DOES NOT RULE OUT CONNECTOR PROBLEMS-RETEST. CUST TOOK VEH WILL BRING BACK AT A LATER DATE. NO REPAIRS DONE YET STAR ADVISED TECH IF THERE IS NO FUEL IN THE CANISTER-REPLACE TANK. REPLACED FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011475113

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510479)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J203561138)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080605

Report#: SSV011475113
Open Date: 10/31/2011
Mileage: 94448
Warr Built Dt: 08/06/2005
Supplier RP:

Zone/Cd: 66-65423
Name: HOOVER CHRYSLER JEEP DODGE
Address: 8701 ABERCORN ST
 SAVANNAH, GA 314064505
Phone: 912 925-0400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WILL DIE COMMING TO STOP INTERMITTEN NOW I AM GATTING A U0100 IS IN THE TCM LOST COMMUNIATION WITH ECM/PCM CODE ONLY CHECKED WIRES BYE
 PARKING BRAKE NO PROBLEM FOUND IT WILL JUST INTERMITTEN AGAIN

Service Action:CHECK FOR RUB THRU ON 5 VOLT SUPPLY-RECHECK TCM FOR CODES-IF NPF-INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL
 SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST INSTALLED NEW PLUGS AND #2 COIL PACK HAD HIGH RESISTANCE STAR CALLED TECH TO
 UPDATE CASE-TECH STATED HE REPLACED ALL PLUGS AND COILS-OK FOR 100 MILES NOW BACK AGAIN WITH U0100--INTERMITTENTLY DIES OUT AND STALLS--ADVISED
 TECH TO REPLACE ASD RELAY AND PCM. REPLACED PCM AND ASD RELAY HASNT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011767664

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6137610549)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660519)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061618

Report#: SSV011767664
Open Date: 10/31/2011
Mileage: 81448
Warr Built Dt: 06/16/2006
Supplier RP:

Zone/Cd: 70-25034
Name: DISHMAN DODGE RAM CHRYSLER JEE
Address: EAST 7700 SPRAGUE AVENUE
 SPOKANE, WA 99212
Phone: 800 457-6500
 509 924-3250

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE, MULTIPLE TIMES IN SHORT AMOUNT OF TIME. WILL ALWAYS START BACK UP I REMOVED SPARK PLUGS. PLUGS ARE CHAMPION REC14MCC4. I TRIED DIFFERENT COILS, STLL HAVE PROBLEM. I HAVE ACTIVE CODE B2105. CAN THIS CODE CAUSE INTERMITTENT STALLING

Service Action:WADE,UNSURE HOW THE PARTS ARE SOLD YOU WILL NEED TO CHECK WITH PARTS OR PARTS SPECIFIERS,BUT BEFORE YOU DO THAT I CAN TELL OF 2 COMMON THINGS THAT WILL CAUSE THIS CONDITION.....TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS

FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.\nSO IN SHORT....REPLACE THE SPARK PLUGS FIRST EVEN IF THEY LOOK O.K.,IF THE STALL PERSISTS THEN TRY IGNITION COILS. WADE,YES IT CAN,BUT I WOULD FIRST SUGGEST YOU REPLACE ALL THE SPARK PLUGS ANYWAY NO MATTER HOW THEY LOOK,THEY CAN CAUSE THIS ISSUE.HAVE SEEN MANY TECHS GET BURNED BY THIS. UNSURE AT THIS TIME NEEDS TO BE IN FIELD FOR A TIME TO SEE IF REPAIR IS CPMPLETE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011803459

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6299510569)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J319561061)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112821

Report#: SSV011803459
Open Date: 10/31/2011
Mileage: 96445
Warr Built Dt: 11/28/2005
Supplier RP:

Zone/Cd: 42-68405
Name: CROWN CHRYSLER JEEP DODGE
Address: 6350 PERIMETER LOOP RD
 DUBLIN, OH 430173206
Phone: 614 761-2360

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE WILL STALL WHILE DRIVING AT FREEWAY SPEEDS OR TURNING LEFT INTERMITANTLY. VEHICLE WILL RESTART IMMEDIATELY. NO DTCS. CAN NOT DUPLICATE IN SHOP, HAVE DRIVEN 150 MILES AND CAN NOT DUPLICATE. ANY KNOWN ISSUES TO LOOK FOR

Service Action: KEVIN, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT, REPLACE ALL THE SPARK PLUGS FIRST, IF THE PROBLEM PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. WILL LET CUSTOMER DRIVE TO

VERIFY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011489998

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6185511707)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J223560686)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081816

Report#: SSV011489998
Open Date: 10/28/2011
Mileage: 38400
Warr Built Dt: 08/18/2005
Supplier RP:

Zone/Cd: 51-63515
Name: GLENDALE CHRYSLER JEEP DODGE R
Address: 10070 MANCHESTER ROAD
 GLENDALE, MO 631221882
Phone: 314 965-5100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #193586 VEHICLE WILL SUDDENLY DIE AFTER DRIVING

Service Action:DAVID,I WOULD LIKE YOU TO REPLACE THE SPARK PLUGS USE CHAMPION REC14MCC4.THIS IS WHAT SERVICE INFORMATION CALLS FOR. REPLACED
 PLUGS\r\n*****\r\nSTAR: SPARK PLUGS CORRECTED DIE OUT/STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011518837

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H86H5 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610884)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660273)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051505

Report#: SSV011518837
Open Date: 10/28/2011
Mileage: 74973
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 35-44805
Name: BEAVER COUNTY DODGE CHRYSLER J
Address: 2761 CONSTITUTION BLVD
 BEAVER FALLS, PA 150101291
Phone: 724 847-7770

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL EVERY 3 TO 4 DAYS AND WILL NOT RESTART RIGHT AWAY JUST CRANKS,EVENTUALLY STARTS AFTER SITTING A WHILE. SETS DTCS P0219 AND ONCE STORED B0002

Service Action:BRIAN,WHATS MISSING WHEN THE VEHICLE WILL NOT START,LAB SCOPE THE CMP/CKP SIGNALS AT THE PCM. THIS FUEL PRESSURE PRESENT,SPARK PRESENT,FUEL INJECTOR NOID LIGHT BLINK FOUND A CASE IN OUR DATA THAT SUGGESTED SHORTING WIRING HARNESS INTERMITTENTLY ON THE RIGHT SIDE OF THE ENGINE,REAR OF ENGINE CAUSING ISSUES. COULD NOT GET VEHICLE TO DUPLICATE AFTER INSPECTING WIRING HARNESS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011602177

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510603)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151561205)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060604

Report#: SSV011602177
Open Date: 10/28/2011
Mileage: 48790
Warr Built Dt: 06/06/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR WILL DIE WHEN DRIVING I CHECKED THE SPARK PLUGS, I HAVE A REC14MCC4 YOU SAID A REC14MCC4 ANY DIFF. I CAN NEVER GET THE CAR TO DIE JUUST TO LET YOU KNOW

Service Action: CHRIS, THE 3 MOST COMMON AREAS WE SEE CAUSE DIE OUTS, FIRST FIND OUT IF IT ONLY HAPPENS AFTER FUELING THE VEHICLE, IF SO CHECK THE EVAP CANISTER, EVAP, PURGE LINES FOR SIGNS OF LIQUID FUEL, YOU COULD HAVE A FAULTY FUEL TANK CONTROL VALVE CAUSING THE ISSUE, IN WHICH CASE THE FUEL TANK WILL NEED TO BE REPLACED. IF THIS IS NOT THE CASE, WE ALSO SEE A LOT OF DIE OUTS CAUSED BY IGNITION COILS AND SPARK PLUGS... NO WAY TO TEST FOR THIS EITHER ITS A PROCESS OF ELIMINATION IN ALL CASES. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL

CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .AGAIN, YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. CHRISTOPHER,THATS WHAT SERVICE INFORMATION SHOWS REC14MCC4,SO IT COULD BE QUESTIONABLE ESPECIALLY IF THE PROBLEM STARTED AFTER PLUGS WERE REPLACED.\nYOU CAN ALWAYS TRY TO DATA RECORD THE DIE OUT ALSO IF NEEDED.BUT WHAT STAR ADVISED YOU OF ARE THE BIGGEST ISSUES WE SEE. CUST. DECLINED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011462555

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510339)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J120560285)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051412

Report#: SSV011462555
Open Date: 10/27/2011
Mileage: 24305
Warr Built Dt: 05/14/2005
Supplier RP:

Zone/Cd: 42-52918
Name: SPITZER MOTORS OF MANSFIELD, I
Address: 744 PARK AVE W
 MANSFIELD, OH 449063007
Phone: 419 524-2511

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE RUNS ROUGH AND STALLS AT TIMES.

Service Action:JOHN,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. I DONT KNOW CUSTOMER HAS NOT RETURNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011785101

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6010610124)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J040661506)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022220

Report#: SSV011785101
Open Date: 10/27/2011
Mileage: 76339
Warr Built Dt: 02/22/2006
Supplier RP:

Zone/Cd: 35-65748
Name: PLEASANT HILLS CHRYSLER JEEP D
Address: 600 CLAIRTON BLVD
 PITTSBURGH, PA 152363896
Phone: 412 892-2828

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS RANDOMALLY

Service Action: MIKE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 , SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE , THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. IN SHORT, REPLACE ALL THE SPARK PLUGS FIRST, IF THE PROBLEM PERSISTS THEN SWAP COILS WITH A DONOR VEHICLE. DISCOVERED THAT CRANK SENSOR WAS DROPPING OUT, REPLACED SENSOR, VEHICLE RAN FOR 1 HOUR WITHOUT STALLING. BELIEVE IT IS CORRECTED. \r\n\r\n ADVISED OF HOW TO READ MARK

PAGES TO DETERMINE CAM/CRANK DROP OUT. UNIT ALSO HAS ISSUE W/ BUS DROPPING OUT AT TIMES. LOOKING FOR SPARK PLUG CHANGE AND TEST DRIVE AGAIN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011447220

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510113)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J041661041)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021611

Report#: SSV011447220
Open Date: 10/26/2011
Mileage: 37023
Warr Built Dt: 02/16/2006
Supplier RP:

Zone/Cd: 32-44618
Name: DRIVERS VILLAGE, INC.
Address: 5885 E CIRCLE DR
 CICERO, NY 130398604
Phone: 315 699-3846

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RANDOMLY STALLS OUT. RANDOMLY STALLS OUT. CHECK FOR STAR K94202871, I GET NO RERSULTS FOUND, IS THE NUMBER INCORRECT, CUSTOMER TOOK VEHICLE OVER THE WEEKEND, NOW HAVE STORED CODES FOR TCM U002 CAN C BUS PERFORMANCE STORED, U0103 LOST COM WITH ESM AND CCN B2107 IGNITION SWITCH SENSE INPUT CIRCUIT PERFORMANCE. STILL STALLIN BUT RESTARTS EACH TIME... CLEARED CODES, IDLED ENGINE, CAR STALLED, CODE U0100 IN THE TCM CAME BACK STORED....

Service Action: ADVISE TO CHECK OTHER MODULE IF SETTING CODE U0100, CHECK FOR ANY WIRING PROBLEMS TO THE PCM, CHECK IGNITION SYSTEM, CHECK CONDITION OF THE SPARK PLUGS IF AFTER MARKET REPLACED WITH OEM, CHECK STAR CASE K94202871, POSSIBLE PCM IS RESETTING, SWAP ALL COILS FROM DONOR VEHICLE AND MONITOR CONDITION. ADVISE TO REPLACED ALL SPARK PLUGS, SWAP ALL COILS FROM DOWNER VEHICLE, TEST DRIVE AND MONITOR CONDITION. PCM REPLACED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011534349

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6045610263)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J069661409)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032103

Report#: SSV011534349
Open Date: 10/22/2011
Mileage: 64000
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 51-08299
Name: BOSAK MOTORS OF MERRILLVILLE,
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: SURGE AT IDLE & DIE OUT AT 3500RPM S DRIVING MED. TO HARD ACC. SHUTS OFF LIKE REV. LIMIT COMES BACK APROX. 3000RPM SWILL KEEP DOING THAT AT IDLE DON T MATTER A/C ON OR OFF IN GEAR OR OUT OF GEAR WON T SURGE OR DIE UNDER HEAVY BRAKE TORQUE TIRES WILL BREAK LOOSE PLEASE CK. REQUEST#201560 & 202316 THIS MORING I CHANGED CAM SENSOR RE PROGEMED PCM DID COMPLETE RELEARN & RESET . IT GOES TO 3500RPM S SHUTS DOWN TO IDLE UNTIL 2500 RPM S AT IDLE WILL JUST INSTANTILY SHUT OFF ,NEW PARTS ARE ETC. PCM. CAM & CRANK SENSORS , SPARK PLUGES, TRIED T-BODY , COILS , NO CODES

Service Action: PAT HAVE YOU DONE A ETC RELEARN AND ARE THERE ANY CODES. HAVE YOU SWAP OUT THE CAM OR CRANK SENSORS. PATRICK ONE THING WE HAVE SEEN ON THE 06 5.7 WATCH THE RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS OUT AND IF YES THEN REPLACE THE FCM MODULE. TECH REVIEWED WITH TA. SUGGESTED POSSIBLE COIL SPIKE ISSUE. ADVISED TO TRY AND CAPTURE A DATA RECORDING, AND LOOK FOR ANY LINES OF DATA THAT HAVE A GAP OR BLANK SPACES. TECH IS

GETTING 2 COILS TO TRY AND ISOLATE POSSIBLE COIL ISSUE. SUGGESTED TO TRY SWAPPING COILS ON RIGHT REAR OF ENGINE FIRST DUE TO PROXIMITY OF ENGINE HARNESS TO THAT AREA. 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. \n\nTHANKS, CHRYSLER STAR CENTER.
WIRING

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011654659

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6012610287)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J019660853)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020213

Report#: SSV011654659
Open Date: 10/24/2011
Mileage: 53572
Warr Built Dt: 02/02/2006
Supplier RP:

Zone/Cd: 32-23165
Name: STORMS MOTORS INC
Address: 691 COUNTY ROAD 39A
 SOUTHAMPTON, NY 119685239
Phone: 631 283-1600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS INTERMITTANTLEY SETS U0154 IN MANY MODULES PCM P700 TCM P2638 U0100

Service Action: RALPH HAS CALLED STAR..... ADVISED -TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. \r\nWOULD LEAVE THE PCM AS A LAST RESORT AFTER COILS AND PLUGS ARE RULED OUT FIRST. CUSTOMER REFUSED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011541344

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6202512275)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J220560855)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081620

Report#: SSV011541344
Open Date: 10/17/2011
Mileage: 36184
Warr Built Dt: 08/16/2005
Supplier RP:

Zone/Cd: 70-43320
Name: AUTONATION CHRYSLER DODGE JEEP
Address: 120 116TH AVE NE
 BELLEVUE, WA 980045215
Phone: 425 454-8411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHEN YOU TRY TO ACCELERATE ENGINE HAS A BAD HESITATION OR WILL STALL OUT. SOMETIMES TRANSMISSION NEUTRALS OUT. NO CODES IN MEMORY

Service Action:LEE,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. REPLACED COIL\r\n*****\r\nSTAR: TECH REPLACED THE IGNITION COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011650639

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GV57236H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT RWD LXDP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6159510092)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J180560652)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 072718</p>	<p>Report#: SSV011650639</p> <p>Open Date: 10/17/2011</p> <p>Mileage: 46136</p> <p>Warr Built Dt: 07/27/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-60180</p> <p>Name: WALKER CHRYSLER DODGE JEEP RAM</p> <p>Address: 95 LOOP ROAD CENTERVILLE, OH 45459</p> <p>Phone: 937 434-9500</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: START AND STALL. CHECK ENGINE LIGHT ONLY

Service Action: MIKE, ADVISED TO HARDWIRE THE ASD CIRCUIT. CUSTOMER DID NOT WANT TO SPEND ANY MORE MONEY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011746722

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6027610278)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J100660083)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051023

Report#: SSV011746722
Open Date: 10/17/2011
Mileage: 12736
Warr Built Dt: 05/10/2006
Supplier RP:

Zone/Cd: 70-68904
Name: OLYMPIA CHRY-JEEP
Address: 2110 CARRIAGE DRIVE SW
 OLYMPIA, WA 98502
Phone: 360 754-5500

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE AT TIMES WILL STALL OUT AT IDLE. SOMETIMES IT WONT EVEN DO 60 MPH. CHUGS AND SPUTTERS..

Service Action:SEE IF CUSTOMER IS LEAVING CAR RUNNING WHILE FILLING GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM.CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR FUEL TRIM ADAPTIVES-IF NPF-OTHER HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-COILS WITH TORN COIL BOOTS-WILL SPIKE AND TAKE OUT PCM-AT THIS MILEAGE-REPLACE ALL SPARK PLUGS AND COILS-RETEST. SO FAR SO GOOD HAVE NOT HEARD BACK FOR A WEEK NOW,\r\n\r\nREPLACED COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011756154

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57276H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6026610604)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032661579)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022001

Report#: SSV011756154
Open Date: 10/14/2011
Mileage: 32061
Warr Built Dt: 02/20/2006
Supplier RP:

Zone/Cd: 70-43101
Name: RAINIER DODGE INC
Address: 2550 CARRIAGE LOOP DRIVE
 OLYMPIA, WA 985021101
Phone: 360 754-5550

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT IDLE OCCASIONALLY - ALSO HAS HAD ESP -TRACTION CONTROL LAMPS COME ON. ONLY 3 CODES - P0700 TRANSMISSION REQUESTED, C121C TORQUE REDUCTION DENIED AND THE LAST 5 CODES ARE U0100 LOSS OF COMM WITH PCM/ECM. I CHECKED THE K BULLETINS AND CHECK FOR HARNESS CHAFING - NONE FOUND. BEFORE I START AIMING FOR PCM REPLACEMENT ANY OTHER ITEMS TO LOOK FOR

Service Action: GARY,BEFORE YOU REPLACE THE PCM.....THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUM S TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST.COILS AND PLUGS CAN CAUSE DIE OUTS ON HEMIS ALSO WITH STRANGE FAULT CODES. REPLACE PCM - SPARK PLUGS WERE OE.\r\n*****\r\n\r\nSTAR: TECH REPLACED THE PCM FOR U0100 P0700 C121C.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011739340

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6293510943)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313560018)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112505

Report#: SSV011739340
Open Date: 10/07/2011
Mileage: 66617
Warr Built Dt: 11/25/2005
Supplier RP:

Zone/Cd: 51-44623
Name: HOLIDAY CHRYSLER DODGE JEEP, I
Address: 815 S. ROLLING MEADOWS DR
 FOND DU LAC, WI 549378200
Phone: 920 921-0850

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT AT IDLE NO CODES STARTS RIGHT BACK UP THANK YOU FOR YOUR HELP PLUGS AND COILS FIXED THE VEHICLE

Service Action: DAVID, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. WOULD LEAVE THE PCM AS A LAST RESORT AFTER COILS AND PLUGS ARE RULED OUT FIRST. DAVID, THANKS FOR THE UPDATE, GLAD YOU GOT IT FIXED, CLOSE THE CASE OUT ON YOUR END WITH YOUR FINDINGS.. THANKS,

RICH. PLUGS AND COILS\r\n*****\r\n\r\nSTAR: TECH REPLACED THE IGNITION COILS AND SPARK PLUGS TO CORRECT
THE DIE OUT CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011729145

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6012610201)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J035660005)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 021716

Report#: SSV011729145

Open Date: 10/05/2011

Mileage: 73018

Warr Built Dt: 02/17/2006

Supplier RP:

Zone/Cd: 66-43636

Name: SORENSEN SCHADE CHRYSLER DODGE

Address: 21529 U S HIGHWAY 27 NORTH
LAKE WALES, FL 33859

Phone: 863 676-0733

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATE THAT CAR WILL STALL OUT AFTER FILLING UP WITH GAS BUT NOT EVERYTIME.\n\nCAR WILL RE-START AND THEN DRIVE OK.

Service Action: MIGUEL, AFTER THE VEHICLE IS FILLED WITH FUEL INSPECT THE PURGE AND EVAP LINES & VAPOR CANISTER FOR SIGNS OF LIQUID FUEL. THE MOST COMMON ISSUE REPORTED FOR THIS CONCERN IS A FUEL TANK CONTROL VALVE WHICH IS PART OF THE FUEL TANK. ADVICE CUSTOMER. DECLINED REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011700398

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6061510728)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560737)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041416

Report#: SSV011700398
Open Date: 09/23/2011
Mileage: 87956
Warr Built Dt: 04/14/2005
Supplier RP:

Zone/Cd: 71-24099
Name: ORANGE COAST CHRYSLER JEEP DOD
Address: 2929 HARBOR BLVD
 COSTA MESA, CA 926263912
Phone: 714 549-8023

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STLLS AT STOPS. COIL KILLER ISSUE, YOU MIGHT WANT TO TSB THIS ONE. I REPLACED ALL SPARK PLUGS AND CLEARED ADAPTIVES, LOW AND BEHOLD PROBLEM SOLVED. THE SYMPTOM IS TEN MINUTES AFTER START UP VEHICLE SITTING NO DTC S NO MISFIRES IT SOUNDS LIKE A SINGLE DETONATION KILLS ENGINE AND A SMALL POP IS HEARD FROM INTAKE. ENGINE DATA WASN T QUICK ENOUGH TO CATCH IT. THANKS FOR THE HELP BOYS.\r\nRAY.

Service Action:RAYMOND,TWO THINGS THAT STAR WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDS THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT

IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. RAYMOND, THANKS FOR THE UPDATE....CLOSE THE CASE OUT ON YOUR END WITH THE REPAIR DETAIL. SIMPLY A SPARK PLUG REPLACEMENT WAS ALL IT NEEDED.\r\n\r\nSTAR: TECH NOTES THE SPARK PLUGS WERE REPLACED TO CORRECT THE DIE OUT/STALLING CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011712165

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6216510101)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238560995)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083122

Report#: SSV011712165
Open Date: 09/23/2011
Mileage: 1976
Warr Built Dt: 08/31/2005
Supplier RP:

Zone/Cd: 51-65191
Name: ADEL CHRYSLER INC
Address: 818 COURT ST
 ADEL, IA 500031446
Phone: 515 993-4587

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:WHEN COLD CAR STARTS LET IDLE CAR WILL DIE. CAR WILL RESTART AND DRIVE FINE.

Service Action:WHEN COLD CAR STARTS LET IDLE CAR WILL DIE. CAR WILL RESTART AND DRIVE FINE. DUPLICATED : YES - JUST START CAR COLD REPAIRS AND TESTS PERFORMED :
 FOUND CODES IN TCM U0100, ESM U0100, ABS U0100 AND FCM U0100 THEY ARE STORED NOW DTCS : U0100 TECHCONNECT SEARCH : U0100. TECH STATED WITH THE U0100
 CODES ACTIVE IN THE OTHER CAN C MODULES, THE PCM WAS STILL ON THE BUS AND DATA COULD BE VIEWED. --- ADVISED TECH TO REPLACE THE PCM .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011656974

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610735)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661142)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051300

Report#: SSV011656974
Open Date: 09/19/2011
Mileage: 55483
Warr Built Dt: 05/13/2006
Supplier RP:

Zone/Cd: 32-62457
Name: CENTRAL AVE. CHRYSLER JEEP DOD
Address: 1839 CENTRAL PARK AVENUE
 YONKERS, NY 107102828
Phone: 914 961-5400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES CAR HESITATES, STUMBLES, STALLS FROM A STOP ONLY WHEN COLD I HAVE UPLOADED 3 FLIGHT RECORDINGS. I HAVE CHECKED THE PLUGS AND THEY ARE THE PROPER ONES AND LOOK NEW. ALSO, FORGOT TO MENTION THIS IS A POLICE CAR. THANKS. JOHN

Service Action: JOHN , GO AHEAD AND UPLOAD THE DATA RECORDINGS TO SUPPORT , I WILL REVIEW THE RECORDINGS AND UPDATE THE CASE WITH ANY FINDINGS , IT MAY TAKE 2-24 HOURS FOR THE DATA RECORDINGS TO ENTER IN TO OUR SYSTEM . ADVISE TO INSPECT THE SPARK PLUGS IN THE MEAN TIME TO SEE IF THEY ARE WORN OUR OR NOT THE CORRECT APPLICATION . ADVISE TECH I SEE AFTERMARKET PLATINUM TIP PLUGS CAUSING STALLING CONCERNS ON 5.7 ENGINES ALONG WITH IGNITION COILS . UPDATE THE CASE WHEN THE DATA RECORDINGS HAVE BEEN UPLOADED TO SUPPORT SO I KNOW TO LOOK FOR THEM . JOHN , I WILL REVIEW THE DATA RECORDINGS SOME TIME TODAY AND UPDATE THE CASE IF ANY FAULTS CAN BE DETERMINED . REMOVED INTAKE MANIFOLD AND CLEANED OFF CARBON ON INTAKE VALVES. EXCESSIVE

AMOUNT OF CARBON ON INTAKE VALVES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011674841

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6269511011)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J203561327)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100402

Report#: SSV011674841
Open Date: 09/13/2011
Mileage: 78293
Warr Built Dt: 10/04/2005
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIES AFTER FILLING FUEL TANK

Service Action:RUSSELL, YOU COULD MONITOR THE FUEL ADAPTIVE DATA, BUT THE BEST WAY WOULD BE IS TO FILL THE FUEL TANK, FROM WHAT OTHER TECHS HAVE REPORTED THE PROBLEM WILL BE VERY OBVIOUS IF ITS THE FUEL TANK CONTROL VALVE. AFTER THE FILL UP AND DIE OUT, INSPECT THE PURGE LINE, VAPOR CANISTER, MOST TIMES LIQUID FUEL WILL BE PRESENT, THE VAPOR CANISTER WILL BE HEAVY, YOU MAY OR MAY NOT FIND LIQUID FUEL IN THE PURGE LINE. WHEN THE FUEL LEVEL GOES DOWN PROBLEMS WILL GO AWAY AND THE PURGE LINE WILL DRY OUT, IN MOST CASES THE CANISTER, FUEL TANK, PURGE SOLENOID NEED TO BE REPLACED, SOUNDS LIKE WHAT YOU HAVE GOING HERE. I REPLACED WHAT WE DISCUSSED... WILL DELIVER VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011537906

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158510029)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J168561216)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062513

Report#: SSV011537906
Open Date: 08/20/2011
Mileage: 66699
Warr Built Dt: 06/25/2005
Supplier RP:

Zone/Cd: 35-23251
Name: ANTWERPEN MOTOR CARS LTD
Address: 6440 BALTIMORE NATIONAL PIKE
 BALTIMORE, MD 21228
Phone: 410 788-6600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: LOOSE POWER WHILE DRIVING INTERMITTENT STALLING AT STOPS

Service Action: SCOTT HAVE NOT SEE A MAP SENSOR ISSUE. BUT LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE

ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP.\n\nON LX COIL STALL SEE STAR CASE K94202871 K14443423. ALSO HEAR ARE SOME OTHER STAR CASES THAT CAN HELP ALSO: K45283108 K80348736 K88949174 K95564144 K14157242 K56020285 K64361152 K70356313 COULD NOT GET SOME OF THE STAR CASES LISTED SHIP VEH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011527188

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57236H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145510698)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J071560493)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061011

Report#: SSV011527188
Open Date: 08/16/2011
Mileage: 45032
Warr Built Dt: 06/10/2005
Supplier RP:

Zone/Cd: 42-42183
Name: C & C DODGE, CHRYSLER, JEEP
Address: 1305 PIKE ST
 MARIETTA, OH 457505105
Phone: 740 373-2933
 740 373-2928

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES AFTER YOU FILL GAS TANK TO FULL ENGINE WILL STALL AT TIMES FOR THE FIRST 20 MILES AND THEN ITS FINE UNTILL YOU FILL TANK AGAIN I REPLACED PURGE SOL. TOOK CAR DOWN AND FILL TANK THIS IMPROVED IT A BUNCH IT DIDNT STALL OUT IT JUST SURGES ONCE IN WHILE . I DID NOT CHANGE THE THE CANISTOR . WELL THE CANISTOR CAUSE THAT OR COULD IT BE FROM LEFTOVER FUEL IN LINES JUST TO UPDATE YOU . CUSTOMER PICK UP CAR AFTER I REPLACED PURGE VAVLE AND IT STALLED ON HIM MANY TIMES IN OUR LOT , I TOLD HIM IT NEEDS A CANISTER AND LDP AND THE LINES BLOWN OUT , HE DOES MOT WANT TO PAY FOR ANY OF THIS HE IS CONVENCED THAT THE PROBLEM IN THE GAS TANK. I CONTACTED CASE MANAGER WITH THAT INFO. WAITING ON REPLY. I SENT MY REP. ALL INFO. ON CASE TO SEE IF HE WILLING TO HELP COST , WAITING ON REPLY CAR WILL BE HERE THURSDAY FOR GAS TANK AND CANISTER I WILL UPDATE YOU AFTER REPAIR

Service Action: SEE IF CUSTOMER IS LEAVING THE CAR RUNNING WHILE FILLING THE GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM LEADING TO CONTAMINATION OF CHARCOAL

CANISTER/OR MAY HAVE BEEN CAUSED BY CUSTOMER OVERFILL .CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES REPLACE CANISTER AND LDP PUMP FILTER-BLOW ALL LINES CLEAR. CHECK FUEL PRESSURE WITH A MANUAL GAUGE.WHAT ARE YOUR FUEL TRIM ADAPTIVES KEEP ME POSTED KEEP ME POSTED. REPLACED GAS TANK AND CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011569653

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6269511011)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J203561327)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 100402

Report#: SSV011569653

Open Date: 08/16/2011

Mileage: 75068

Warr Built Dt: 10/04/2005

Supplier RP:

Zone/Cd: 71-52979

Name: HUNTER DODGE CHRYSLER JEEP

Address: 1130 AUTO MALL DR
LANCASTER, CA 935343292

Phone: 661 948-8411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHEN FILLING WITH GAS ONLY EVERY TIME RUNS BAD THEN RUNS FINE AFTER A1/5 MILE RUNS GOOD WHEN PUTS GAS AGAN RUNS BAD ONLY WHEN FILLING UP IT HAPENS EVERY TIME

Service Action:SEE IF CUSTOMER IS LEAVING CAR RUNNING WHILE FILLING GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM.CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR FUEL TRIM ADAPTIVES NONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011572682

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6172510554)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J178560912)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072122

Report#: SSV011572682
Open Date: 08/12/2011
Mileage: 48915
Warr Built Dt: 07/21/2005
Supplier RP:

Zone/Cd: 63-26201
Name: RANDALL NOE CHRYSLER DODGE
Address: 1608 WEST MOORE
 TERRELL, TX 75160
Phone: 972 524-3775

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE LIGHT IS ON-WILL DYE WHEN ACCELERATING NO ACCELERATION ENGINE LIGHT IS ON-WILL DYE WHEN ACCELERATING NO ACCELERATION INSTALL KNOWN GOOD COILS FROM ANOTHER HEMI-VEHICLE DID NOT DIE-WAITING FOR APPROVAL TO DO WORK

Service Action:DONALD,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. DONALD,SOUNDS GOOD,HAVE A GOOD

WEEKEND,CLOSE THE CASE OUT ON YOUR END REPAIRS ARE COMPLETE. CUSTOMER DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011393846

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610173)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660334)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061517

Report#: SSV011393846
Open Date: 08/10/2011
Mileage: 64133
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 63-68732
Name: SPIRIT CHRY-JEEP
Address: 4611 AVENUE Q
 LUBBOCK, TX 794122205
Phone: 806 747-4461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHEN COMING TO A STOP OR WHEN AT IDLE CAR IN PARK CAR WILL DIE BUT WILL RESTART SPARKPLUGS REPLACED 2 MONTHS AGO WITH OE UNITS. I ERASED THE U0100 CODE AN DROVE VEHICLE IT DIED ONCE RECHECKED CODES ONLY CODE FOUND WAS IN TCM U0100 CHECKED OTHER MODULES FOR CODES NO CODES JUST IN TCM IVE REPLACED SPARK PLUGS THE TCM MODULE AN CHECKED THE WIRING AT THE PARKING BRAKE ASSEMBLY VEHICLE DIES WHEN COMING TO A STOP OR WHEN AT IDLE CAR IN PARK CAR WILL DIE BUT WILL RESTART SPARKPLUGS REPLACED 2 MONTHS AGO WITH OE UNITS. I ERASED THE U0100 CODE AN DROVE VEHICLE IT DIED ONCE RECHECKED CODES ONLY CODE FOUND WAS IN TCM U0100 CHECKED OTHER MODULES FOR CODES NO CODES JUST IN TCM IVE REPLACED SPARK PLUGS THE TCM MODULE AN CHECKED THE WIRING AT THE PARKING BRAKE ASSEMBLY IVE REPLACED THE COILS AND SPARKPLUGS REPLACED THE TCM LET VEHICLE IDLE VEHICLE DIED BUT WILL RESTART RECHECKED CODES U0100 LOST COMMUNICATION WITH ECM PCM WOULD COME BACK CODE IS STORED NOT ACTIVE CHECKED

CRANK AND CAM SENSOR INPUT AND OUTPUTS IVE CHECKED FOR TSB AND STAR CASES COULD PCM B BAD

Service Action: ADVISE TO CHECK CONDITION OF THE SPARK PLUGS, IF AFTER MARKET REPLACED WITH OEM, CHECK STAR CASE K94202871 FOR ADDITIONAL INFORMATION. ADVISE TO DUPLICATE THE CONCERN AND TAKE RECORDINGS OF THE EVENT, MONITOR SENSOR DATA FOR ANY PROBLEMS. 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. ADVISE TO TAKE RECORDINGS OF THIS EVENT, POSSIBLE SWAP IGNITION COILS FROM DOWNER VEHICLE DRIVE AND MONITOR CONDITION. WE REPLACED THE COILS AND TCM. ADVISE TO TAKE DATA RECORDINGS, CHECK IF SENSORS GRAPH ARE BROKEN, IF PCM IS RESETTING USUALLY REPLACEMENT OF PCM WILL NOT CHANGE CONDITION, YOU CAN TRIED TO REPLACED PCM AND MONITOR CONDITION. CONTACT DEALER: TECHNICIAN WAS NOT AVAILABLE, SERVICE WAS BUSY, LEFT MESSAGE, MY DIRECT NUMBER IS 866 799 1692 EXT 1260. REPLACED COIL CONNECTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011566857

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610375)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J052661334)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022701

Report#: SSV011566857
Open Date: 08/10/2011
Mileage: 66098
Warr Built Dt: 02/27/2006
Supplier RP:

Zone/Cd: 70-59725
Name: LARRY H. MILLER CHRYSLER JEEP
Address: 222 AUTO DRIVE
 BOISE, ID 837090000
Phone: 208 947-6500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WILL DIE OUT WHILE DRIVING I VERIFIED FUEL PRESSURE OK AT TIME OF DIE OUT AT 59 PSI. INSTALLED CORRECT RE14MCC4 PLUGS IN LIEU OF AUTOLITE PLATINUM PLUGS INSTALLED ORIGINALLY. SWAPPED COILS WITH ANOTHER VEHICLE & CONDITION IMMEDIATELY SHIFTED TO OTHER VEHICLE. IT DIED OUT WITH SAME FAULT CODES SET. POSSIBLE PCM DAMAGE SWAPPED COILS BACK AS INSTRUCTED. DODNOR CAR IS NOW OK. REPLACED ALL EIGHT COILS ON SUBJECT ENGINE WITH NEW COILS. ENGINE STILL DIES AFTER RUNNING A FEW MINUTES & SET THE SAME CODES AS BEFORE. U0100 & P0700. NOW WHAT THESE ARE THE SAME CODES I HAVE BEEN DEALING WITH FROM THE BEGINNING, AS REPORTED ON THE FIRST CONTACT. ONLY FAULTS ARE U0100 IN TIPM, ORC, TCM ,ETC, & P0700 IN PCM. I WAS TOLD CAR HAD KILLER COIL SYNDROME CAUSING ECM TO RESET. VEHICLE WILL STILL DIE OUT WITH TCM DISCONNECTED. SORRY, I DID SEND TCM DATARECORDINGS AS REQUESTED & ALSO VEHICLE SCAN REPORT.

Service Action: ADVISED TO TEST THE FUEL PRESSURE. REPLACED THE SPARK PLUGS. TRY A COIL SWAP WITH A LIKE VEHICLE. CALLED PAT PUT THE COILS BACK ON THE OTHER VEHICLE AND SEE HOW IT RUNS. REPLACE THE COILS ON THIS VEHICLE AND REEVALUATE. PAT, U0100 & P0700 ARE TRANS CODES. SEE WHAT CODES YOU MAY HAVE IN THE ETAX. TRY TO GET A RECORDING ON THE DIE OUT AND CALL IN TO STAR CENTER. PAT, U0100 & P0700 ARE TRANS CODES. SEE WHAT CODES YOU MAY HAVE IN THE ETAX. TRY TO GET A RECORDING ON THE DIE OUT AND CALL IN TO STAR CENTER. LAST RESORT IS TO REPLACE THE PCM. TECH WANTING TO TALK TO DOUG BOLIAN-TRANSFERRED CASE-DOUG WILL CALL HIM BACK. CALLED THE TECH AND ADVISED THE TECH TO REPLACE THE THE PCM AND RECORDINGS SHOWED ALL DOING DEAD AT THE SAME TIME. REPLACED COILS & PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011575286

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610173)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660334)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061517

Report#: SSV011575286
Open Date: 08/10/2011
Mileage: 64133
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 63-68732
Name: SPIRIT CHRY-JEEP
Address: 4611 AVENUE Q
 LUBBOCK, TX 794122205
Phone: 806 747-4461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE COMING TO A STOP OR SITTING AT IDLE WILL RESTART

Service Action:GABRIEL, YOUR CODE IS FOR PCM GOING OFF LINE. WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. IF
 NEEDED TRY TO DATA RECORD THIS STALLING ISSUE AND REVIEW.....DOUG. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011588938

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6241510495)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J182560674)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092001

Report#: SSV011588938
Open Date: 08/10/2011
Mileage: 77457
Warr Built Dt: 09/20/2005
Supplier RP:

Zone/Cd: 66-67234
Name: BICE CHRYSLER-DODGE
Address: 2133 CHEROKEE ROAD
 ALEXANDER CITY, AL 350103300
Phone: 256 234-2519
 256 234-2501

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE SHUTS OFF OR RUNS ROUGH UNTIL IT SHUTS OFF

Service Action:JERRY,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. REPLACED COILS
 STAR: TECH REPORTS
 IGNITION COILS WERE REPLACED TO CORRECT THE DIE OUT ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011591408

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510763)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333561319)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120604

Report#: SSV011591408
Open Date: 08/10/2011
Mileage: 16496
Warr Built Dt: 12/06/2005
Supplier RP:

Zone/Cd: 66-45426
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 5901 MADISON AVE
 TAMARAC, FL 333216412
Phone: 954 861-6200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATE VEHICLE WILL DIE OUT WHILE DRIVING

Service Action:MAKE SURE NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ACCESSORIES ARE BEING USED (GARMIN,ALARM,REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE.SEE IF CUSTOMER IS LEAVING THE CAR RUNNING WHILE FILLING THE GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM LEADING TO CONTAMINATION OF CHARCOAL CANISTER/OR MAY HAVE BEEN CAUSED BY CUSTOMER OVERFILL .CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES.OTHER HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-

REPLACE ALL SPARK PLUGS AND COILS-RETEST.. REPLACE ALL SPARK PLUGS AND COIL DROVE VEHICLE ALL SYSTEM SEEM TO OPERATED NORMAL THANK YOU FOR THE INFORMATION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011513573

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57216 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6094510467)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J101560835)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042519

Report#: SSV011513573
Open Date: 08/08/2011
Mileage: 91403
Warr Built Dt: 04/25/2005
Supplier RP:

Zone/Cd: 66-60422
Name: DON JACKSON CHRYSLER DODGE JEE
Address: 3950 JONESBORO RD
 UNION CITY, GA 302912258
Phone: 770 969-7229

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THAT THE CAR WILL CUT OFF AT IDLE. COULD BE AFTER 5MIN OR 10MIN OF IDLE OK, WHILE WATCHING THE ASD SENSE IT STAYS HIGH, THEN WHEN THE VEHICLE SHUTS OFF IT GOES LOW. I DONT SEE TRUE OR FALSE COULD THIS MEAN THAT MY FCM IS CAUSING THIS PROBLEM

Service Action: PAUL WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. PAUL THE ONLY ISSUES WE SEE FOR STALLING ON THESE VEHICLES IS COILS, PLUGS OR THE FCM ISSUE, ADVISE POSSIBLE THE FCM IS AT FAULT. CUSTOMER DECLINED ANY MORE DIAG OR PARTS TO BE INSTALLED ON THIS CAR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011575184

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610173)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660334)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061517

Report#: SSV011575184
Open Date: 08/03/2011
Mileage: 64133
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 63-68732
Name: SPIRIT CHRY-JEEP
Address: 4611 AVENUE Q
 LUBBOCK, TX 794122205
Phone: 806 747-4461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE COMING TO A STOP OR SITTING AT IDLE WILL RESTART

Service Action:GABRIEL , CHECK FOR A HARNESS RUB THRU ON THE PARKING BRAKE ASSY . ADVISE TECH TO REPLACE THE PCM AND SEE IF THE CONDITION PERSIST .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011455426

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6307510683)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J329560375)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112920

Report#: SSV011455426
Open Date: 08/02/2011
Mileage: 58750
Warr Built Dt: 11/29/2005
Supplier RP:

Zone/Cd: 71-45472
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 900 ALA MOANA BLVD
 HONOLULU, HI 968144913
Phone: 808 564-9950
 808 564-9990

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALL AFTER FILLING UP FUEL TANK. VEHICLE WOULD RESTART OK. STALLING STILL OCCUR AFTER REPLACING FUEL PUMP. PLEASE ADVISE. THANK YOU.

Service Action:ALBERT THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THATU0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. REPLACED FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011246495

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610323)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J039660990)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022307

Report#: SSV011246495
Open Date: 07/28/2011
Mileage: 92051
Warr Built Dt: 02/23/2006
Supplier RP:

Zone/Cd: 63-36495
Name: BURNS MOTORS, LTD
Address: 1300 E US HIGHWAY 83
 MCALLEN, TX 785018852
Phone: 956 682-1381

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE DIES OUT ONCE IN A WHILE. CUSTOMER PURCHASED A NEW TCM AND W/NTOLD US TO REPROGRAM IT. VEHICLE STILL CONTINUES TO DIE OUT HE STATES VEHICLE GOES INTO LIMP MODE BEFORE IT DIES OUT. CODES IN TCM ARE U0100 BUT I HAVE YET TO DUPLICATE CONCERN.

Service Action: STAR ADVISED TECHNICIAN TO INSPECT THE CONNECTOR AT THE ESM AND THE TCM. ADVISED IF NTF TO REPLACE THE ESM. HAVE NOT HEARD FROM YOU ON THIS VEHICLE IN SOME TIME. ADVISED THAT IF IT IS REPAIRED COULD YOU CLOSE THIS CASE PLEASE, THANK YOU. REPLACED SCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011538081

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610143)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J052660359)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022514

Report#: SSV011538081
Open Date: 07/26/2011
Mileage: 40174
Warr Built Dt: 02/25/2006
Supplier RP:

Zone/Cd: 71-36952
Name: S J DENHAM CHRYSLER - JEEP
Address: 772 N MARKET ST
 REDDING, CA 96003
Phone: 530 241-1756

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: IDLE FLUCTUATION AND ENGINE STALL AT IDLE.

Service Action: THOMAS WE HAVE SEEN THIS HAPPEN AFTER A FILL UP AND THE TANK VALVE GETS STUCK OPEN AND ALLOWS FUEL INTO THE EVAP CANISTER AND SO INSPECT AND IF YOU FIND RAW FUEL IN THE CANISTER OR LINES THEN YOU WILL NEED TO REPLACE THE FUEL TANK DUE TO A BAD VALVE IN THE TANK. ALSO DO A ETC RELEARN.
 REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011528425

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510560)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J174560954)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 063013

Report#: SSV011528425
Open Date: 07/22/2011
Mileage: 60472
Warr Built Dt: 06/30/2005
Supplier RP:

Zone/Cd: 70-68930
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 585 RAINIER AVE S
 RENTON, WA 980572412
Phone: INACTIVE
 425 226-0066

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHTS ON(U0100)VEHIVLE WILL STALL OUT AND DIE.CAN RESTART THEN IT DIES.

Service Action:DAVID,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. REPLACED PCM
 STAR: TECH REPLACED THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011529707

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6045610263)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J069661409)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032103

Report#: SSV011529707
Open Date: 07/15/2011
Mileage: 2006
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 51-08299
Name: BOSAK MOTORS OF MERRILLVILLE,
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN:

Service Action:PATRICK,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.VERY COMMON ISSUE WE SEE ON THE HEMI.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011474389

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H76H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6329511457)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J048661251)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 022421</p>	<p>Report#: SSV011474389</p> <p>Open Date: 07/14/2011</p> <p>Mileage: 60054</p> <p>Warr Built Dt: 02/24/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-60111</p> <p>Name: SHERWOOD CHRYSLER JEEP DODGE O</p> <p>Address: 1915 N SALISBURY BLVD SALISBURY, MD 218013334</p> <p>Phone: 410 548-4600</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT ENGINE STALL I HAVEN T CHECKED FIRST HAND YET, BUT THE CUSTOMER SAYS THEY INTSALLED OEM CHAMPION SPARK PLUGS AND THEY PURCHASED THE IGNITION COILS \ ONLINE.\ AFTER LOOKING THROUGH THE RECORDINGS I VE NOTICED BARO. DROPS APPROX. 2IN.HG JUST BEFORE RPMS GO DOWN AND THE ENGINE STALLS. I DON T KNOW WHY IT CHANGES WHILE THE ENGINE IS RUNNING IF ITS A GLITCH IN THE SENSOR OR SOMETHING ELSE ANY INPUT ON THE RECORDINGS I VE SENT

Service Action:EVAN , FIRST THING , CHECK TO SEE IF THE SPARK PLUGS HVE BEEN REPLACED WITH AFTERMARKET PLATINUM TIPPED PLUGS OR ANY OTHER AFTER MARKET PLUGS . ADVISE TECH TO REPLACE THE SPARK PLUGS WITH THE CORRECT MOPAR PLUGS IF THEY ARE AFTERMARKET . ADVISE TECH TO REVIEW STAR ONLINE CASE # K94202871 . ADVISE TECH WE HAVE SEEN MANY PHANTOM STALL OUTS CAUSED BY FAULTY SPARK PLUGS AND IGNITION COILS DUE TO EMI SPIKE WITCH CAUSES THE PCM TO SHUT DOWN AND SET THE U0100 FAULT CODE OVER TIME THE PCM DRIVERS WILL BECOME DAMAGED FROM THIS ISSUE . ADVISE TECH TO INSPECT FOR A HARNESS RUB THRU

ON THE PARKING BRAKE ASSY . ADVISE TECH WILL REVIEW THE DATA RECORDINGS AND UPDATE THE CASE IF ANY FAULTS ARE FOUND . CALL DEALER FOR CASE REVIEW AFTER DATA RECORDING REVIEW . ADVISE TECH TO VERIFY COILS AND SPARK PLUGS ARE CORRECT PER APPLICATION AND POSSIBLE THE PCM MAY HAVE BEEN DAMAGED , THE DATA RECORDINGS SHOW CLASSIC SIGNS OF A COIL KILLER ISSUE . CUSTOMER HASN T COME BACK TO THE DEALER. THEY WERE GIVEN THE INFORMATION ABOUT THE PARTS THAT WERE USED AND THE RECOMENDATION OF FURTHER REPAIR BUT WE HAVEN T HEARD FROM THEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011473763

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6238510550)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J257561136)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091709

Report#: SSV011473763
Open Date: 07/13/2011
Mileage: 63931
Warr Built Dt: 09/17/2005
Supplier RP:

Zone/Cd: 51-43720
Name: SOUTH OAK DODGE CHRYSLER JEEP
Address: 4550-4560 W LINCOLN HWY
 MATTESON, IL 604432300
Phone: 708 747-7950

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON THE ASD STAYS ON AND HIGH UNTIL 1 TO 2 SECONDS AFTER STALL,THEN GOES OFF AND LOW.FUEL PUMP RELAY ALSO STAYS ON FOR SAME AMOUNT OF TIME

Service Action:CHECK ENGINE LIGHT ON DUPLICATED : YES - START VEHICLE REPAIRS AND TESTS PERFORMED : CAME IN ACTIVE PO406.DIAGNOSED AND REPLACED DEFECTIVE EGR VALVE.VEHICLE STARTS AND RUNS FINE UNTIL HOT,THEN WILL FOR NO REASON STALL.STARTS RIGHT UP AND RUNS FINE BUT WILL STALL AGAIN OF DRIVING WILL STUMBLE OR STALL.PREFORMED BATTERY DISCONNECT,REPLACED AND PROGRAMMED THROTTLE BODY,CHECKED FUEL PRESSURE(STAYS AT 58PSI EVEN WHEN IT STUMBLES)PCM IS CURRENT ON UPDATES.FOUND NO TSBS FOR CONCERN.NOTHING SEEMS TO GO AWAY WHEN STALLING.NO CODES TECHCONNECT SEARCH : INTERMITTED STALLING****DON WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. DON ONLY OTHER

ISSUE WE HAVE SEEN ON THESE IS THE COILS INTERFERING WITH THE PCM CAUSING STALL CONCERN ADVISE SWAPP ALL THE COILS FROM A KNOWN GOOD DONOR VEHICLE. NOT FIXED,VEHICLE HAS COMMUNICATION ERRORS WITH MULTIPLE OTHER MODULES CUSTIMER DOESNT WANT REPAIRED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011476216

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6186510184)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J223560274)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081819

Report#: SSV011476216
Open Date: 07/12/2011
Mileage: 61133
Warr Built Dt: 08/18/2005
Supplier RP:

Zone/Cd: 63-26804
Name: Q CHRYSLER JEEP DODGE
Address: 700 E AIRPORT FWY
 IRVING, TX 750624805
Phone: INACTIVE
 972 721-4300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR DIES WHEN DRIVING AND PUTTING IN REV. WE ARE WAITING TO SEE IF THEY WANT TO SPEND THE MONEY ON PLUGS AND COILS. I WILL LET YOU KNOW AS SOON AS I KNOW SOMETHING. INSTALLED SPARK PLUGS AND COILS. CUSTOMER IS DRIVING CAR. NO WORD YET ABOUT CAR MESSING UP. I WILL LET YUOU KNOW WHAT HAPPENS

Service Action:CAR DIES WHEN DRIVING AND PUTTING IN REV. DUPLICATED : YES - COLD START THIS MORNING AND SITTING IN PARK FOOT OFF BRAKE. CAR DIED 3 TIMES. DROVE INTO STALL AND CAR DIED. NOTICED ON TOPOLIGY THAT PCM TURNED RED FOR A SEC. CAR WILL ALWAYS START RIGHT BACK UP. FOUND CODES P0700 ACTIVE AND U0100 STORED REPAIRS AND TESTS PERFORMED : DID ALL THAT WAS ASKED IN PAST DTCS : P0700,U0100 TECHCONNECT SEARCH :
 DIES\r\n*****\r\nWILLIAM PAST CASES INDICATE WRONG SPARK PLUGS INSTALLED CAN CAUSE THIS, AS WELL AS COIL PACKS - BRIAN CHECKING UP ON THE STATUS OF THE REPAIRS. DID YOU RESOLVE THIS VEHICLES CONCERN IF SO, PLEASE TAKE A MOMENT TO GIVE A DETAILED

EXPLANATION ON WHAT YOU DID TO CORRECT THE ISSUE AND CLOSE THE TICKET OUT. IF YOU ARE IN NEED OF FURTHER ASSISTANCE, PLEASE RESPOND AND WE WILL GLADLY HELP. THANK YOU FOR CONTACTING US AND YOU HAVE A GOOD DAY! THANKS FOR THE UPDATE . THANKS FOR THE UPDATE WILLIAM.CLOSE CASE IF YOU DO NOT HERE FROM CUSTOMER IN AWHILE.CASE CAN ALWAYS BE REOPENED IF REQUIRED. REPLACED SPARK PLUGS AND COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011492316

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150510391)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560130)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061809

Report#: SSV011492316
Open Date: 07/06/2011
Mileage: 63594
Warr Built Dt: 06/18/2005
Supplier RP:

Zone/Cd: 63-23889
Name: DON DAVIS DODGE CHRYSLER JEEP
Address: 1901 NORTH COLLINS
 ARLINGTON, TX 76011
Phone: 817 461-1000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER ABOUT 15 MILES OF DRIVING CHECK ENGINE LIGHT, THROTTLE LIGHT AND ESP LIGHTS COME ON AND CAR WILL DIE. IF HE TURNS AC OFF IT WILL NOT DIE.

Service Action: JOE, TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST. THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4, PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE \ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. CHECKED PLUGS AND COILS. RAN NEW SIGNAL WIRE FROM CRANK SENSOR TO PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011493028

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510818)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560035)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120321

Report#: SSV011493028
Open Date: 07/06/2011
Mileage: 74238
Warr Built Dt: 12/03/2005
Supplier RP:

Zone/Cd: 63-44565
Name: FRANK FLETCHER DODGE-CHRYSLER-
Address: 5922 WARDEN RD.
 SHERWOOD, AR 721206041
Phone: 501 834-7700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS INTERMITTANTLY WITH NO WARNING

Service Action:D,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. PLUGS AND COILS\r\n\r\nSTAR: TECH REPLACED THE COILS AND SPARK PLUGS TO CORRECT THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011466450

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145610254)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J156660831)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061300

Report#: SSV011466450
Open Date: 07/02/2011
Mileage: 49954
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 70-45505
Name: DONOVAN CHRYSLER DODGE JEEP RA
Address: 1901 S HIGHWAY 92
 SIERRA VISTA, AZ 856354665
Phone: 520 458-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AT TIMES USUALLY AT IDLE. ENGINE HAS NEW SPARK PLUGS. FUEL TRIM IS OK. ENGINE WILL RESTART NORMALLY. ENGINE WILL STALL AT AN IDLE IN THE SHOP. AND WIL SET CODE U0100 TCM LOSS OF COM. WITH PCM.

Service Action:SEE IF CUSTOMER IS LEAVING THE CAR RUNNING WHILE FILLING THE GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM LEADING TO CONTAMINATION OF CHARCOAL CANISTER/OR MAY HAVE BEEN CAUSED BY CUSTOMER OVERFILL .CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES.OTHER HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-

REPLACE ALL SPARK PLUGS AND COILS-RETEST. REPLACE ALL COILS -POS TORN/DAMAGED COIL BOOT. REPLACED ALL IGN. COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011468772

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6188510024)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J207560210)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 080912

Report#: SSV011468772

Open Date: 06/28/2011

Mileage: 46146

Warr Built Dt: 08/09/2005

Supplier RP:

Zone/Cd: 66-64977

Name: GATOR CHRYSLER DODGE JEEP

Address: 840 S HARBOR CITY BLVD
MELBOURNE, FL 329011907

Phone: 321 727-7711

321 724-6611

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:STALLS

Service Action:ROBERT,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST.THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE STALLING ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ . YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. CUSTOMER TOOK VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011352325

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132511193)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146560300)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060403

Report#: SSV011352325
Open Date: 06/24/2011
Mileage: 5234
Warr Built Dt: 06/04/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH. WILL CUT OFF A RANDOM TIMES AND SET CODE P0100.

Service Action:TOBY,\r\n\r\nI WANT YOU TO MAKE SURE THAT THE SPARK PLUGS IN THE MOTOR ARE FACTORY RECOMENDED. ALSO SWAP THE COILS IN FROM A KNOWN GOOD VEHICLE AND SEE IF THE CONDITION GOES AWAY. I HAVE HAD SOME REPORTS OF RFI FROM THE IGNITION SYSTEM CAUSE DIE OUTS. IF NO ISSUES ARE FOUND I WANT YOU TO FOLLOW YOUR DIAGNOSTICS.\r\n\r\nTHANK YOU,\r\n\r\nMARTIN REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011475081

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6159510140)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560822)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082623

Report#: SSV011475081
Open Date: 06/24/2011
Mileage: 48259
Warr Built Dt: 08/26/2005
Supplier RP:

Zone/Cd: 51-08299
Name: BOSAK MOTORS OF MERRILLVILLE,
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT , NO RESTART

Service Action: HARDWIRE CAM AND CRANK SENSOR CIRCUITS PIN TO PIN DO NOT PIGGYBACK ON CONNECTORS OR WIRING-RETEST. MARK, THE ONLY THING THAT I CAN TELL YOU TO DO IS DO A RECORDING AT THE DIE OUT AND REVIEW. THE ONLY KNOWN ISSUE IS KILLER COILS. THIS WILL FIX A PERCENTAGE OF THE 5.7S SWAP ALL COILS WITH ANOTHER VEHICLE AND ROAD TEST THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011457150

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510222)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220561288)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081715

Report#: SSV011457150
Open Date: 06/23/2011
Mileage: 34807
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 71-41080
Name: CARL BURGER'S DODGE CHRYSLER J
Address: 8355 HERCULES ST
 LA MESA, CA 919422921
Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT RIGHT AFTER FUELING UP CAR, THE VEHICLE WILL SHUT OFF. \r\nEVERYTIME VEHICLE IS FULL.

Service Action: SEE IF CUSTOMER IS LEAVING CAR RUNNING WHILE FILLING GAS TANK-THIS MAY DRAW FUEL INTO EVAP SYSTEM.CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR FUEL TRIM ADAPTIVES REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011287505

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6188510150)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560277)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080910

Report#: SSV011287505
Open Date: 06/22/2011
Mileage: 13279
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 66-42308
Name: ANNISTON DODGE
Address: 1229 S QUINTARD AVE
 ANNISTON, AL 362018244
Phone: INACTIVE
 256 236-7635

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALL AND RESTART

Service Action:SEE IF PCM IS RESETTING-HEMI STALL OUT CAUSES-INCORRECT SPARK PLUGS/CARBON TRACKED/CRACKED-BAD COILS-WILL SPIKE AND TAKE OUT PCM-REPLACE AND RETEST. PCM..TECH LEFT DEALER AND ANOTHER TECH REPAIRED THIS WITH A PCM..TECH HAS SINCE RETURNED TO DEALER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011439870

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327510023)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660584)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021406

Report#: SSV011439870
Open Date: 06/20/2011
Mileage: 39131
Warr Built Dt: 02/14/2006
Supplier RP:

Zone/Cd: 66-68937
Name: NAPLETON'S NORTH PALM AUTO PAR
Address: 3701 NORTHLAKE BLVD
 LAKE PARK, FL 334031629
Phone: 561 622-0101

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUTS OUT ON RIGHT HANDED TURNS CUTS OUT ON RIGHT HANDED TURNS ONLY THING I FOUND CUSTOMER HAD SOMETHING ON BATTERY AFTER MARKET FOR PULSING BATTERY AND TESTING IT REMOVED ITEM TEST 102 MILES NEVER DUPLICATED PROBLEM RETURN CAR BACT TO CUSTOMER ON LAST TUESDAY NEVER CAME BACK OR CALLED.

Service Action: CUTS OUT ON RIGHT HANDED TURNS DUPLICATED : YES - TURNING RIGHT REPAIRS AND TESTS PERFORMED : TCM REPLACE LAST WEEK,CUSTOMER STATED WAS STALLING OUT AT STOPS ONLY,TCM INTERNAL CODES ONLYP0613,UO100 DTCS : U0100 SCAN TOOL SOFTWARE VERSION : WITECH 12.01.63 TECHCONNECT SEARCH : STALLING *****\r\n *****\r\nDOMINIC, CHECK CIRCUITS AROUND THE STEERING COLUMN, THEN CHECK THE ENGINE HARNESS FOR ANY CHAFED CIRCUITS, CHECK COM WITH PCM WHEN CONCERN HAPPENS AND MONITOR THE CKP AND CMP SENSORS WHEN

CONCERN HAPPENS, KEEP ME POSTED, THANKS.\n\nMARK T. DOMINIC, KEEP ME POSTED AND CLOSE THE CASE WHEN YOUR READY, THANKS.\n\nMARK T. REMOVE
AFTERMARKET DECVICE FROM BATTERY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011232561

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73WX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6327520070)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J326560945)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113009

Report#: SSV011232561
Open Date: 06/17/2011
Mileage: 64175
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 51-45120
Name: NAPERVILLE CHRYSLER JEEP DODGE
Address: 1565 W OGDEN AVE
 NAPERVILLE, IL 605403906
Phone: 630 355-3410
 630 505-8282

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT AT STOPS AND IDLES ROUGHLY INTERMITTENT DIES OUT AT STOPS AND IDLES ROUGHLY INTERMITT CKED FOR FUEL IN CANISTER WAS OK CK PURGE SOL OK \r\n ADAPTIVES AT IDLE SHORT 1/1 -3.0 TO +3.0\r\n 2/1 -4.0 TO +3.0\r\n LONG 1/1 +16.6\r\n 2/1 +9.8 DIES OUT AT STOPS AND IDLES ROUGHLY INTERMITT CKED FOR FUEL IN CANISTER WAS OK CK PURGE SOL OK \r\n ADAPTIVES AT IDLE SHORT 1/1 -3.0 TO +3.0\r\n 2/1 -4.0 TO +3.0\r\n LONG 1/1 +16.6\r\n 2/1 +9.8 VEH HAS BEEN TEST DRIVEN BY MULTI PEOPLE NEVER GOT TO DIE OUT BUT 2 TIMES WHEN COMING OFF A STOP AND ACCL VEH FELT LIKE IT AND SEEMED LIKE NO THROTTLE RESPONSE THEN OK ALMOST LIKE A DELAY STILL NO CODES

Service Action: CHECK FUEL FOR ALCOHOL/CONTAMINATION-RUN OFF ALTERNATIVE FUEL SOURCE-SEE IF CUSTOMER LEAVING CAR RUNNING WHILE FILLING GAS TANK-MAY DRAW FUEL INTO EVAP SYSTEM-CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT

SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES.OTHER HEMI STALL OUT CAUSES-INCORRECT SPARK PLUGS-CARBON TRACKED/CRACKED-BAD COILS-WILL SPIKE AND TAKE OUT PCM-SEE IF PCM IS RESETTING. RUNNING LEAN POS ADAPTIVES-CHECK FUEL PRESSURE/INJECTOR SPRAY/FUEL QUALITY-6.1L SUPPOSED TO BE RUN ON PREMIUM FUEL. DID YOU TEST FUEL WHAT IS THE FUEL PRESSURE READING-WHEN THIS HAPPENS FUEL TANK FIXED THE PROBLEM CK VALVE STICKING AFTER FILL UP CUST FORGOT TO TELL ME THATS WHEN IT HAPPENS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011403262

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510512)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660720)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042414

Report#: SSV011403262
Open Date: 06/16/2011
Mileage: 8644
Warr Built Dt: 04/24/2006
Supplier RP:

Zone/Cd: 51-43835
Name: ANDERSON DODGE CHRYSLER JEEP
Address: 5711 EAST STATE STREET
 ROCKFORD, IL 611082473
Phone: 815 229-2000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE OUT MULTIPLE TIMES AFTER FILLING FUEL TANK EXCELLENT...THANK YOU.

Service Action:ROBERT,YOUR ON THE RIGHT TRACK....THE FUEL TANK WILL BE THE ROOT CAUSE HERE IF YOU ARE FINDING LIQUID FUEL IN THE PURGE LINE AND PURGE SOLENOID.ALSO CHECK THE VAPOR CANISTER FOR LIQUID FUEL,YOU MAY NEED TO REPLACE THE PURGE SOLENOID AND VAPOR CANISTER,AND ALSO THE FUEL TANK, IT HAS A CONTROL VALVE ISSUE, THIS IS THE ROOT CAUSE FOR THE PROBLEM.ITS A COMMON ISSUE REPORTED. ROBERT,AS ALWAYS YOUR WELCOME,HAVE A GREAT WEEKEND,RICH H. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011437663

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6090610098)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J121660200)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050513

Report#: SSV011437663
Open Date: 06/16/2011
Mileage: 52200
Warr Built Dt: 05/05/2006
Supplier RP:

Zone/Cd: 71-41080
Name: CARL BURGER'S DODGE CHRYSLER J
Address: 8355 HERCULES ST
 LA MESA, CA 919422921
Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH STALLING-NO FAULTS-ALL SPEEDS-VERY RANDOM-SPARK PLUGS REPLACED AT 42K-POSS IGNITION COIL ISSUE BUT HOW DO I DETERMINE WHICH ONE-

Service Action:VEH STALLING-NO FAULTS-ALL SPEEDS-VERY RANDOM-SPARK PLUGS REPLACED AT 42K-POSS IGNITION COIL ISSUE BUT HOW DO I DETERMINE WHICH ONE- DUPLICATED : YES - DRIVING REPAIRS AND TESTS PERFORMED : SPARK PLUGS REPLACED 10K AGO-FLASH UPDATED PCM TECHCONNECT SEARCH : STALLING*** JEFF YOU CAN EITHER PERFORM A DATA RECORDING AND COILS WILL SHOW DASHED LINES INSTEAD OF ACTUAL DATA IF THEY ARE THE ISSUE OR YOU CAN SWAP ALL COILS FROM A KNOWN GOOD DONOR VEHICLE,STAR ADVISES IF A COIL ISSUE ALL THE COILS BE REPLACED. REPLACED ALL COILS AND VEH HAS NOT COME BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011451666

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6244510440)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092300

Report#: SSV011451666
Open Date: 06/16/2011
Mileage: 89050
Warr Built Dt: 09/23/2005
Supplier RP:

Zone/Cd: 51-42824
Name: ROYAL GATE CHRYSLER DODGE JEEP
Address: 15502 MANCHESTER RD
 ELLISVILLE, MO 630113079
Phone: 636 394-3400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AFTER FILL UP REPLACED FUEL TANK,NVLD AND CANISTER HAVE NOT HAD STALL ISSUE WHEN FILLED TANK AFTER REPLACEMENT RELEASED CAR TO CUSTOMER SUSPECT IS TOPPING OFF AND FLOODING CANISTER

Service Action:JAMES THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THATU0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. JAMES IF FUEL IN STALLING THE CAR THEN ITS GOING THRU THE MANAGEMENT VALVE AND INTO THE EVAP SYSTEM THEN YOU NEED TO GET ANOTHER TANK UNLESS THE CUSTOMER IS OVER FILLING THE TANK AND YOU ARE SUPPOSE TO STOP AT THE FIRST CLICK. NEW TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011245666

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6080610303)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087661081)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041020

Report#: SSV011245666
Open Date: 06/14/2011
Mileage: 18332
Warr Built Dt: 04/10/2006
Supplier RP:

Zone/Cd: 71-26806
Name: CALIFORNIA SUPERSTORES ALHAMBR
Address: 1100 W MAIN ST
 ALHAMBRA, CA 918013327
Phone: 626 308-4500
 626 537-2420

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALL AFTER GAS FILL(NO CODE)

Service Action:KOK,\r\n\r\nI WANT YOU TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. ALSO FIND OUT IF THE CUSTOMER IS OVERFILLING THE GAS TANK. IF RAW FUEL IS FOUND IN THE CANNISTER THEN THE CANNISTER MAY HAVE TO BE REPLACED. ALSO, I WANT YOU TO FLOW TEST THE VENTING SYSTEM FOR THE FUEL TANK. YOU CAN DO THIS BY APPLYING 2-3 PSI OF SHOP AIR THROUGH THE GAS CAP ADAPTOR AND THEN DISCONNECTING THE VENT HOSE FROM THE PURGE CANISTER. ONCE THE HOSE IS DISCONNECTED CHECK FOR AIRFLOW. IF YOU HAVE AIR FLOW HOOK THE HOSE BACK UP AND DISCONNECT THE HOSE FEEDING THE FRESH AIR FILTER, IF AIR IS COMING OUT OF THE CANISTER THEN REPLACE THE FILTER, IF NO AIR IS COMING OUT OF THE CANISTER REPLACE THE CANISTER. NOW IF NO AIR COMES OUT OF THE VENT HOSE AT THE CANISTER YOU WILL HAVE TO DISCONNECT THE HOSE FROM THE TANK AND SEE IF THE AIR WILL COME OUT OF THE FUEL TANK. IF NO AIR COMES OUT OF THE FUEL

TANK THEN REPLACE THE FUEL TANK, IF AIR DOES COME OUT OF THE FUEL TANK THEN INSPECT THE VENT HOSE FOR RESTRICTIONS AND IF NECESSARY REPLACE THE VENT HOSE.\r\nTHANK YOU,\r\nMARTIN CUSTOMER DECLINE REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011344900

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145610274)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J160661150)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062011

Report#: SSV011344900
Open Date: 06/13/2011
Mileage: 78620
Warr Built Dt: 06/20/2006
Supplier RP:

Zone/Cd: 71-43560
Name: FRAHM CHRYSLER JEEP DODGE
Address: 1983 HAMNER
 NORCO, CA 92860
Phone: INACTIVE
 951 272-3110

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTANT DIE OUT

Service Action:TONY ONLY ISSUES WE HAVE SEEN ON THIS VEHICLE FOR STALLING CONCERNS IS COILS INTERFERING WITH THE PCM AND WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. CUSTOMER DECLINED REPAIRS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011357487

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6091510719)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J126560912)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100710

Report#: SSV011357487
Open Date: 06/10/2011
Mileage: 64612
Warr Built Dt: 10/07/2005
Supplier RP:

Zone/Cd: 70-43508
Name: CARSON CHRYSLER JEEP DODGE
Address: 3059 SOUTH CARSON STREET
 CARSON CITY, NV 89701
Phone: 775 883-2020

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES ENGINE STALLED TWICE AT IDLE AND IMMEDIATELY RESTARTED. ALSO STALLED TWICE AT HIGHWAY SPEEDS

Service Action:CUSTOMER STATES ENGINE STALLED TWICE AT IDLE AND IMMEDIATELY RESTARTED. ALSO STALLED TWICE AT HIGHWAY SPEEDS DUPLICATED : YES - I LEFT VEHICLE RUNNING IN SHOP AT IDLE AND IT JUST SHUT OFF NO CHECK ENGINE LIGHT STORED FAULT SET U0100 TCM RESTATED RIGHT AWAY LIKE NOTHING EVER HAPPEND REPAIRS AND TESTS PERFORMED : CHECKED POWER AND GROUNDS ALL OK CHECKED ALL TECH TIPS AND STAR CASES DTCS : U0100 TECHCONNECT SEARCH : U0100\r\n\r\nDAVID, WHEN THE VEHICLE SHUT OFF DID THE RADIO AND ACCESSORIES STAY OPERATIONAL IF SO I WOULD CONNECT SOME TEST LIGHTS TO THE POWER, GROUNDS, AND IGNITION FEEDS TO THE PCM AND NOT EIF ANY DROP OUT WHEN THE CONCERN IS PRESENT. THANKS, BRIAN PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011328602

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510338)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349560258)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122205

Report#: SSV011328602
Open Date: 06/08/2011
Mileage: 56769
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 51-60426
Name: RUSS DARROW CHRYSLER, JEEP, DO
Address: 3502 LANCASTER DR
 MADISON, WI 537186381
Phone: 608 249-4909

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT AND CHUGGED AND STALLED WHY DOES ESM SEE THIS ALSO THEN

Service Action:TROY, ADVISED TO FOLLOW THE DIAGNOSIS FOR THE U0100 CODE. ADVISED THAT THE P2638 IS CAUSED BY THE U0100 CODE. ADVISED THAT THE TCM COULD BE THE CAUSE. ADVISED TO INSPECT THE CONNECTOR AND PIN FIT. ADVISED IF NTF THEN REPLACE THE TCM. TROY, IT IS POSSIBLE THAT THE ESM COULD BE CAUSING THE CODES. THERE HAVE BEEN CASES THAT THE ESM WAS REPLACED FOR THE U0100 CODE, BUT NOT MANY. ADVISED THAT THE DIAGNOSIS NEVER LEADS TO THE ESM BUT IF THERE ARE NO OTHER CONCERNS WITH THE TCM AND ALL CONNECTORS ARE FINE THEN YOU MAY WANT TO REPLACE THE ESM. 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. \n\nTHANKS, CHRYSLER STAR CENTER. TCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011388728

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6140510586)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157561014)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060915

Report#: SSV011388728
Open Date: 06/08/2011
Mileage: 2088
Warr Built Dt: 06/09/2005
Supplier RP:

Zone/Cd: 51-41423
Name: MARTY CANCELA DODGE CHRYSLER J
Address: 2175 NORTH LINDBERGH BLVD
 FLORISSANT, MO 63033
Phone: 314 831-3300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT STOPS OR IN TRAFFIC

Service Action: MOPAR REMAN LONGBLOCK-CALL POWERTRAIN SERVICE CENTER FOR FURTHER ASSISTANCE-1-866-262-8517 PROMPT 1...CONTACT WI-TECH HOTLINE FOR SCAN TOOL CONCERNS-CHECK YOUR ADAPTIVES.OTHER HEMI STALL OUT CAUSES- BAD COILS-WILL SPIKE AND TAKE OUT PCM-VERIFY ALL NEW COILS-PN#56029129AF. CHECKING ON THE STATUS OF THIS VEHICLE. HAVE YOU RESOLVED THE VEHICLES CONCERN IF SO, PLEASE TAKE A MOMENT TO GIVE A DETAILED EXPLANATION ON WHAT YOU DID TO CORRECT THE ISSUE AND CLOSE THE TICKET OUT. IF YOU ARE IN NEED OF FURTHER ASSISTANCE, PLEASE RESPOND AND WE WILL GLADLY HELP. OTHERWISE, THANK YOU FOR CONTACTING THE STAR CENTER. REPLACED COILS AND SPARK PLUGS DROVE OVER 100 MILES CONDITION SEEMS TO BE REPAIRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011410158

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6045610187)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031814

Report#: SSV011410158
Open Date: 06/06/2011
Mileage: 45931
Warr Built Dt: 03/18/2006
Supplier RP:

Zone/Cd: 74-24280
Name: HASTINGS CHRYSLER CENTER INC
Address: 2980 HIGHWAY 61 SOUTH
 HASTINGS, MN 550334022
Phone: 651 437-5200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: THIS CAR WILL SHUT OFF AFTER RUNNING SOMETIMES AFTER ABOUT 30-40 SECONDS AND SOMETIMES WILL RUN FOR SEVERAL MINUTES 5-15 MINUTES AND JUST SHUT OFF ONLY CODE SETTING IT U0100 IN TCM. HAD CAR RUNNING FOR APORX 20 MIN THIS MORNING A COUPLE OF TIMES WITH NO PROBLEM AFTER LUNCH STARTED ACTING UP.

Service Action: DAVID IF THE PCM DROPS OFF THE BUSS THE VEHICLE WILL STALL, SUGGEST YOU CHECK POWER GROUND AND BUSS AT THE PCM. FAULT IS NOT LIKELY TCM RELATED. INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR RUBBING THE PARKING BRAKE ASSEMBLY. DAVID WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\nTHANKS, CHRYSLER STAR CENTER NOT FIXED YET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011387897

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610129)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133660382)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051722

Report#: SSV011387897
Open Date: 06/03/2011
Mileage: 90355
Warr Built Dt: 05/17/2006
Supplier RP:

Zone/Cd: 63-43338
Name: WHITSON-MORGAN MTR CO INC
Address: HWY 103 S & I-40
 CLARKSVILLE, AR 72830
Phone: 479 754-3020
 479 754-3021

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN VEH. ENGINE COLD AND WHILE DRIVING UNDER HEAVY ACCEL AND LIGHT ACCEL. VEH. WILL SHUT ENGINE DOWN AND PICK BACK UP BUT SOMETIMES WHEN COMING TO A STOP AND WAITING AT A STOP LIGHT IT WILL DIE

Service Action: CHECK YOUR FUEL TRIM ADAPTIVES. CHECK FOR STUCK OPEN EGR OR PURGE SOLENOID- CHECK FOR RAW FUEL IN CANISTER- HEMI STALL OUT CAUSES- INCORRECT SPARK PLUGS/WORN/CARBON TRACKED/CRACKED PORCELAIN-BAD COILS-WILL SPIKE AND TAKE OUT PCM-REPLACE ALL SPARK PLUGS AND COILS-RETEST. CHECKING ON THE STATUS OF THIS VEHICLE. HAVE YOU RESOLVED THE VEHICLES CONCERN IF SO, PLEASE TAKE A MOMENT TO GIVE A DETAILED EXPLANATION ON WHAT YOU DID TO CORRECT THE ISSUE AND CLOSE THE TICKET OUT. IF YOU ARE IN NEED OF FURTHER ASSISTANCE, PLEASE RESPOND AND WE WILL GLADLY HELP. OTHERWISE, THANK YOU FOR CONTACTING THE STAR CENTER. SPARK PLUGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011374349

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6186510184)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J223560274)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081819

Report#: SSV011374349
Open Date: 06/01/2011
Mileage: 60251
Warr Built Dt: 08/18/2005
Supplier RP:

Zone/Cd: 63-26804
Name: Q CHRYSLER JEEP DODGE
Address: 700 E AIRPORT FWY
 IRVING, TX 750624805
Phone: INACTIVE
 972 721-4300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON AND DIES AT SLOW SPEEDS THANK YOU. I WILL GIVE IT A SHOT OK DID EVERYTHING YOU ASKED. TEST DROVE AND NO PROBLEM WAS FOUND. GAVE THE CAR BACK TO THE CUSTOMER AND IT DIED WITH THEM SO THEY BROUGHT IT BACK. TEST DROVE AND CAR WOULD STUMBLE/ CUT OUT. THE CODE U0100 WAS NOT THERE BUT CODE U0002 CAN C BUS AND CODE U0119 CAN B WAS AND ALSO THE TCM LOST COMM WITH ABOUT EVERY MODULE. CODES WERE ALL STORED. AFTER THE STUMBLE FOR ABOUT A MIN CAR RAN FINE AND NEVER ACTED UP AGAIN AND CODES DID NOT COME BACK. ANY HELP ON WHAT COUD BE GOING ON I DID FIND A STAR SEARCH ABOUT THE CRANK SENSOR (K05443853) BUT NOT GETTING ANY CRANK SENSOR CODES.

Service Action:WILLIAM FLASH UPDATE THE PCM, THE TCM WILL AUTO UPDATE, DO NOT UPDATE THE TCM MANUALLY AFTER THE PCM UPDATE, USE SCAN TOOL IN TCM MISC FUNCTIONS AND DO THE TCM EGS-52 PROCEDURE. ADVISED THAT THE TCM IS MOST LIKELY NOT HIS ISSUE, BUT THE PCM INSTEAD. HAD A FEW CASES OF CHAFFED WIRES AT THE

BRAKE CAUSING THE CONDITION SO RECHECK THE HARNESS, MODULE CONNECTORS, AND TERMINALS. WILLIAM DONT FORGET TO MAKE SURE THE TIRE SIZE IS SET CORRECTLY IN THE TIPM AND MATCHES THE TIRE SIZE ON THE VEHICLE. CALLED WILLIAM ADVISED TO CHECK THE CAN C BUS WIRES AND TERMINAS AT THE TCM C2 PIN H1 AND L2, CHECK THE C102 CONNECTOR FOR TERMINAL ISSUES, WATER INTRUSION CORROSION. CHECK S122 AND S124 SPLICES. \nS122 RIGHT ENGINE COMPARTMENT, S124 (LHD) RIGHT ENGINE COMPARTMENT. IN HARNESS BEHIND TRHE IPM. IF ALL OK SWAP THE NAG1 AND FOLLOW PREVIOUS PROCEDURE TO PROGRAM. REPLACED TCM AND CUSTOMER PICKED UP BEFORE WE COULD TEST DRIVE CAR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011389381

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510811)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560694)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060314

Report#: SSV011389381
Open Date: 05/26/2011
Mileage: 80212
Warr Built Dt: 06/03/2005
Supplier RP:

Zone/Cd: 63-45477
Name: HOLT CHRYSLER JEEP DODGE
Address: 1111 INTERSTATE 20 E
 ARLINGTON, TX 760182110
Phone: 817 557-6000
 817 557-6037

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL OUT AT TIMES,IN GEAR AT IDLE,IN PARK, IN DRIVE,NEUTRAL,SOMETIMES COLD START,SOMETIMES AFTER REACHING PROPER TEMP.WILL START RIGHT UP AFTERWARDS.INTERMITT.NO DTC S STORED OR ACTIVE.. I HAVE FINALLY LOCATED A DONOR VEHICLE,INSPECT SPARK PLUGS AND REPLACED PLUGS,SWAP ALL COILS,HAS NOT DIES YET,REPLACING ONE BY ONE COIL,HAS NOT DIES YET,I HAVE TWO MORE COILS TO GO.I CHECK WIRING AREA AT PCM ROUTING ON RIGHTSIDE OF VEHICLE,GOOD.AT THIS POINT TRYING TO DUPLICATE.WILL LET YOU KNOW ON MY FINDINGS.

Service Action:JOSE OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT

OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. IF NONE OF THIS HELPS THEN WE WILL NEED A DATA RECORDING OF THE ISSUE AND FREEZE FRAME DATA IF ANY CODES COME UP. ALSO DO A ETC RELEARN. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER. GOOD JOB FOUND COIL NUMBER 5&7 CAUSING VEHICLE TO DIE.,REPLACE COILS ON CYLINDER #5.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011376245

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6125510442)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J137560055)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052920

Report#: SSV011376245
Open Date: 05/18/2011
Mileage: 3253
Warr Built Dt: 05/29/2005
Supplier RP:

Zone/Cd: 42-58512
Name: COURTESY CHRYSLER JEEP DODGE
Address: 440 28TH ST SE
 GRAND RAPIDS, MI 495481202
Phone: 616 452-2413
 616 452-2143

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING

Service Action: JEREMY FIRST THING CHECK TO SEE IF THE SPARK PLUGS HAVE BEEN REPLACED AND ARE THEY PLATINUM PLUGS IF SO REMOVE THEM AND INSTALL THE CORRECT SPARK PLUG PER APPLICATION .ADVISE TECH IF THE SPARK PLUGS ARE CORRECT AND NOT WORN OUT TO SWAP ALL OF THE IGNITION COILS WITH A DONOR VEHICLE . ADVISE TECH WE SEE COILS AND PLUGS CAUSING PHANTOM STALLING CONCERNS CAUSED BY EMI . ADVISE TECH IF THE STALLING CONCERN PERSIST AFTER SPARK PLUGS AND COILS HAVE BEEN ELIMINATED TO REPLACE THE PCM . ADVISE TECH TO INSPECT THE HARNESS NEAR THE PARKING BRAKE ASSY FOR A RUB THRU SHORT TO GROUND . REPLACED SPARKPLUGS, CUSTOMER IS DRIVING TO SEE IF FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011377859

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510929)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017660084)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 013122

Report#: SSV011377859
Open Date: 05/16/2011
Mileage: 76028
Warr Built Dt: 01/31/2006
Supplier RP:

Zone/Cd: 63-60179
Name: QUINN CHRYSLER DODGE, LLC
Address: 3250 SE WASHINGTON BLVD
 BARTLESVILLE, OK 74006
Phone: 918 766-0000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING

Service Action: RANDY STATES THAT VEHICLE STALLS AT IDLE AND WHEN DRIVING. DOES NOT LOOSE CKP OR CAM SIGNAL. #1 COIL FIRE TIME STAYS AT 1632 AND THATS WHEN ITS DIES. VnSTAR ADVISED TO REPLACE PLUGS, IF YOU STILL HAVE THE STALL CONDITION UNPLUG THE COILS ONE AT A TIME AND NOTE IF THE STALL IS GONE. TECH STATES THAT HE AHS REPLACED THE PCM AND THE ISSUE HAS NOT RETURNED. TECH STATES THAT THERE WAS A U0100 FAULT PRESENT. ADVISED TECH TO VERIFY THE REPAIR BEFORE CLOSING THE TICKET OUT. AFTER UNPLUGGING THE COILS IT WAS STILL DIEING AT IDLE. IT THEN SET A TCM C1 00 CODE. AFTER LOOKING AT THE FREEZE FRAME DATA THAT WAS TOTALLY UNBELIEVABLE I ELECTED TO REPLACE THE PCM. THE NEW CONTROLER FIXED THE ISSUE AND I HAVEN T BEEN ABLE TO REPRODUCE THE DIEING. WILL CHECK IN THE MORNING FIRST THING AND RETURN TO CUST IF NO PROBLEM IS FOUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011370140

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6069610214)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J091660051)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041923

Report#: SSV011370140
Open Date: 05/13/2011
Mileage: 81711
Warr Built Dt: 04/19/2006
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: NO POWER WHEN ACCELERATING. INTERMITANT ENGINE DIES REPLACE THROTTLE BODY WITH KNOWN GOOD THROTTLE BODY. SAME RESULTS. PCM PART NUMBER IS 4896568AL. THE CONDITION IS WORSE WHEN THE VEHICLE IS COLD. CAN T EVEN GET HALF THROTTLE OUT OF IT. I HAVE LOOKED AT THE PCM, ABS, AND TCM. I DON T SEE ANY DATA THAT I CAN MONITOR THE TORQUE REQUEST. REMOVED ABS FUSES. CONDITION IS STILL PRESENT. ENGINE IS IN GOOD MECHANICAL CONDITION. EXHAUST SYSTEM IS NOT RESTRICTED. HAS GOOD FUEL IN SYSTEM. ENGINE IS IN GOOD MECHANICAL CONDITION. EXHAUST SYSTEM IS NOT RESTRICTED. HAS GOOD FUEL IN SYSTEM.

Service Action: DAVID , TRY SWAPPING A KNOWN GOOD THROTTLE BODY FOR TESTING . ADVISE TECH TO VERIFY THE PCM SOFTWARE IS CORRECT PER APPLICATION #04896568AL . DAVID, CHECK TO SEE IF THE ABS IS REQUESTING THE TORQUE REDUCTION. ADVISED TO REMOVE THE ABS FUSES TO DISABLE THE SYSTEM AND SEE IF THE CONCERN

OCCURS. ADVISED TO VERIFY THE ENGINE IS MECHANICALLY SOUND. ADVISED TO INSPECT THE SPARK PLUGS FOR CRACKED PORCELIN, CARBON TRACKING, AND CORRECT APPLICATION. ADVISED TO SWAPP THE IGNITION COLS FROM A DONOR VEHICLE. ADVISED IF STALLING STILL PERSISTS REPLACE THE PCM. REPLACED AND PROGRAMED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011341401

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6307510528)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560053)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120505

Report#: SSV011341401
Open Date: 05/10/2011
Mileage: 83304
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 74-44475
Name: NEVADA AUTO MALL INC
Address: 2501 E AUSTIN BLVD
 NEVADA, MO 64772
Phone: 417 667-3385

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON RUNS A LITTLE ROUGH WHEN LIGHT IS ON VEHICILE STALLS.

Service Action:STEVE CALLS STAR, CUSTOMER RETURNED 2 DAYS AFTER DECARBONIZATION, SHE TOLD ADVISOR THAT THE CHECK ENGINE LAMP CAME ON AND VEHICLE STALLED THE DAY BEFORE, BUT NOW THE LAMP IS OFF AND VEHICLE RUNS GOOD. TECH CHECKED DTCS AND IT HAS STORED P0300 & P0304. STEVE WONDERS IF A SECOND DECARBONIZING MAY HELP AND WHAT CAUSED STALLING. HE HAD PERFORMED A COMPRESSION TEST AND READINGS WERE ABOUT 200PSI. ADVISED THAT STALLING MAY HAVE BEEN CAUSED BY DEPOSITS HANGING A VALVE OPEN. ADVISED THAT A SECOND DECARBONIZATION MAY CLEAN OUT MORE DEPOSITS. ADVISED THAT IF VEHICLE RETURNS WITH P0304 DTC, THEN THE HEAD SHOULD BE PULLED AND INSPECT VALVES AND SEATS. JIM 2ND DECARB

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011300106

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6329510543)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J334560144)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121600

Report#: SSV011300106
Open Date: 05/05/2011
Mileage: 56475
Warr Built Dt: 12/16/2005
Supplier RP:

Zone/Cd: 35-68607
Name: FRED FREDERICK CHRYSLER EASTON
Address: 8562 OCEAN GATEWAY
 EASTON, MD 21601
Phone: 410 822-2100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: COLD ENGINE, VEHICLE STALLS (THROTTLE SEEMS TO SNAP SHUT). ALSO UNDER HEAVY ACCEL VEHICLE LOSES ALL ENGINE POWER (NOT TO BE CONFUSED WITH ELECTRICAL SYSTEM POWER). ETC LIGHT FLASHES. NO CODES. THANKS FOR THE EXTRA INFO. I TOOK A FEW RECORDINGS AND FOUND THAT THE VOLTAGES FALL OFF, AND THE ENGINE RUN TIME RESETS ALONG WITH SOME OTHER ODD READINGS. I NOTICED THAT THE BARO FELL OFF, BUT OBVIOUSLY BAROMETRIC PRESSURE SHOULDNT CHANGE NO MATTER WHAT. I SENT THE RECORDING REC 2D4GZ57266H349888 110325083216. WOULD YOU MIND TAKING A LOOK

Service Action: BRIAN, WHAT ARE THE FUEL ADAPTIVES READING ADVISED TO MONITOR MAP WHEN THE CONCERN OCCURS. ADVISED TO SEE IF THE PCM RESETS WHEN THE STALL OUT OCCURS. BRIAN, THE RECORDINGS ARE NOT AVAILABLE AT THIS TIME, I WILL REVIEW THEM ONCE THEY ARE. BASED ON YOUR SYMPTOMS, THESE ARE THE THREE POSSIBILITIES. 1. INSPECT SPARK PLUGS FOR CARBON TRACKING, CRACKED PORCELIN, AND CORRECT APPLICATION. IF EVIDENCE OF WEAR IS PRESENT REPLACE THEM. 2.

ADVISED TO SWAPP THE IGNITON COILS FROM A DONOR VEHICLE. 3. POSSIBLE PCM REPLACEMENT DUE TO COIL DRIVER DAMAGE. TIME CONSTRAINTS \r\nCUSTOMER TO RESCHEDULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011354784

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6045610368)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070661059)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032116

Report#: SSV011354784
Open Date: 05/05/2011
Mileage: 64768
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 32-60453
Name: EASTCHESTER CHRYSLER JEEP DODG
Address: 4007 BOSTON RD
 BRONX, NY 104666101
Phone: 718 547-5500
 914 597-7018

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT STALLING, NO DTCS. PERFORMED REPAIRS IN STAR ONLINE CASE#K94202871.

Service Action: ADVISED TECHNICIAN TO REPALCED THE EXISTING 8 SPARK PLUGS. ADVISED TECHNICIAN TO SWAPP THE IGNITION COILS. ADVISED POSSIBLE PCM ISSUE. SWAPPED COILS FROM A KNOWN GOOD RUNNING CAR, THE PROBLEM WENT AWAY. REPLACED COILS. ROAD TESTED TO VERIFY REPAIRS, OK. RUNNING AS DESIGNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011345760

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510552)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J344560479)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122308

Report#: SSV011345760
Open Date: 05/04/2011
Mileage: 56149
Warr Built Dt: 12/23/2005
Supplier RP:

Zone/Cd: 35-23251
Name: ANTWERPEN MOTOR CARS LTD
Address: 6440 BALTIMORE NATIONAL PIKE
 BALTIMORE, MD 21228
Phone: 410 788-6600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES INTERMITTANT STALL HAVE DRIVEN VEHICLE NUMEROUS TIMES UNABLE TO DUPLICATE WENT TO TEST DRIVE AGAIN STARTED VEHICLE AND STARTED TO INSTALL STARSCAN VEHICLE STALLED DID NOT TURN OFF KEY CODE FORTCM U0100 LOST COMM WITH PCM STORED ALSO ORIGINALLY HAD CODES PCM P0700 ESM U0100 DDM B1859 EOM U0159 EOM U0151 PDM B1864
 CHECKED WIRING HARNESS FOR RUBBING AT PARK BRAKE O.K. WIGGLED HARNESSES COULD NOT DUPLICATE LIGHTLY TAPPED ON PCM COULD NOT DUPLICATE NO VISUAL SIGNS OF COLLISION DAMAGE COULD NOT FIND ANY TSB FOR STALL BRIAN FOUND SOME ADDITIONAL IMFO CUSTOMER IS 3RD OWNER APPARENTLY THIS HAS BEEN HAPPENING FOR QUITE AWHILE POSSIBLY THROUGH ALL 3 OWNERS THIS VEHICLE IS NEW TO THIS OWNER FOUND PREVIUOS OWNER HAD SAME CONDITION6/16 AT DON WHITES THEY FLASHED PCM STATED TSB WAS APPROPRIATE TO CONDITION 10/20 PCM REPLACED BY MAXCARE WARRANTY
 ALSO HAD AT HERITAGE THEY COULDNT DIPLICATE OVER 2 WEEK PERIOD ETC ETC WILL LOOK AT YOUR SUGGESTIONS AND RESPOND BACK WITH

RESULTS THANKS JOHN BRIAN I CHECKED THE PDC NO SIGNS OF WATER IN PDC OR TRUNK ALSO CHECKED TIPM AND FCM BOTH OK CHECKED POSITIVE BAT CABLE WHERE IT ENTERS ENGINE COMPARTMENT NO SIGNS OF CORROSION WGGLED KEY COULD NOT DUPLICATE ANY OTHER SUGGESTIONS THANKS JOHN

Service Action:CUSTOMER STATES INTERMITTANT STALL HAVE DRIVEN VEHICLE NUMEROUS TIMES UNABLE TO DUPLICATE WENT TO TEST DRIVE AGAIN STARTED VEHICLE AND STARTED TO INSTALL STARSCAN VEHICLE STALLED DID NOT TURN OFF KEY CODE FORTCM U0100 LOST COMM WITH PCM STORED ALSO ORIGINALLY HAD CODES PCM P0700 ESM U0100 DDM B1859 EOM U0159 EOM U0151 PDM B1864\r\n\r\nCHECKED WIRING HARNESS FOR RUBBING AT PARK BRAKE O.K. WIGGLED HARNESSES COULD NOT DUPLICATE LIGHTLY TAPPED ON PCM COULD NOT DUPLICATE NO VISUAL SIGNS OF COLLISION DAMAGE COULD NOT FIND ANY TSB FOR STALL DUPLICATED : YES - DUPLICATED 1 TIME RANDOM CONDITION REPAIRS AND TESTS PERFORMED : WIGGLE WIRES TAP ON PCM TEST DRIVE TECHCONNECT SEARCH : INTERMITTANT STALL\r\n\r\n\r\nJOHN, I WOULD INSPECT THE REAR PDC FOR ANY SIGNS OF WATER INTRUSION OR CORROSION. IF THAT ALL CHECKS GOOD ATTEMPT TO DUPLICATE THE CONCERN BY WIGGLING THE KEY IN THE IGNITION. THANKS, BRIAN . JOHN, THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. I WOULD MONTIOR THE POWER, GROUNDS, AND IGNITION FEEDS TO THE PCM AND NOTE IF ANY DROP OUT WHEN THE CONCERN IS PRESENT. IF THEY DO THEN THIS WILL GIVE US A DIRECTION TO FOLLOW. THANKS, BRIAN CUSTOMER RETURNED TO SELLING DEALER TO TRADE BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011354210

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H66H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6257510472)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J187561183)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 092603</p>	<p>Report#: SSV011354210</p> <p>Open Date: 05/02/2011</p> <p>Mileage: 79190</p> <p>Warr Built Dt: 09/26/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 51-23578</p> <p>Name: FIELDS CHRYSLER JEEP DODGE</p> <p>Address: 670 W FRONTAGE RD NORTHFIELD, IL 600931254</p> <p>Phone: 847 446-5100</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALL,SOMETIMES WON T RESTART.U0100 SETS IN TCM WHEN ENGINE STALLS.ONLY OTHER DTC IS P0700 IN PCM

Service Action:RICK,TWO THINGS THAT I WOULD RECOMMEND ELIMINATING FIRST BEFORE WE REPLACE A PCM,THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS CHAMPION REC14MCC4 ,PULL A SPARK PLUG MAKE SURE THEY ARE OEM WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET & PLATINUM PLUGS WILL CAUSE THE ISSUE ALONE ,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP, OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.WE HAVE ALSO SEEN PCM S CAUSE THE ISSUE,BUT MOST NOTORIOUS IS COILS & SPARK PLUGS,I WOULD LEAVE THE PCM AS A LAST RESORT. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A

REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER. 8 COILS.SO FAR SO GOOD\r\n\r\nSTAR: TECH REPLACED ALL 8 IGNITION COILS FOR THE DIE OUT,U0100 & P0700.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011344847

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV773X6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6060620085)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J054660941)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032020

Report#: SSV011344847
Open Date: 04/25/2011
Mileage: 22899
Warr Built Dt: 03/20/2006
Supplier RP:

Zone/Cd: 71-59578
Name: GLENDALE DODGE CHRYSLER JEEP
Address: 900 S BRAND BLVD
 GLENDALE, CA 912042108
Phone: 818 242-4161

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AT IDLE (DIES OUT)

Service Action:HENDRIK,THE FIRST COUPLE OF THINGS I WOULD LIKE YOU TO CHECK FOR IS FIRST.....THE SPARK PLUGS MAKE SURE THEY ARE NGK PLZTR5A-13 ANYTHING ELSE COULD BE CAUSING THE ISSUE,IF THE PLUGS LOOK OLD AND WORN REPLACE THEM WITH THE NUMBER REFERENCED.THE SECOND THING THAT CAN CAUSE THE DIE OUT IS IGNITION COILS,BEST WAY TO RULE OUT COILS IS SWAP COILS WITH A DONOR VEHICLE,OR GET ONE NEW COIL FROM PARTS AND SWAP OUT ONE AT A TIME,NO WAY TO TEST THE COIL OTHER THEN TO USE THE SWAP PROCESS.\nTHE COILS & SPARK PLUG ISSUE HAVE REFERRED TO AS THE \ HEMI COIL KILLER\ ISSUE,WE SEE IT QUITE FREQUENTLY NOW ON THE OLDER HEMI S.\nIF IGNITION COILS & SPARK PLUGS ARE RULED OUT IT COULD BE A PCM,BUT I WOULD LEAVE THAT AS A LAST RESORT. CHECKED SPARK PLUGS.SWAPPED IGNITION COILS.DIDNOT FIX THE PROBLEM.REPLACED PCM.ROAD TESTED.OK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011318947

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6200510272)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J239560691)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090620

Report#: SSV011318947
Open Date: 04/21/2011
Mileage: 76260
Warr Built Dt: 09/06/2005
Supplier RP:

Zone/Cd: 32-42124
Name: GOSS DODGE CHRYSLER
Address: 1485 SHELBURNE RD
 SOUTH BURLINGTON, VT 054037714
Phone: 802 658-0120

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: STALLING AT STOPS

Service Action: DANA, ADVISED TO CHECK THE WIRING AT THE BRAKE PEDAL, AND THE CYLINDER HEAD FOR RUB THROUGHES. ALSO CHECK THE PCM CONNECTOR FOR WATER, AND MONITOR THE CRANK SENSOR FOR CUTTING OUT. ADVISED IF NTF TO REPLACETHE PCM. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011330810

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6100610375)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660699)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042412

Report#: SSV011330810
Open Date: 04/21/2011
Mileage: 80532
Warr Built Dt: 04/24/2006
Supplier RP:

Zone/Cd: 63-60486
Name: SULPHUR SPRINGS
Address: 1505 INDUSTRIAL DR W
 SULPHUR SPRINGS, TX 754823737
Phone: 903 885-2600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENG DIES FOLLOWING FUEL TANK FILL UP. CAN HEAR FUEL TANK GURGLING AFTER FILL. WILL RUN ROUGH ALSO. THIS ONLY HAPPENS FOR THE FIRST 5 TO 10 MILES AFTER FILL UP. WHAT I AM TRYING TO COMPREHEND IS HOW DOES THAT CAUSE THE ENG TO RUN ROUGH OR VEHICLE TO DIE DOES THE ENG SUCK RAW FUEL INTO INTAKE VIA PURGE SOLENOID

Service Action:JOEY , CHECK THE CHARCOAL CANISTER FOR RAW FUEL , YOU MAY HAVE A CUSTOMER WHO TOPS FUEL ALL THE WAY UP THE FILLER NECK OR YOU HAVE A STUCK INLET VALVE ROLL OVER VALVE OR FUEL CONTROL VALVE THAT IS ALLOWING FUEL TO GET IN TO THE EVAP SYSTEM . JOEY , YES YOU ARE CORRECT , THE RAW FUEL WILL GET SUCKED IN TO THE ENGINE AND CAUSE THE STALLING CONCERN , TO CONFIRM THIS CHECK THE CANISTER FOR FUEL AFTER FILL UPS . TRY PINCHING OFF THE PURGE CONNECTION AFTER FILL UP AND SEE IF THE STALLING CONCERN PERSIST . NEW FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011291469

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6273511129)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J286561241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101901

Report#: SSV011291469
Open Date: 04/19/2011
Mileage: 85694
Warr Built Dt: 10/19/2005
Supplier RP:

Zone/Cd: 63-42350
Name: MELTON SALES INC
Address: 200 N LYNN RIGGS BLVD
 CLAREMORE, OK 740176816
Phone: 918 341-1512

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE IDLES FAST THEN DIES I CHECKED PLUGS, ARE CORRECT FOR VEHICLE AND APPEAR TO HAVE BEEN CHANGED, GAP IS AROUND.48 SO NEXT STEP IS SWAPPING COILS CORRECT, IVE MESSED WITH IS THING ALL DAY AND ONLY ACTED UP ONCE,JUST MAKING SURE I UNDERSTAND THAT SO I CAN EXPLAIN TO SERVICE ADVISOR. THANKS JIM

Service Action:JAMES, YOU MAY HAVE MORE THAN ONE ISSUE HERE, FOR THE DIE OUT, THE FIRST 2 THINGS I WOULD LIKE YOU TO CHECK AND TRY IS: FIRST INSPECT FOR THE PROPER SPARK PLUG BEING USED IN THE VEHICLE, SEE IF ANYONE RECENTLY REPLACED SPARK PLUGS. STAR HAS HAD REPORTS OF PLATINUM PLUGS CAUSING THIS TYPE OF CONCERN, CRACKED SPARK PLUGS OR AFTERMARKET TYPE PLUGS, MAKE SURE IT HAS THE CORRECT SPARK PLUG...WHAT STAR PARTS CALLS OUT FOR IS IMPORTANT. SECOND MOST COMMON ISSUE IS, IGNITION COILS, THERE IS NO WAY TO TEST THEM EITHER.... ITS A PROCESS OF ELIMINATION IN A \ COIL KILLER\ SCENARIO

WHICH SOUNDS LIKE WHAT YOU HAVE BASED FROM YOUR DESCRIPTION.SO THE FASTEST WAY TO ELIMINATE COILS IF SPARK PLUGS ARE NOT SUSPECT IS TO FIND A DONOR VEHICLE AND SWAP OUT ALL 8 COILS AT THE SAME TIME.OR GET ONE NEW COIL FROM PARTS AND SWAP OUT ONE AT A TIME. JAMES,YES,SWAP OUT ALL COILS WITH A KNOWN GOOD RUNNING VEHICLE IS FASTEST.MAKE SURE SPARK PLUG PART NUMBER CHAMPION REC14MCC4 IS BEING USED ANYTHING ELSE COULD BE CAUSING YOUR PROBLEM. NOT REPAIRED AT THIS TIME AND HAS NOT RETURNED,COULD NOT DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011318612

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6093610456)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J100660150)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051119

Report#: SSV011318612
Open Date: 04/19/2011
Mileage: 75208
Warr Built Dt: 05/11/2006
Supplier RP:

Zone/Cd: 71-45189
Name: DCH CHRYSLER JEEP DODGE OF
Address: 26845 YNEZ RD
 TEMECULA, CA 925914695
Phone: 951 676-0010

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE CAR WILL STALL AFTER FILLING FUEL TANK. STALLS WHEN COMING TO A CORNER TO TURN ALSO. WE HAVE REPLACED CANISTER AND PURGE SOLENOID PRIOR, ALSO HAS NEW PLUGS, AIR FILTER, CLEANED THROTTLE BODY.

Service Action: RICHARD, I WANT YOU TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER AFTER A FUEL FILL UP. POSSIBLE FUEL OVERFILL BY THE CUSTOMER. IF FUEL IS FOUND IN THE CANNISTER YOU MAY ALSO HAVE A RESTRICTION IN THE VENTING SYSTEM OF THE FUEL TANK. IF THAT IS THE CASE I WANT YOU TO FLOW TEST THE VENTING SYSTEM FOR THE FUEL TANK. YOU CAN DO THIS BY APPLYING 2-3 PSI OF SHOP AIR THROUGH THE GAS CAP ADAPTOR AND THEN DISCONNECTING THE VENT HOSE FROM THE PURGE CANISTER. ONCE THE HOSE IS DISCONNECTED CHECK FOR AIRFLOW. IF YOU HAVE AIR FLOW HOOK THE HOSE BACK UP AND DISCONNECT THE HOSE FEEDING THE FRESH AIR FILTER, IF AIR IS COMING OUT OF THE CANISTER THEN REPLACE THE FILTER, IF NO AIR IS COMING OUT OF THE CANISTER REPLACE THE CANISTER. NOW IF NO AIR COMES OUT OF THE VENT HOSE AT THE CANISTER YOU WILL HAVE TO DISCONNECT THE HOSE FROM THE TANK AND SEE IF THE AIR WILL COME OUT OF THE FUEL TANK. IF NO AIR COMES OUT OF THE FUEL TANK THEN REPLACE THE FUEL TANK, IF AIR DOES COME OUT OF THE FUEL TANK THEN INSPECT THE VENT HOSE FOR RESTRICTIONS AND IF NECESSARY REPLACE THE VENT HOSE.
 THANK YOU, MARTIN 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. \n\n\nTHANKS, CHRYSLER STAR CENTER. REPLACED FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011276248

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6151510350)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164560754)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061708

Report#: SSV011276248
Open Date: 04/18/2011
Mileage: 94277
Warr Built Dt: 06/17/2005
Supplier RP:

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: HESITATION ON LIGHT ACCELERATION.OK ON HEAVY ACCEL, INTERMITTENT STALL ON HESITATION..

Service Action: JOHN,THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO CHECK OR REPLACE THE SPARK PLUGS FIRST USING OEM SPARK PLUGS,PULL A SPARK PLUG MAKE SURE THEY ARE OEM.... WHAT STAR PARTS CALLS OUT FOR, SOME AFTERMARKET PLUGS/PLATINUM PLUGS WILL CAUSE THE ISSUE,THEN RETEST,IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL TYPE, SWAP OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU,THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION.IT IS REFERRED TO AS THE \ HEMI COIL KILLER ISSUE\ .YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS.OR GET ONE NEW COIL FROM PARTS AND SWAP OUT ONE COIL AT A TIME IS ANOTHER WAY YOU CAN PIN IT DOWN BUT WILL OF COURSE TAKE LONGER.
 EGR VALVE\r\n\r\nSTAR: TECH REPLACED THE EGR VALVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011332340

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6321511477)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J342561344)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121323

Report#: SSV011332340
Open Date: 04/18/2011
Mileage: 79986
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 63-45454
Name: CLASSIC DODGE CHRYSLER JEEP
Address: 4984 S I-35 E
 DENTON, TX 762102343
Phone: 940 498-9800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MIL WITH INTERMITTANT STALLING MIL WITH INTERMITTENT STALLING YES ALL 8 COILS WERE REPLACED THE SECOND VISIT. THE FIRST VISIT I REPLACED JUST THE SPARK PLUGS AS THE WERE EXTREMELY WORN. WE ADVISED OF THE POSSIBILITY OF COILS CAUSING EMF BUT RECOMMENDED THE SPARK PLUGS FIRST CAUSE THEY WERE SO WORN. CUSTOMER RETURNED WITH STILL STALLING AND WE REPLACED COILS THE SECOND VISIT. I WILL CONTINUE CHECKING THE HARNESS INCLUDING WHERE YOU RECOMMENDED AND I WILL ALSO LOAD TEST ALL POWER AND GROUND CIRCUITS TO PCM. IF NO FAILURES ARE FOUND WOULD PCM BE THE NEXT LOGICAL COMPONENT TO REPLACE

Service Action: CRAIG, STAR WOULD SUGGEST LOAD TESTING ALL THE PCM SWITCHED IGNITION AND POWER FEED CIRCUITS, ALSO INCLUDE THE GROUNDS, MAKE SURE ALL THE GROUNDS ARE CLEAN AND SECURED PROPERLY. CHECK FOR ANY LOOSE OR SPREAD TERMINALS AT THE PCM. PER THE LAST CASE ON THIS VEHICLE IT STATED THAT THE IGNITION

COILS WERE NOT REPLACED, WERE THE COILS SWAPPED OR REPLACED
CHECK AT PARKING BRAKE ACTUATOR FOR HARNESS CHAFFING. CRAIG, IF YOU FIND OR DO NOT
SUSPECT WIRING CONCERNS THEN TRY A PCM. PCM. SEARCHED AND NO SHORTED OR OPEN WIRING WAS FOUND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011264318

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6069610344)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083660377)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040503

Report#: SSV011264318
Open Date: 04/16/2011
Mileage: 46648
Warr Built Dt: 04/05/2006
Supplier RP:

Zone/Cd: 66-68502
Name: PIEDMONT CHRY-DODGE-JEEP
Address: 4015 CLEMSON BLVD
 ANDERSON, SC 29621
Phone: 864 260-5750
 864 224-6632

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE SHUTS OFF

Service Action:BOB WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM .ADVISE ALSO SWAP COILS FROM A DONOR VEHICLE AND RETEST,INSPECT PLUGS FOR PROPER GAP AND PROPER PLUGS. BOB HAS PHONED INTO STAR.....SPARK PLUGS WERE RECENTLY REPLACED,DISCUSSED THE \ COIL KILLER ISSUE\ WITH BOB.STAR ADVISED BOB VERIFY THE CORRECT SPARK PLUGS WERE INSTALLED,MAKE SURE THEY ARE WHAT STAR PARTS CALLS FOR,PLATINUM PLUGS CAN CAUSE DIE OUTS ALONG WITH THE IGNITION COILS,ADVISED TO VERIFY THE PLUGS, CHECK FOR CRACKS ALSO,IF PLUGS ARE NOT SUSPECT THEN FIND A DONOR VEHICLE TO SWAP COILS WITH FOR TESTING PURPOSES.\r\nBOB ALSO MENTIONED FOUND RAW FUEL IN THE VAPOR CANISTER AND PURGE LINE,STAR DISCUSSED THE FUEL TANK CONTROL VALVE ISSUE ALSO WITH BOB ADVISED ROOT CAUSE WOULD BE A FUEL TANK TO CORRECT THIS ISSUE,BUT STALLING WILL BE NOTED BY THE CUSTOMER

IMMEDIATELY FOLLOWING A FUEL FILL IN ALL CASES IF THIS IS SUSPECTED,MAY HAVE 2 ISSUES CONTRIBUTING TO STALLING,ADVISED U0100 IS CAUSED IN MOST CASES BY PLUGS,COILS,PCM AND STALL AFTER FUEL FILL IS THE FUEL TANK CONTROL VALVE(TANK NEEDS TO BE REPLACED IF FOUND). GOOD AFTERNOON. IS THIS VEHICLE REPAIRED IF SO, PLEASE CLOSE YOUR TICKET WITH THE REPAIR DESCRIPTION. HOWEVER, IF YOU ARE IN NEED OF FURTHER ASSISTANCE PLEASE RESPOND. THANK YOU. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER. REPLACED ALL IGNITION COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011249505

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6124510792)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J143560969)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053112

Report#: SSV011249505
Open Date: 04/11/2011
Mileage: 93616
Warr Built Dt: 05/31/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR CUTS OFF WHILE DRIVING PERFORMED DIAG FOR P061C STORED, CODE DID NOT BECOME ACTIVE, AND PERFORMED DIAG FOR P0344 STORED, LAB SCOPE AND WIGGLE TEST, PERFORMED DIAG FOR P061C STORED, CODE DID NOT BECOME ACTIVE, AND PERFORMED DIAG FOR P0344 STORED, LAB SCOPE AND WIGGLE TEST, OK, WITH THE LAB SCOPE ON THE CKP SENSOR AND THE DISPLAY ZOOMED OUT TO 0.2 S, I SEE STEADY THIN BREAKS IN THE ACTIVITY AND AND OCCASIONAL LARGE BREAK IN ACTIVITY, WHAT WOULD BE THE BEST WAY TO DESCRIBE THE STATIC YOU REFER TO. ALSO CHECKED THE PLUGS AND THEY WHERE THE PROPER CHAMPION PLUGS AS CALLED FOR.

Service Action: CHRISTIAN , FIRST THING MAKE SURE THE SPARK PLUGS ARE CORRECT PER APPLICATION , AFTERMARKET PLATINUM PLUGS WILL CAUSE STALL OUTS . ALSO COILS MAY CAUSE THIS CONCERN , SEE STAR CASE #K94202871 . ADVISE TECH TO LAB SCOPE CAM AND CRANK SENSORS TO CHECK THE SIGNAL CIRCUIT FOR STATIC . CHRISTIAN

HARD WIRE THE CAM AND CRANK SIGNAL CIRCUITS FROM THE CONNECTORS TO THE PCM THEN LAB SCOPE AGAIN . CAM SENSOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011321502

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6159510275)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560995)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082705

Report#: SSV011321502
Open Date: 04/07/2011
Mileage: 71077
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 35-68695
Name: PARK DODGE CHRYSLER JEEP
Address: 22231 THREE NOTCH RD
 LEXINGTON PARK, MD 206532006
Phone: 301 737-0088

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT DIE OUT STALLS.

Service Action:STAR ADVISED TECH WOULD SUGGEST MAKING SURE THE VEHICLE HAS THE CORRECT TYPE SPARK PLUG INSTALLED.SHOULD HAVE CHAMPION REC14MCC4.ANY OTHER SPARK PLUG COULD CAUSE THE ISSUE,ALSO PLUGS THAT ARE WORN OR CRACKED CAN CAUSE THE ISSUE.IF PLUGS ARE NOT SUSPECT THEN RECOMMEND SWAPPING OR REPLACING THE IGNITION COILS.TECH COULD ALSO TRY SWAPPING ONE COIL AT TIME IF THE DIE OUT CAN BE DUPLICATED TO PIN POINT THE OFFENDING COIL,BUT THE PROCESS WILL TAKE LONGER.NO WAY TO TEST COILS FOR THE \ COIL KILLER SCENARIO\ ITS A PROCESS OF ELIMINATION IN MOST CASES.WILL EMAIL STAR CASE OVER TO TECH,TECH GAVE EMAIL OF MILLERN FITZMALL.COM .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011254872

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336511534)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J354560060)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010518

Report#: SSV011254872
Open Date: 04/05/2011
Mileage: 28531
Warr Built Dt: 01/05/2006
Supplier RP:

Zone/Cd: 71-08564
Name: NORMANDIN CHRYSLER JEEP DODGE
Address: 900 CAPITOL EXPRESSWAY AUTO MA
 SAN JOSE, CA 951361198
Phone: 408 266-9500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT STOPS

Service Action: REFER TO CASE K13826022 -THE DIAGNOSTICS FOR CODE P0700 CAN BE FOUND THE SERVICE REPAIR MANUAL SECTION NINE DIAGNOSTICS AND TESTING. THIS IS AN INFORMATIONAL DTC LETTING YOU KNOW THAT A DTC(S) IS STORED IN THE TRANSMISSION CONTROL MODULE. ERASE THIS DTC FROM THE PCM AFTER ALL TRANSMISSION DTC(S) HAVE BEEN REPAIRED. USING A SCAN TOOL, READ THE TRANSMISSION CONTROLLER DTC AND REFER TO THE TRANSMISSION CATEGORY AND PERFORM THE APPROPRIATE SYMPTOM DIAGNOSTICS. TECH STATES THAT THERE IS A U0100 FAULT PRESENT. TECH STATES THAT THE DIE OUT OCCURS AFTER TWO MINUTES OF RUNNING. TECH STATES THAT THE COILS AND THE SPARK PLUGS WERE REPLACED AT THE DEALER. TECH STATES THAT THE CUSTOMER DRIVES THE VEHICLE HARD. TECH STATES THAT THERE IS A CAIR OPEN ON THE VEHICLE. TECH STATES THAT THE CUSTOMER WANTS THE VEHICLE BOUGHT BACK. ADVISED TECH TO UNPLUG THE APPS,

ECT AND MAP SENSORS. ADVISED TECH THAT I WILL ESCALATE THE CASE TO A MASTER CONSULTANT. ADVISED TECH THAT IF THE DIE OUT STILL OCCURS TECH TO RESUBMIT THIS TICKET. CASE HAS BEEN REVIEWED AND WILL BE ESCALATED. CASE APPLICATION CHANGED. ADVISE THE SERVICE DIRECTOR THE CASE HAS BEEN ESCALATED AND IN THE MEAN TIME TO GET A PCM ORDERED , POSSIBLE PCM DRIVER ISSUE AFFECTED FROM A FAULTY COIL OR PLUG THAT HAS ALREADY BEEN REPLACED . SPOKE WITH TECH AND SD. SD SAYS THEY HAVE BEEN INSTRUCTED TO INSTALL A PCM IN VEHICLE. PART IS ON ORDER. REQUESTED THAT TECH UNPLUG SHIFT MODULE AND SEE IF SYMPTOMS STILL OCCUR. LEFT MY CONTACT INFORMATION WITH SD AND TECH SO THEY CAN CALL ME BACK WITH RESULTS. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011308930

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6140610069)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J153660244)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 061001

Report#: SSV011308930

Open Date: 04/01/2011

Mileage: 39920

Warr Built Dt: 06/10/2006

Supplier RP:

Zone/Cd: 63-43300

Name: ALLEN SAMUELS EAST TEXAS DODGE

Address: 3120 SSW LOOP 323
TYLER, TX 757019201

Phone: 903 561-2404

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WHILE TRYING TO ACCELERATE AND IN IDLE WHAT DO YOU MEAN WITH PCM RESETTING

Service Action:MAKE SURE NO AFTERMARKET EQUIPMENT OR MOPAR ACCESSORIES ACCESSORIES ARE BEING USED (GARMIN,ALARM,REMOTE START ETC.)THAT MAY CAUSE EMF INTERFERENCE.HEMI STALL OUT CAUSES-INCORRECT SPARK PLUGS-CARBON TRACKED/CRACKED-BAD COILS-WILL SPIKE AND TAKE OUT PCM-SEE IF PCM IS RESETTING-IF SO REPLACE COILS AND PLUGS AND RETEST. REPLACE PCM AND RETEST. PCM MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011292535

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6200510272)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J239560691)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090620

Report#: SSV011292535
Open Date: 03/30/2011
Mileage: 74848
Warr Built Dt: 09/06/2005
Supplier RP:

Zone/Cd: 32-42124
Name: GOSS DODGE CHRYSLER
Address: 1485 SHELburne RD
 SOUTH BURLINGTON, VT 054037714
Phone: 802 658-0120

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR WANTS TO STALL WHEN TRING TO PASS ON INTERSTATE THEN COMES BACK AFTER A FEW SECONDS MAY DO IT AGAIN BEFORE CLAERING OUT

Service Action:DANA,THIS ISSUE COULD CAUSED BY SPARK PLUGS OR IGNITION COILS.SINCE YOU DO HAVE A P0302,I WOULD SUGGEST YOU SWAP OUT/REPLACE # 2 COIL WITH A KNOWN GOOD COIL FROM PARTS OR ANOTHER VEHICLE DO NOT SWAP IT TO ANOTHER CYLINDER ON THIS VEHICLE.CHECK AND MAKE SURE THE VEHICLE HAS THE CORRECT SPARK PLUG PART NUMBER,SEE IF ANYONE HAS REPLACED THE SPARK PLUGS RECENTLY,A CRACKED PLUG OR AFTERMARKET TYPE PLUG CAN CAUSE THE DIE OUT.SHOULD HAVE PLUG PART NUMBER CHAMPION REC14MCC4 IN IT.YOU MAY NEED TO SWAP OUT ALL 8 COILS WITH A DONOR VEHICLE. SPARK PLUGS AND # 2 COIL

STAR: TECH REPLACED THE SPARK PLUGS AND ALSO #2 IGNITION COIL FOR STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011294155

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189511799)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560367)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081510

Report#: SSV011294155
Open Date: 03/30/2011
Mileage: 76467
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 74-60323
Name: DAVE SYVERSON CHRYSLER DODGE J
Address: 2320 E MAIN ST
 ALBERT LEA, MN 560073923
Phone: 507 373-1438

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED WHEN COMING TO A STOP AND CHECK ENGINE LIGHT CAME ON AFTER RE START VEHICLE HAD BEEN AT A DIFFERENT DEALERSHIP FOR SAME TYPE OF PROBLEM TALKED TO PREVIOUS DEALER AND THAT IS WHAT WAS ADVISED TO THEM TO DO THEY SWAPPED COILS WITH KNOWN GOOD CAR AND CONDITION WAS STILL PRESENT CHECKED FOR RUB THROUGH AT E BRAKE ASSEMBLY NO ISSUES FOUND I HAVE A CONDITION WHERE IT IS LIKE THE PCM IS GOING TO SLEEP AND SHUTS THE ENGINE OFF AT SAME TIME OF ENGINE STALL LOSS OF COMM CODES SET HAVE SENT YOU A DATA RECORDING FROM WITECH CHECKED PLUGS AND SWAPPED COILS AND PLUGS ARE CORRECT FOR VEHICLE AND COILS DID NOT CHANGE PROBLEM STILL HAVE DYING ISSUE DROVE VEHICEL YESTERDAY FOR 10 MILES AND IT WAS FINE DROVE IN SHOP PARKED OVERNIGHT AND VEHICLE WOULD NOT START IN MORNING IT STARTS NOW WITH THE LOSS OF COMMUNICATION CODES WONDERING IF ANY UPDATES VEHICLE HAS BEEN STARTING NOW AND DRIVING NORMALLY I BELEIVE I HAVVE A HARNESS ISSUE I CAN WIGGLE C3 CONNECTOR AND PULL ON THE HARNESS GOING TO

THE PCM AND VEHICLE WILL DIE AM GOING TO TAKE APART HARNESS AND LOOK FOR BAD WIRE POSSIBLY ASD RELAY WIRE

Service Action: JARED , REMOVE AND INSPECT THE SPARK PLUGS FOR THE CORRECT APPLICATION , WE HAVE SEEN THE STALLING CONCERN CAUSED BY AFTERMARKET PLATINUM PLUGS . IF THE PLUGS ARE CORRECT , SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND SEE IF THE STALLING CONCERN IS STILL PRESENT . REVIEW STAR ONLINE CASE # K94202871. ADVISE TECH TO INSPECT FOR A HARNESS RUB THRU ON THE EMERGENCY BRAKE ASSY . JARED , DATA RECORD HE STALLING CONCERN AND UPLOAD TO SUPPORT , INCLUDE ALL PCM SENSOR DATA AND IGNITION SWITCH STATUS IN THE TEMPLATE , ENGINE RPM AND VEHICLE SPEED ARE A MUST . IF YOU HAVE NOT PERFORMED THE PREVIOUS SUGGESTIONS DO THEM FIRST REGARDLESS OF WHAT THE OTHER DEALER HAS PERFORMED .. JARED , THE DATA RECORDINGS ARE CURRENTLY NOT IN OUR DATA BANK AND CAN TAKE UP TO 24 HOURS TO COME IN . ADVISE TECH WILL REVIEW THE DATA RECORDING AND UPDATE THE CASE WITH ANY FINDINGS OR CALL YOU AT YOUR DEALER . JARED , THE DATA RECORDINGS HAVE BEEN REVIEWED , LOAD TEST THE POWER , GROUND AND IGNITION FEEDS TO THE PCM WITH 12 VOLTS AND A HALOGEN BULB . IF THE POWER AND GROUND CONNECTIONS CHECK TO BE OK REPLACE THE PCM AGAIN . JARED , KEEP ME POSTED WITH ANY HARNESS ISSUES IDENTIFIED THAT MAY BE THE CAUSE OF THIS CONCERN . THANKS . TECH STATES THAT IF THE PCM IS GROUNDED THEN THE VEHICLE WILL SHUT OF . ADVISE TECH POTENTIAL CIRCUIT BOARD FAULT IN THE PCM . ADVISE TECH TO REPLACE THE PCM AND KEEP ME POSTED WITH THE RESULTS . REPLACEED AND PROGRAMMED PCM AND RE TESTED PCM AND IT DOES NOT DIE AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011246681

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6215510083)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J249560049)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091214

Report#: SSV011246681
Open Date: 03/28/2011
Mileage: 20187
Warr Built Dt: 09/12/2005
Supplier RP:

Zone/Cd: 51-66583
Name: LANDMARK CHRYSLER JEEP INC
Address: 2331 PRAIRIE CROSSING DR
 SPRINGFIELD, IL 627119495
Phone: 217 862-5200
 217 862-5300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AFTER FILLING UP FUEL

Service Action:*INSTRUCT CUSTOMER-YOU ARE NOT SUPPOSED TO LEAVE CAR RUNNING WHILE FILLING GAS TANK-MAY DRAW FUEL INTO EVAP SYSTEM.CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES. NEW FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011266459

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122510937)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J136560990)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052807

Report#: SSV011266459
Open Date: 03/28/2011
Mileage: 35227
Warr Built Dt: 05/28/2005
Supplier RP:

Zone/Cd: 66-45426
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 5901 MADISON AVE
 TAMARAC, FL 333216412
Phone: 954 861-6200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:A) CUST STATES VEHICLE SHUTS OFF WHILE DRIVING, FEEL LIKE SOMEONE IS JUST TURNING OFF KEY

Service Action:KURT , CHECK TO SEE IF THE CUSTOMER HAS REPLACED THE SPARK PLUGS WITH AFTERMARKET PLUGS , PLATINUM PLUGS HAVE BEEN KNOWN TO CAUSE THI TYPE OF PHANTOM STALLING CONDITION IF THE PLUGS ARE STOCK , SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND SEE IF THE CONDITION PERSIST . GOOD AFTERNOON. IS THIS VEHICLE REPAIRED IF SO, PLEASE CLOSE YOUR TICKET WITH THE REPAIR DESCRIPTION. HOWEVER, IF YOU ARE IN NEED OF FURTHER ASSISTANCE PLEASE RESPOND. THANK YOU. DIDNT HAPPEN AGAIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011253100

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6012610525)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J046660859)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 030711

Report#: SSV011253100

Open Date: 03/25/2011

Mileage: 70851

Warr Built Dt: 03/07/2006

Supplier RP:

Zone/Cd: 71-45473

Name: CUTTER CHRYSLER JEEP DODGE OF

Address: 905 KAMEHAMEHA HWY
PEARL CITY, HI 967822501

Phone: 808 564-9640
808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:NOTICES VEHICLE STALLS AFTER FILL UP. CUST FILLS TO 3/4 TO PREVENT STALLING. ON THE PREVIOUS STAR ON LINE SYSTEM , THERE WAS TAB TO FILL IN WITH THE CASE NUMBER BUT ON THIS CURRENT SYSTEM, WHERE DO I LOOK FOR REFERENCE CASES TRIED LOOKING FOR IT IN EFILES/SERVICE/STAR ON/STAR CASES/ MISC DOC.

Service Action:GREG THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND FILL THE EVAP CANISTER, AND IF YOU FIND RAW FUEL THATU0092S THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. GREG JUST CHECK THE EVAP CANISTER AND IF YOU HAVE RAW FUEL YOU NEED A NEW FUEL TANK AND CANISTER. THIS HAS BEEN SEEN BEFORE ON THESE LX. DO YOU NEED ANYMORE HELP ON THIS THEN LET US KNOW, AND IF ITS FIXED AND GONE GO AHEAD AND CLOSE THE CASE OUT AND THANKS FOR YOUR HARD WORK. CUST NEVER RETURNED FOR FURTHER CHECKS. THANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011296344

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510795)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560122)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120507

Report#: SSV011296344
Open Date: 03/24/2011
Mileage: 72870
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 71-26806
Name: CALIFORNIA SUPERSTORES ALHAMBR
Address: 1100 W MAIN ST
 ALHAMBRA, CA 918013327
Phone: 626 308-4500
 626 537-2420

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIE UPON ACCELERATION NO CODES FORGOT TO MENTION LIGHTS ON CLUSTER FLICK (CHECK ENGINE, ETC AND OIL LIGHTS) ALSO PERFORM WIGGLE TEST
 POWERS AND GROUND OK TEST CAR W/GOOD KNOWN ETC CAR DOES THE SAME THING WITH LOAD OR WITHOUT

Service Action:ADVISED TECH TO SWAP THE COILS IN FROM A KNOWN GOOD VEHICLE. ADVISED TECH TO MAKE SURE THAT ALL THE SPARK PLUGS ARE FACTORY. IGN COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011229561

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6291510506)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J299561432)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110402

Report#: SSV011229561
Open Date: 03/22/2011
Mileage: 86236
Warr Built Dt: 11/04/2005
Supplier RP:

Zone/Cd: 51-54604
Name: OLIVER C JOSEPH INC
Address: 3795 WEST STATE ROUTE 15
 BELLEVILLE, IL 62226
Phone: 618 233-8140

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: AFTER FILL UP ENG WILL DIE LET SIT 5MIN WILL BE OK

Service Action: BRAD INSPECT CANNISTER FOR RAW FUEL AND POSSIBLE PURGE STICKING. REPACED TANK PURGE SOLIND AND CANSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011188344

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610173)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660334)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061517

Report#: SSV011188344
Open Date: 03/17/2011
Mileage: 59773
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 63-68732
Name: SPIRIT CHRY-JEEP
Address: 4611 AVENUE Q
 LUBBOCK, TX 794122205
Phone: 806 747-4461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. STATES VEHICLE WILL INTERMITTENTLY STALL. THIS IS WALLY DEVINE SERVICE MANAGER, PROCESS OF ELIMINATION IS NOT A GOOD ENOUGH DIAGNOSIS MY CUSTOMER, SHE CAN NOT AFFORD TO REPLACE ALL OF HER COILS AND PLUGS. IS THERE A DIAGNOSTIC PROCEDURE TO STRESS TEST THE IGNITION COILS.

Service Action: KYLE, THE BEST ROUTE TO TAKE IN A CASE LIKE THIS IS TO REPLACE THE SPARK PLUGS FIRST USING OEM PARTS, THEN RETEST, IF THE PROBLEM PERSISTS THEN FIND A DONOR VEHICLE/ANOTHER HEMI THAT USES THE SAME IGNITION COIL SWAP OUT ALL 8 COILS THEN SEE IF THIS RIDES THE PROBLEM FOR YOU, THERE IS NO WAY TO TEST THE COILS OR SPARK PLUGS FOR THIS CONDITION THAT IS REFERRED TO AS THE HEMI COIL KILLER ISSUE. YOU CAN ONLY USE A PROCESS OF ELIMINATION IN A CASE LIKE THIS. NO THERE IS NOT..... THEN THE ALTERNATIVE WOULD BE TO GET ONE KNOWN GOOD COIL FROM PARTS AND SWAP OUT ONE COIL AT A TIME, BUT THIS WILL TAKE LONGER TO ISOLATE THE PROBLEM COIL FOR OBVIOUS REASONS, ANOTHER STICKING POINT COULD BE IF YOU HAVE MORE THAN ONE BAD COIL. KYLE, PLEASE CLOSE THE

CASE IF THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY.FOR A TUTORIAL ON THE CASE CLOSING PROCEDURE,CLICK ON THE \u0093NEW PROCESS\u0094 LINK IN TECH CONNECT.OR IF MORE HELP IS NEEDED LET US KNOW.\r\nTHANKS.
CUST. TRADED VEHICLE BACK IN, HAVE NOT SEEN OR WORKED ON IT SINCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011053756

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6058610398)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J093661086)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042013

Report#: SSV011053756
Open Date: 03/16/2011
Mileage: 49479
Warr Built Dt: 04/20/2006
Supplier RP:

Zone/Cd: 71-60206
Name: LAMPE CHRYSLER DODGE JEEP RAM
Address: 151 N NEELEY ST
 VISALIA, CA 932919024
Phone: 559 686-7677
 559 737-6400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: POLICE CAR DIES AT STOPS INTERMITTENTLY HERES A CLICKING NOISE UNDER DASH WHEN THIS HAPPENS.

Service Action: RIC,BIGGEST ISSUE WE SEE FOR DIE OUTS ON THE HEMI S AND ESPECIALLY POLICE SCOUT CARS IS WHAT IS REFERRED TO AS THE COIL KILLER ISSUE.COUPLE OF THINGS THAT WILL CAUSE THIS.....FIRST THING WHAT KIND OF SPARK PLUGS WERE INSTALLED,SOMETIMES PLATINUM PLUGS ALONE WILL CAUSE THE ISSUE OR SOMETHING OTHER THEN THE MOPAR OEM PLUGS.SO IF THIS STARTED AFTER THE PLUGS WERE INSTALLED YOU MAY WANT TO CHECK OR REPLACE THE PLUGS FIRST.\r\nIF THATS NOT SUSPECT.....THEN A FEW WAYS TO DRILL DOWN COILS,FIRST FIND A DONOR VEHICLE,SWAP OUT ALL 8 COILS IS THE FASTEST WAY TO ISOLATE THE CONCERN,OR SOME TECHS SWAP OUT ONE BANK OF COILS AT A TIME OR SOME GET ONE NEW COIL FROM PARTS AND SWAP ONE AT TIME.LOOK FOR MISFIRES THIS MAY CLUE YOU IN ON BAD COILS AT WHICH CYLINDER SOMETIMES. RIC,PLEASE CLOSE THE CASE IF THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING

CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY.FOR A TUTORIAL ON THE CASE CLOSING PROCEDURE,CLICK ON THE 'NEW PROCESS' LINK IN TECH CONNECT.OR IF MORE HELP IS NEEDED LET US KNOW.
THANKS. DON T REM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011144546

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510820)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560085)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120507

Report#: SSV011144546
Open Date: 03/16/2011
Mileage: 59408
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 66-44997
Name: STOKES-CRAVEN CHRY-JEEP-DODGE
Address: 2585 PAXVILLE HIGHWAY
 MANNING, SC 29102
Phone: 803 433-5500

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS INTERMITTENTLY VEHICLE WILL RESTART NO CODES PRESENT

Service Action:ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR

IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. DO YOU NEED ANYMORE HELP ON THIS THEN LET US KNOW, AND IF ITS FIXED AND GONE GO AHEAD AND CLOSE THE CASE OUT AND THANKS FOR YOUR HARD WORK. UPDATE REPLACED IGNITION COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011283212

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57256H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6279510291)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J285561532)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102320

Report#: SSV011283212
Open Date: 03/16/2011
Mileage: 37233
Warr Built Dt: 10/23/2005
Supplier RP:

Zone/Cd: 71-59350
Name: MOSS BROS. CHRYSLER JEEP DODGE
Address: 8151 AUTO DRIVE
 RIVERSIDE, CA 925044190
Phone: 951 688-6200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:WHEN OVERFILLING VEHICLE DIES WHEN SLOWING TO A STOP MIGHT HAPPEN 2-3 TIMES THEN IS OK AFTER THAT I AGREE 100%, NOW THE CUSTOMER IS SAYING SHE DOES NOT OVERFILL ANYMORE, IT EVEN HAPPENS AT THE FIRST CLICK

Service Action:RENEE THE OWNER MANUAL SAYS TO STOP AFTER THE FIRST CLICK OF THE PUMP, BECAUSE THIS IS WHAT HAPPENS WHEN YOU OVER FILL A CAR, IF PUT FUEL INTO THE EVAP SYSTEM AND UNTIL IT RUNS OUT IT WILL DIE AT TIMES AND THEN ONCE ITS CLEAN ITS OK. RENEW OK IF SHE IS NOT OVERFILLING IT THEN YOU HAVE A FUEL TANK VALVE STICKING OPEN AND YOU WILL NEED A NEW FUEL TANK AND CANISTER. DEALER CONTACTS NAME RENEW \r\nWE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\nTHANKS, CHRYSLER STAR CENTER. CUSTOMER TO RETURN AT A LATER DATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011276062

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6321511477)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J342561344)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121323

Report#: SSV011276062
Open Date: 03/11/2011
Mileage: 49413
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 63-45454
Name: CLASSIC DODGE CHRYSLER JEEP
Address: 4984 S I-35 E
 DENTON, TX 762102343
Phone: 940 498-9800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS, MIL ON AND VEHICLE JERKS JUST BEFORE STALLING.

Service Action:CRAIG,THE FIRST 2 THINGS I WOULD LIKE TO CHECK AND TRY IS: FIRST INSPECT FOR THE PROPER SPARK PLUG BEING USED IN THE VEHICLE,SEE IF ANYONE RECENTLY REPLACED SPARK PLUGS.STAR HAS HAD REPORTS OF PLATINUM PLUGS CAUSING THIS TYPE OF CONCERN,CRACKED SPARK PLUGS OR AFTERMARKET TYPE PLUGS,MAKE SURE IT HAS THE CORRECT SPARK PLUG...WHAT STAR PARTS CALLS OUT FOR IS IMPORTANT.SECOND MOST COMMON ISSUE IS, IGNITION COILS,THERE IS NO WAY TO TEST THEM EITHER.... ITS A PROCESS OF ELIMINATION IN A \ COIL KILLER\ SCENARIO WHICH SOUNDS LIKE WHAT YOU HAVE BASED FROM YOUR DESCRIPTION.SO THE FASTEST WAY TO ELIMINATE COILS IF SPARK PLUGS ARE NOT SUSPECT IS TO FIND A DONOR VEHICLE AND SWAP OUT ALL 8 COILS AT THE SAME TIME.OR GET ONE NEW COIL FROM PARTS AND SWAP OUT ONE AT A TIME. AFTER UNABLE TO DUPLICATE CONCERN ANY FURTHER TO DIAGNOSE WE DECIDED TO REPLACE THE SPARK PLUGS. ALL SPARK

PLUGS WERE THE CORRECT TYPE BUT VERY WORN. CUSTOMER WAS ADVISED OF THE POSSIBLE SCENARIOS AND DID NOT WANT TO REPLACE IGNITION COILS WITH OUT STEADY DUPLICATION TO DIAGNOSE. ONLY REPAIR WAS REPLACING SPARK PLUGS DUE TO WEAR.\n\nSTAR: TECH STATES REPLACED SPARK PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413833144061

Vehicle Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
300C RWD
LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6164510348)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J203560001)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072606

Repair Information

Report#: 413833144061
Open Date: 03/11/2011
Mileage: 46376
Warr Built Dt: 07/26/2005
Supplier RP:

Dealer Information

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18190602	NA	16.52	FM

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE ENGINE IS STALLING OUT AT IDLE, STOP LIGHTS, ETC.. CHE

Service Comment:LOST COMMUNICATION WITH ECM P0408.

Service Action:UPDATED PCM TO LATEST SOFTWARE, ROAD TESTED OK.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011138863

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610348)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J039660777)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021722

Report#: SSV011138863
Open Date: 03/10/2011
Mileage: 90410
Warr Built Dt: 02/17/2006
Supplier RP:

Zone/Cd: 74-68419
Name: DETER MOTOR CO
Address: 204-222 WALNUT ST
 ATLANTIC, IA 50022
Phone: 712 243-4514

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: OWNER IS COMPLAINING OF STALLING AT TIME MOSTLY COMING UP TO STOPS ALSO CEL LIGHT ON AT TIMES

Service Action: BRIAN, THE READING IN THE PTIM COULD JUST BE ERRONEOUS DATA...I WOULD NOT GET TO CAUGHT UP IN THIS READING JUST YET. DO YOU HAVE A CODE DEFINITION FOR THE P170C BRAIN, PLEASE CLOSE THE CASE IF THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY. FOR A TUTORIAL ON THE CASE CLOSING PROCEDURE, CLICK ON THE \u0093NEW PROCESS\u0094 LINK IN TECH CONNECT. OR IF MORE HELP IS NEEDED LET US KNOW. \r\n\r\nTHANKS. FLASHED ALL CONTROLLERS\r\n\r\nSTAR: TECH FLASHED THE MODULES UP TO DATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011260891

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GZ57266H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT AWD LXEP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6013610589)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J007661215)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 021015</p>	<p>Report#: SSV011260891</p> <p>Open Date: 03/09/2011</p> <p>Mileage: 95344</p> <p>Warr Built Dt: 02/10/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-60068</p> <p>Name: LAKE NORMAN CHRYSLER JEEP DODG</p> <p>Address: 20700 TORRENCE CHAPEL RD CORNELIUS, NC 280316318</p> <p>Phone: 704 896-3800</p>
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Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES AT STOPS IN GEAR.

Service Action:JASON,\r\n\r\nIF THE DIE OUT DOES NOT OCCUR WHEN YOU ARE COMING TO A STOP IN NEUTRAL, I WANT YOU TO MONITOR ENGINE LOAD WHEN COMING TO A STOP. IF IT IS INCREASING THEN I WOULD SUSPECT A POSSIBLE TC RELATED ISSUE.\r\nTHANK YOU,\r\nMARTIN NO REPAIR INFORMATION PROVIDED BY TECH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011269193

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6216510094)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J231561369)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090706

Report#: SSV011269193
Open Date: 03/09/2011
Mileage: 56662
Warr Built Dt: 09/07/2005
Supplier RP:

Zone/Cd: 71-61339
Name: JACK POWELL CHRYSLER JEEP DODG
Address: 1625 AUTO PARK WAY
 ESCONDIDO, CA 920292008
Phone: 760 745-2880

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL AFTER FILLING UP WITH FUEL, WITHOUT OVER FILLING YES I REMOVED THE PURGE SOLENOID AND LINE FROM PURGE TO GAS TANK AND BLOW AIR THERE IS RAW FUEL IN THE LINE AND REMOVED CANISTER THERE IS RAW FUEL WHEN HOSE IS REMOVED FROM PURGE LINE TO CANISTER.

Service Action:CARL THE ONLY ISSUE WE HAVE SEEN FOR THIS IS RAW FUEL IN THE CANNISTER AND PURGE STICKING. SEE IF CUSTOMER LEAVING CAR RUNNING WHILE FILLING GAS TANK-MAY DRAW FUEL INTO EVAP SYSTEM-CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES.REPLACE CONTAMINATED COMPONENTS. REPLACED PURGED SOLENOID AND CANNISTER FOR FUEL CONTAMINATION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011208434

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6103510963)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J012661435)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022211

Report#: SSV011208434
Open Date: 03/08/2011
Mileage: 48593
Warr Built Dt: 02/22/2006
Supplier RP:

Zone/Cd: 74-67031
Name: WALSER CHRYSLER JEEP DODGE
Address: 314 MAIN STREET
 HOPKINS, MN 55343
Phone: 952 935-2400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT IDLE WITH STARSCN ON IN PCM THE PCM WILL CUT OUT AND RESET WHEN WATCHING DATA SCREEN LIKE A SENSOR SHORTING CHECKED WIREING REPLACED CRANK SENSOR AND PCM UNPLUGED CAM, MAP, INTAKEAIR,APS,ONE AT A TIME STILL STALLED NO CODES FOUND #7 COIL BAD WITH PINOUT BOX ON PCM CHECKING VOLTAGE AT FUSED B+ CURCIT BAT. VOLTAGE KEY SPIKE OVER 20VOLTS AT IDLE REPLACED COIL THE #7 COIL REPAIRED THE PROBLEM

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETING IN THE PCM, AND IF RESETING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM

ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. IF THE PCM COUNTER IS RESETTING TO ZERO WHEN THIS HAPPENS BE SURE YOU GET ALL THE OLD PLUGS AND COILS OUT AND BORROW THEM FROM ANOTHER CAR. DO THIS FIRST. SORRY GO AHEAD AND CLOSE THE CASE ON YOUR END SINCE THE 7 COIL FIXED IT, ITS BEEN A LONG DAY, THANKS DO YOU NEED ANYMORE HELP ON THIS THEN LET US KNOW, AND IF ITS FIXED AND GONE GO AHEAD AND CLOSE THE CASE OUT AND THANKS FOR YOUR HARD WORK. REPACE ONE COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011189450

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6243520038)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J242560544)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101317

Report#: SSV011189450
Open Date: 03/07/2011
Mileage: 45662
Warr Built Dt: 10/13/2005
Supplier RP:

Zone/Cd: 51-45126
Name: HAWK CHRYSLER DODGE JEEP
Address: 7911 W. ROOSEVELT ROAD
 FOREST PARK, IL 60130
Phone: 708 366-1001

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL START AND RUN FINE FOR A WHILE THEN SHUT OFF ALWAYS ABLE TO RESTART. NO CODES GOOD FUEL PSI, NEW CAM AND CRANK SENSORS AND PCM

Service Action:MOST COMMON CAUSE FOR HEMI STALL-CARBON TRACKING ON PLUGS/CRACKED PORCELAIN OR BAD COILS.CHECK FOR RAW FUEL IN CANISTER/STUCK OPEN PURGE VALVE -CHECK FOR NEG ADAPTIVES.IF NPF-REPLACE PLUGS AND COILS AND RETEST. ADVISE TO TAKE DATE RECORDINGS OF THIS EVENT, CHECK SENSOR DATA FOR ANY ABNORMAL READING, CHECK FOR MISSING SENSOR DATA FOR SPLIT SECOND INDICATING PCM RESET. TECHNICIAN STATES ONCE WARM THE CONCERN OCCURS. TECHNICIAN HAS OBTAINED RECORDINGS OF THE EVENT. JOHN, JUST AN UPDATE. AS OF 12:00 PM EST I HAVE NOT YET RECIEVED THE RECORDINGS FOR REVIEW. INSPECTED VEICLE, WOULD DIE OUT HOT WHEN SITTING IN STALL, NO FAULTS. INSPECTED PLUGS AND REPLACED, NO CHANGE. DEALER HAD ONE COIL IN STOCK. PERFORMED DATA RECORDINGS WHICH DID SOME SOME GAPS IN SOME OF THE DATA LINES. MONITORED COIL DATA ON SCAN TOOL AND NOTICE READING FOR #8 VARIED

SLIGHTLY, AND IT WAS ALSO CLOSEST TO ENGINE WIRING HARNESS. REPLACED #8 COIL WHICH SEEMED TO CORRECT CONDITION. #8 IGINTION COIL SHORTED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011200922

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108510770)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J103560023)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092604

Report#: SSV011200922
Open Date: 03/07/2011
Mileage: 38249
Warr Built Dt: 09/26/2005
Supplier RP:

Zone/Cd: 71-45472
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 900 ALA MOANA BLVD
 HONOLULU, HI 968144913
Phone: 808 564-9950
 808 564-9990

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS COMMING TO STOPS. RESTART NORMALLY. COUPLE TIMES HAD CRANK NO START, HAD TO WAIT TO RESTART

Service Action: VINCENT WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. UNABLE TO DUPLICATE STALL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011250531

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510698)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J103560121)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092410

Report#: SSV011250531
Open Date: 03/07/2011
Mileage: 32865
Warr Built Dt: 09/24/2005
Supplier RP:

Zone/Cd: 35-23307
Name: ROSENTHAL CHRY-JEEP
Address: 3400 COLUMBIA PIKE
 ARLINGTON, VA 222044299
Phone: INACTIVE
 703 920-8700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHEN FUELING UP VEHICLE AFTER FULL VEHICLE STALLS ANDSHUTTERS

Service Action:SEE IF CUSTOMER LEAVING CAR RUNNING WHILE FILLING GAS TANK-MAY DRAW FUEL INTO EVAP SYSTEM-CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-
 CHECK FOR STUCK OPEN PURGE SOLENOID-STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL
 ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER
 VEHICLE FILL UP.CHECK YOUR ADAPTIVES. NOT SURE BECAUSE CUST OVER FILLING TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011251904

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GZ57236H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6318510461)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J325560491)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121305

Report#: SSV011251904
Open Date: 03/07/2011
Mileage: 49001
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 32-68087
Name: VALENTI CHRYSLER DODGE JEEP
Address: 72 JERRY BROWNE ROAD
 MYSTIC, CT 06355
Phone: 860 536-2666

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MILL FLASHES P0300 PENDING STALLS AFTER RESTART RUNS FINE FOR 2-3 WEEKS THEN HAPPENS AGAIN PCM WAS REPLACED PLUGS NEW COILS BEEN CHECKED WIRING HARNESS WIGGLE TEST AND INSPECTED NO PROBLEM FOUND GOT ANY THING FOR ME TO CHECK

Service Action: HAROLD, CHECK THE PURGE LINE FOR SIGNS OF LIQUID FUEL, ALSO CHECK THE EVAP VAPOR CANISTER FOR SIGNS OF LIQUID FUEL. SEE IF THE STALLING HAPPENS AFTER A FUEL FILLING EVENT, IF SO, SUSPECT A FUEL TANK CONTROL VALVE ISSUE, THIS IS A COMMON ISSUE WE SEE A LOT OF. REPLACED CANISTER, DETECTOR AND FUEL TANK TO CORRECT ISSUE.

Correction: STAR: TECH REPLACED THE FUEL TANK WAS THE ROOT CAUSE HERE.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011256218

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H96H5 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610547)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146661204)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060706

Report#: SSV011256218
Open Date: 03/02/2011
Mileage: 52752
Warr Built Dt: 06/07/2006
Supplier RP:

Zone/Cd: 71-59578
Name: GLENDALE DODGE CHRYSLER JEEP
Address: 900 S BRAND BLVD
 GLENDALE, CA 912042108
Phone: 818 242-4161

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLED OUT,BAD FUEL SMALL,SMOKE CAME OUT FROM EXHAUST.RESTART OK. CALLED POLICE DEPARTMENT.THEY TOLD ME FUEL LEAKING FROM VAPOR(PURGE) SOLENOIOD OVER INTO THE INTAKE MANIFOLD.THEY DO HAVE RECORDED VIDEO.SO I THINK CASE #K14738841 IA APPLY!

Service Action:CALLED THE TECH AND IS A POLICE CAR, TECH CAN NOT DUPLICATE AND IS GOING TO ROAD TEST AGAIN, ADVISED TO DO A COIL SWAP WITH A LIKE VEHICLE AND ROAD TEST THE VEHICLE EMI ISSUES. HENDRIK, READ AND FOLLOW STAR ON LINE CASE # K14738841. MOST LIKELY THE GAS TANK IS BEING OVER FILLED. HENDRIK, READ AND FOLLOW STAR ON LINE CASE # K14738841. MOST LIKELY THE GAS TANK IS BEING OVER FILLED. HENDRIK, READ AND FOLLOW STAR ON LINE CASE # K14738841. MOST LIKELY THE GAS TANK IS BEING OVER FILLED. REPLACED CANISTER & PURGE SOLENOID.TESTED FUEL TANK & REPLACED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011043806

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175511733)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J187561311)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082323

Report#: SSV011043806
Open Date: 02/24/2011
Mileage: 36100
Warr Built Dt: 08/23/2005
Supplier RP:

Zone/Cd: 51-58975
Name: COOPER MOTORS INC
Address: 123 NORTH MAIN STREET
 ALLISON, IA 50602
Phone: 319 267-2392

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE SHUTS OFF ON COLD START 30 SEC TO 1 MIN STARTS RIGHT UP AGAIN WILL CONTINUE THIS UNTILL WARM OFF IDLE MAKES NO DIFFRENCE NO DTC S CAM AND CRANK SENSORS HAVE BEEN TRIED AT NO SUCSESS

Service Action:SCOT,THE MOST COMMON THINGS WE SEE HERE AT STAR WITH HEMIS STALLING OUT WITH NO CODES IS A COUPLE OF THINGS,FIRST THING TO CHECK/INSPECT IS THE SPARK PLUGS,MAKE SURE THEY ARE OEM TYPE PLUGS,NON PLATINUM.SEE IF ANYONE RECENTLY REPLACED THEM AND THIS PROBLEM SHOWED UP RIGHT AFTER WOULD BE GOOD CLUE.\r\nSECONDLY,THIS IS ALSO CAUSED BY IGNITION COILS(COIL KILLER ISSUE),FEW WAYS TO ATTACK THIS....BEST WAY WOULD BE TO FIND A DONOR VEHICLE THAT USES THE SAME COIL,SWAP THEM ALL OUT AND SEE IF THE PROBLEM GOES AWAY.....OR SWAP ONE BANK AT TIME,OR GET ONE NEW COIL FROM PARTS AND SWAP IT OUT WITH EACH ONE AT A TIME.\r\nCHECK/MONITOR FUEL PRESSURE,CHECK FOR FUEL QUALITY CONCERNS,CHECK THE ECT,IAT DATA.CLEAN THE THROTTLE BODY AND

DO A ETC RELEARN. SCOT,PLEASE CLOSE THE CASE IF THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY.FOR A TUTORIAL ON THE CASE CLOSING PROCEDURE,CLICK ON THE \u0093NEW PROCESS\u0094 LINK IN TECH CONNECT.OR IF MORE HELP IS NEEDED LET US KNOW.\r\n\r\nTHANKS. BROKEN WIRE\r\n\r\n\r\nSTAR: TECH NOTES BROKEN WIRE..... DID NOT ELABORATE ON THE MANY WIRES IT COULD BE ON THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011250153

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6236510738)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J242560638)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090911

Report#: SSV011250153
Open Date: 02/24/2011
Mileage: 62313
Warr Built Dt: 09/09/2005
Supplier RP:

Zone/Cd: 74-42957
Name: FLOWER MOTOR CO INC
Address: 2580 N TOWNSEND AVE
 MONTROSE, CO 814014900
Phone: 970 249-9664

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS DIES OUT AT STOPS WITH FOOT ON BRAKE STARTS RIGHT BACK UP

Service Action:ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR

IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. FOR SOME REASON YOU CANNOT PULL UP THESE STAR CASES THEN SEND ME YOUR E MAIL ADDRESS. FOUND 3 CRACKED SPARKPLUGS A TECH PREVIOUSLY HAD DONE A 60K SERVICE NOT KNOWING WHETHER THEY WERE CRACKED BY TECH OR NOT AND WITH PREVIOUS CASES LIKE THIS I WONDER IF PROBLEM WITH PLUGS ALSO CUST BROUGHT CAR IN WITH LITTLE GAS SO TEST DRIVES WERENT AS LONG AS I WOULD OF LIKED THE CAR HAS BEEN GONE 2 DAYS NOW NO NEWS MAYBE GOOD NEWS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011256213

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610547)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146661204)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060706

Report#: SSV011256213
Open Date: 02/23/2011
Mileage: 52752
Warr Built Dt: 06/07/2006
Supplier RP:

Zone/Cd: 71-59578
Name: GLENDALE DODGE CHRYSLER JEEP
Address: 900 S BRAND BLVD
 GLENDALE, CA 912042108
Phone: 818 242-4161

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLED OUT,BAD FUEL SMALL,SMOKE CAME OUT FROM EXHAUST.RESTART OK.

Service Action:CALLED THE TECH AND IS A POLICE CAR, TECH CAN NOT DUPLICATE AND IS GOING TO ROAD TEST AGAIN, ADVISED TO DO A COIL SWAP WITH A LIKE VEHICLE AND ROAD TEST THE VEHICLE EMI ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011256216

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610547)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146661204)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060706

Report#: SSV011256216
Open Date: 02/23/2011
Mileage: 52752
Warr Built Dt: 06/07/2006
Supplier RP:

Zone/Cd: 71-59578
Name: GLENDALE DODGE CHRYSLER JEEP
Address: 900 S BRAND BLVD
 GLENDALE, CA 912042108
Phone: 818 242-4161

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLED OUT,BAD FUEL SMALL,SMOKE CAME OUT FROM EXHAUST.RESTART OK.

Service Action:CALLED THE TECH AND IS A POLICE CAR, TECH CAN NOT DUPLICATE AND IS GOING TO ROAD TEST AGAIN, ADVISED TO DO A COIL SWAP WITH A LIKE VEHICLE AND ROAD TEST THE VEHICLE EMI ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011142756

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150610658)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660652)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061623

Report#: SSV011142756
Open Date: 02/22/2011
Mileage: 72218
Warr Built Dt: 06/16/2006
Supplier RP:

Zone/Cd: 32-58525
Name: PAPA'S DODGE INC
Address: 585 E MAIN ST
 NEW BRITAIN, CT 060512000
Phone: 860 225-8751

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS OUT WHEN COMING TO A STOP (VERY INTERMITTENT) BUT CAN DUPLICATE UPON FURTHER INSPI OVERLOOKED SPARK PLUG TYPE CHECKED FOR CRACKS BUT DIDN T REALIZE PLUGS ARE IRIIDIUM TIPPED CHAMPION PLUGS JUST WONDERING IF THIS COULD HAVE SEVERE EFFECT ON DRIVABILITY I KNOW OFF BRAND PLUGS CAUSE ISSUES BUT THESE ARE CHAMPION JUST IRIIDIUM WOULD APPRECIATE ADVISE ON WHAT CAN OCCUR SO I CAN EXPLAIN TO COMPANY THAT INSTALLED THEM VEHICLE STALLS OUT WHEN COMING TO A STOP (VERY INTERMITANT) BUT CAN DUPLICATE UPON FURHET INSP I OVERLOOKED SPARK PLUG TYPE CHECKED FOR CRACKS BUT DIDNT RELIAZE PLUGS ARE IRIIDIUM TIPPED CHAMPION PLUGS JUST WONDERING IF THIS COULD HAVE SEVERE EFFECT ON DRIVABILTY I KNOW OFF BRAND PLUGS CAUSE ISSUES BUT THESE ARE CHAMPION JUST IRIIDIUM WOULD APPRECIATE ADVISE ON WHAT CAN OCCUR SO I CAN EXPLAIN TO COMPANY THAT INSTALLED THEM VEHICLE CAME BACK AFTER 150 MILES WITH DIFFERENT STALLING ISSUE FOUND CANISTER HOSE TO PURGE FULL OF RAW FUEL AND ALSO FOUND VEHICLE IS BEING

OVERFILLED CAME IN AND CONDITION STARTED AFTER FILL UP

Service Action: POLICE VEHICLE. PCM REPLACED FOR NO START-MAY 2010-THROTTLE BODY-FOR DELAY-DUE TO HIGH IDLE TIME -REPLACE COILS AND PLUGS AND RETEST.CHECK HOUR METER FOR ACTUAL ENGINE RUN TIME-CHECK ENGINE HOUR RUN TIME...HOUR METER/TRIP ODOMETER BUTTON IS LOCATED ON THE LEFT SIDE OF THE INSTRUMENT CLUSTER NEXT TO THE FUEL GAUGE. WITH THE IGNITION KEY TURNED TO THE ON POSITION AND THE ENGINE OFF, PRESS AND HOLD THIS BUTTON FOR THREE SECONDS TO DISPLAY ONE OF THE FOLLOWING OPTIONS: \u0095 FIRST PRESS (H) \u0097 ENGINE ON (RUNNING), TIME IN GEAR,PARK, REVERSE, ETC\u0095 SECOND PRESS (H) \u0097 IDLE TIME (RECORDING ONLY WHEN VEHICLE IS IN PARK \u0095 THIRD PRESS \u0097 WILL RETURN TO ODOMETER DISPLAY (1 HOUR 33 MILES)-MULTIPLY (H -READING X 33) TO GET ACTUAL ENGINE MILEAGE.SHOULD CHANGE OIL PER HOUR RUN TIME INSTEAD OF MILEAGE YES-INCORRECT SPARK PLUG -CAN CAUSE SPIKE AND TAKE OUT PCM.REPLACE WITH SPRE14MCC4. REPLACE COILS AND RETEST. CANISTER AND PURGE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011141002

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610555)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157660942)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061307

Report#: SSV011141002
Open Date: 02/18/2011
Mileage: 59718
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 71-45189
Name: DCH CHRYSLER JEEP DODGE OF
Address: 26845 YNEZ RD
 TEMECULA, CA 925914695
Phone: 951 676-0010

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WANTS TO DIE WHILE WAITING AT STOP. ALSO CHUGS AN HESITATES WHEN TAKING OFF FROM A STOP,AND WHILE TURNING

Service Action:ROGELIO, YOU COULD HAVE MORE THAN ONE ISSUE IN THIS CASE.THE FIRST THING STAR SUGGESTS YOU DO IS RUN THE PUBLISHED DIAGNOSTICS FOR B2105.CHECK C104 AND LOAD TEST F902.\nYOU COULD ALSO HAVE THE ISSUE KNOWN AS THE COIL KILLER ISSUE,CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS NON PLATINUM.ALSO YOU MAY NEED OUT ALL 8 COILS WITH A KNOWN GOOD RUNNING VEHICLE.WE HAVE SEEN ALOT OF ISSUES OF DIE OUT CAUSED BY SPARK PLUGS AND COILS ON THE HEMI. DECLINED REPAIS TOOK VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011237998

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ572X6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6024610580)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J065661104)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032201

Report#: SSV011237998
Open Date: 02/18/2011
Mileage: 87359
Warr Built Dt: 03/22/2006
Supplier RP:

Zone/Cd: 42-67465
Name: CARRIAGE TOWNE CHRYSLER DODGE
Address: 2815 STRATFORD RD
 DELAWARE, OH 430152647
Phone: 740 369-9611

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUST STATED THAT SOMETIMES WITH THE LIGHTS ON THE DASH LIGHTS WILL GO OFF, THEN ENGINE WILL DIE, BUT WILL START BACK UP

Service Action: LARRY THIS ISN T A KNOWN ISSUE. BUT BEING THERE ARE NO CODES AND BOTH THE LIGHTS AND VEHICLE STALL, I WOULD SUSPECT THE TIPM. WITH THE VEHICLE RUNNING, THE ONLY WAY IT CAN STALL (BAR NO DRIVEABILITY ISSUES) IS THE PCM COMPLETELY DROPPING OUT DUE TO A POWER LOSS. I CANNOT BE COMPLETELY SURE BUT THAT S BASED ON WHAT WE HAVE NOW - BRIAN REPLACED FRONT CONTROL MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011246052

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6202512536)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J199560914)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082417

Report#: SSV011246052
Open Date: 02/18/2011
Mileage: 89304
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 66-44311
Name: KERNERSVILLE CHRYSLER DODGE JE
Address: 950 NC HIGHWAY 66 S
 KERNERSVILLE, NC 272843133
Phone: 336 996-4111

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR WILL TURN OFF BY ITSELF LIKE JUST TURNING THE KEY OFF

Service Action:DAVID,COUPLE OF THINGS WE HAVE BEEN SEEING ALOT OF LATELY ON THE HEMI S THAT WILL CAUSE THIS.FIRST THING TO CHECK FOR IS PROPER SPARK PLUG USAGE,SEE IF ANYONE HAS REPLACED THE SPARK PLUGS RECENTLY,IF SO MAKE SURE IT HAS THE OEM TYPE SPARK PLUG THAT STAR PARTS CALLS OUT FOR,WE HAVE SEEN PLATINUM PLUGS CAUSE THE ISSUE AND SOME AFTERMARKET BRANDED PLUGS CAUSE THE ISSUE.IF PLUGS ARE ELIMINATED AS A CAUSE,THEN NEXT IT CAN BE CAUSED BY ONE OR IGNITION COILS,NO WAY TO TEST THEM EITHER,WE RECOMMEND FINDING A DONOR VEHICLE THATS USES A LIKE IGNITION COIL AND SWAP OUT ALL 8 AT THE SAME TIME TO RULE OUT THE \ HEMI COIL KILLER\ ISSUE THIS IS WHAT THIS CONDITION HAS BEEN NAMED.A BAD COIL OR INCORRECT SPARK PLUGS WILL SPIKE THE PCM AND CAUSE IT TO DIE OUT WITH NO WARNING.IF THE PLUGS ARE ORIGINAL IT MAY BE A GOOD TIME TO REPLACE THEM WITH OEM TYPE PER STAR PARTS.

NUMBER SIX COIL PACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011093288

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6307510361)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J322560056)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112401

Report#: SSV011093288
Open Date: 02/17/2011
Mileage: 64703
Warr Built Dt: 11/24/2005
Supplier RP:

Zone/Cd: 51-41423
Name: MARTY CANCELA DODGE CHRYSLER J
Address: 2175 NORTH LINDBERGH BLVD
 FLORISSANT, MO 63033
Phone: 314 831-3300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: DIEING AND STALLING AFTER REFUELING

Service Action: LONNIE INSPECT CANNISTER FOR FUEL ALSO MONITOR PURGE SOLENOID FOR STICKING. HAVE NOT HERD BACK FROM CUST BELIEVED REPAIRED REPLACED FUEL TANK
 CANISTOR AND PURGE SOL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011177198

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150510098)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J160561109)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061313

Report#: SSV011177198
Open Date: 02/15/2011
Mileage: 96315
Warr Built Dt: 06/13/2005
Supplier RP:

Zone/Cd: 32-23171
Name: HUNTINGTON JEEP CHRYSLER DODGE
Address: 1220 E JERICO TPKE
 HUNTINGTON, NY 117435437
Phone: 516 673-1877
 631 673-0270

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING

Service Action: TECH STATES THAT THE CONDITION IS INTERMITTENT. TECH STATES THAT THERE ARE HEATED SEAT SWITCH AND SUNROOF LOW VOLTAGE FAULTS PRESENT. ADVISED TECH TO SWAP THE COILS IN FROM A KNOWN GOOD VEHICLE. ADVISED TECH POSSIBLE COIL KILLER ISSUE. ADVISED TECH TO DISCONNECT THE PURGE FROM THE INTAKE AND SEE IF THE CONDITION GOES AWAY. REPLACED ALL COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011230910

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6251510490)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J264561338)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092404

Report#: SSV011230910
Open Date: 02/15/2011
Mileage: 41701
Warr Built Dt: 09/24/2005
Supplier RP:

Zone/Cd: 66-61767
Name: HOLLYWOOD CHRYSLER JEEP
Address: 2100 NORTH STATE ROAD 7
 HOLLYWOOD, FL 330213890
Phone: 954 929-0784
 954 962-6400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLING AFTER FILL UP A PURGE SOLENOID WAS REPLACED ON A PRIOR VISIT BUT I WILL TRY ANOTHER DO YOU HAVE ANY OTHER THINGS MAY HELP OK SINCE WE SPOKE THE OTHER DAY I INSTALLED NVLD ,VEHICLE HAS NEW CANISTER VEHICLE STILL STALLING WHEN STALLING WAS OCCURING THIS TIME I GOT CODES FOR LOST COMMUNICATION U0100 FOUND PCM WAS DROPPING OUT INSTALLED PCM AND VEHICLE OPERATED NORMALLY FOR ABOUT 60 OR SO MILES THEN THIS MORNING TOOK VEHICLE TO GAS STATION TO REFILL CUSTOMERS TANK AND WITHIN 3 MILES OF FILLING VEHICLE STALLED THREE MORE TIMES BUT NOW WHEN STALLING I GET NO FAULT CODES AN VEHICLE ALWAYS STARTS RIGHT BACK UP AFTER OK CHECKED CANISTER FOUND NOTHING WHILE CHECKIN LINES FOUND FUEL AT VENT SIDE HOSE NEXT TO THE FILLER NECK HAVE NOT FOUND ANYTHING ELSE AGENT: PCM WAS REPLACED ALREADY DUE TO LOSS OF COMMUNICATIONS LIKE SOMEONE PULLED THE POWER FROM VEHICLE THAT IS FIXED NO MORE CODES AFTER FILLING TANK WITH FUEL IT STARTED STALLING AGAIN 3 TIMES AT IDLE AT STOP LIGHTS PLUGS & COILS ARE NEW! WHAT I WAS SAYING IS WHEN REMOVING FUEL VENT LINE NEXT TO FILLER NECK RAW FUEL WAS IN LINE IS THAT NORMAL PURGE WAS REPLACED CANISTER WAS REPLACED NVLD WAS REPLACED WHEN CANISTER WAS REPLACED VEHICLE STARTED STALLING RIGHT IT SEEMS LIKE AFTER FILLING TANK IS WHEN PROBLEM OCCURS MORE OFTEN THERE HAS BEEN TIMES VEHICLE WONT STALL LAST NIGHT SERVICE DIRECTOR DROVE 50 MILES WITH NO STALLING WE WERE GOING TO DELIVER VEHICLE WE DECIDED

TO FILL CUSTOMERS GAS TANK BACK UP IS WHEN IT STARTED STALLING AGAIN YESTERDAY SPEAKING TO AN AGENT HE STATED THAT THERE WAS A VALVE IN TANK FLOW CONTROL THAT COULD CAUSE CONCERN AGAIN FUEL WAS SEEN IN VENT LINE PLEASE HELP EVERYONE IN SHOP HAS HELPED AT SOME POINT VEHICLE NOT MAKING MUCH SENSE NEED DIRECTION TANK WHEN WILL CASE BE ESCALATED TO MASTER CONSULTANT WILL MASTER CONSULTANT CONTACT ME TODAY AND HOW WILL THEY CONTACT ME EMAIL OR PHONE TODAY WHILE CHECKED OVER VEHICLE AGAIN FOUND RAW FUEL IN THE PURGE SOLENOID VEHICLE STALLING WITH PURGE ATTACHED WITH LINES OFF AT PURGE AND BLOCKED OFF VEHICLE WILL RUN NORMALLY INSTALLED FUEL TANK AN VAPOR SYSTEM WORKING AS DESIGNED NOW THANK YOU FOR YOUR ASSISTANCE

Service Action: REPLACE PURGE SOLENOID-RETEST-MAKE SURE CUSTOMER IS NOT FILLING VEHICLE WHILE ENGINE IS RUNNING. THAT IS THE MOST COMMON PROBLEM WITH STALLING AFTER FILL UP-CANISTER ESIM/PURGE-HAVE SEEN BAD FLOW CONTROL VALVE IN TANK ALSO. RECHECK CANISTER FOR RAW FUEL-PURGE OPERATION-CHECK LINES FOR FUEL. IF VEHICLE IS STILL DYING OUT-CHECK FOR INCORRECT SPARK PLUGS-CARBON TRACKED/CRACKED-BAD COILS-WILL SPIKE AND TAKE OUT PCM-SEE IF PCM IS RESETTING-REPLACE COIL AND PLUGS. WILL ESCALATE CASE TO MASTER CONSULTANT DUE TO LACK OF FORWARD PROGRESS. ATEMPTED TO CONTACT TECHNICIAN TO NO AVAIL, WAS ADVISED HE IS AT LUNCH. ADVISED TECHNICIAN POSSIBLE STICKING FUEL CONTROL VALVE. PROVIDED THE VEHICLE IS REPAIRED, BE SURE TO CLOSE THE CASE. FUEL TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011244637

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6023610276)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660272)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021118

Report#: SSV011244637
Open Date: 02/15/2011
Mileage: 37112
Warr Built Dt: 02/11/2006
Supplier RP:

Zone/Cd: 71-45338
Name: JOHN L. SULLIVAN DODGE CHRYSLER
Address: 529 5TH ST
 MARYSVILLE, CA 959015649
Phone: 530 742-6406

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH REQUESTED ASSISTANCE WHILE I WAS AT DEALERSHIP ON 02-01. VEHIC HAS INTERMITTENT ENGINE STALL WITH PCM RESET.

Service Action: ADVISED TECH TO REPLACE ALL COILS AND PLUGS. TECH CALLED ON 02-04 AND VEHICLE IS REPAIRED BUT WANTS TO KNOW IF HE SHOULD TRY TO ISOLATE THE BAD COIL.
 ADVISED TECH TO LEAVE ALL THE COILS IN THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011181224

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV472X6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RWD
 LXDH49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610238)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J143660053)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053011

Report#: SSV011181224
Open Date: 02/14/2011
Mileage: 64971
Warr Built Dt: 05/30/2006
Supplier RP:

Zone/Cd: 35-43724
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 6801 COMMERCE ST
 SPRINGFIELD, VA 221502602
Phone: 703 866-1700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLING INTERMITTENTLY.

Service Action:JEFF , YES ON POLICE PACKAGE VEHICLES THE ESM IS PART OF THE COLUMN . ALSO JUST AS A NOTE CHECK TO SEE IF THEY HAVE INSTALLED AFTERMARKET SPARK PLUGS , THEY ARE KNOWN TO CAUSE STALLING ON THE 5.7 ENGINES , PLATINUM PLUGS ARE THE BIGGEST OFFENDERS . STEERING COLUMN,HAD DEFECTIVE ELECTRONIC SHIFT MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011213674

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H76H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C AWD
LXFS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6263510626)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J312561605)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 111700

Report#: SSV011213674

Open Date: 02/10/2011

Mileage: 50252

Warr Built Dt: 11/17/2005

Supplier RP:

Zone/Cd: 70-26001

Name: JIM CLICK CHRYSLER JEEP

Address: 701 W AUTO MALL DR
TUCSON, AZ 857056013

Phone: 520 888-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT AFTER FILLING UP VEHICLE WITH FUEL, WHILE DRIVING AND WHEN MAKING SHARP TURNS VEHICLE HESITATES AND CHUGS. CUSTOMER ALLOWS VEHICLE TO FILL UP WITH FUEL UNTIL PUMP SHUTS OFF. I HAVE DEALT WITH VEHICLE STALLING OUT AFTER FILL UP DUE TO GAS GETTING INTO EVAP SYSTEM. WONDERING IF THERE MIGHT BE ANY RELATIONSHIP WITH SHARP TURNS I WAS ABLE TO DUPLICATE TOOK IT AND FILLED UP WITH GAS CAME TO MAKE A U-TURN AND VEHICLE STALLED INSTANTLY. PULLED INTO A PARKING LOT AND UNDOED VACUUM LINE FROM PURGE SOLENOID TO INTAKE AND RAW FUEL WAS IN THE LINE. I KNOW IT NEEDS A FUEL TANK AND CANISTER, DO YOU RECOMMEND TO REPLACE THE PURGE SOLENOID DUE TO GAS ON THE DIAPHRAM
ON A SIDE NOTE AFTER WE CLOSE ON A SUBMISSION ON HERE ARE WE ABLE TO FIND INFO ON IT USING THE REFERENCE NUMBER PROVIDED IN CASE THERE ARE QUESTIONS ON IT LATER

Service Action: MIKE IF WE HAVE RAW FUEL IN THE EVAP SYSTEM THEN TWO THINGS CAUSE THIS 1. CUSTOMER OVERFILLING THE FUEL TANK OR 2. THE FUEL TANK VALVE IS STICKING

OPEN AND ALLOWING FUEL INTO THE EVAP SYSTEM AND THE FUEL TANK NEEDS TO BE REPLACED. MICHAEL YOU NEED TO PUT IN A NEW FUEL TANK. REPLACED GAS TANK DUE TO ROLL OVER VALVE OVERFILLING TANK AND REPLACED THE EVAP CANISTER AND PURGE SOLENOID DUE TO CONTAMINATION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011203486

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6025610323)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J040661594)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022321

Report#: SSV011203486
Open Date: 02/07/2011
Mileage: 46075
Warr Built Dt: 02/23/2006
Supplier RP:

Zone/Cd: 66-67995
Name: TRONCALLI CHRY-JEEP-DODGE
Address: 818 ATLANTA RD
 CUMMING, GA 300402708
Phone: 770 889-2061
 678 244-4100

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
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL SHUT DOWN OR STALL AT IDLE OR DRIVING WITHOUT NOTICE AND RANDOMLY.

Service Action:STAR ADVISED TECHNICIAN TO CHECK THE WIRING NEAR THE PARKING BRAKE FOR A RUB THROUGH. ADVISED TO ALSO CHECK THE CONNECTORS, IF NTF THEN REPLACE THE PCM. I SAY YES, IT S FIXED WITH SOME RESERVE. I ALLOWED SOME TIME TO LAPS BEFORE I CLOSE. REPLACED THE PCM & PROGRAMMED AFTER INSPECTING THE INTERIOR BODY HARNESS BETWEEN THE DRIVER S A PILLAR & E-BRAKE ASSEMBLY (FOUND NO CHAFFING). IT S BEEN A LITL E OVER A WEEK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011222928

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6299510621)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J312561421)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112217

Report#: SSV011222928
Open Date: 02/07/2011
Mileage: 85987
Warr Built Dt: 11/22/2005
Supplier RP:

Zone/Cd: 32-43523
Name: MADISON CHRYSLER INC
Address: 203 BOSTON POST
 MADISON, CT 06443
Phone: 203 245-0451

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING

Service Action: TECH STATES THE SPARK PLUGS HAVE BEEN REPLACED AND THE STALLING CONCERN HAS NOT BEEN DUPLICATED , THE VEHICLE IS EQUIPPED WITH A AFTERMARKET REMOTE START SYSTEM . ADVISE TECH TO REMOVE THE REMOTE START SYSTEM FROM THE VEHICLE TO ELIMINATE AS POTENTIAL CAUSE OF THE STALLING CONCERN . IF THE STALLING CONCERN IS STILL PRESENT AFTER THE REMOTE START IS REMOVED THEN SWAP THE IGNITION COILS WITH A DONOR VEHICLE ,IF THE STALLING CONDITION IS THEN STILL PRESENT TO PERFORM A DATA RECORDING OF THE STALL OUT INCLUDE ALL PCM SENSOR DATA AND IGNITION SWITCH INPUTS INTHE TEMPLATE .
 REPLACEMENT OF IGNITION COILS AND PCM REPLACEMENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011205227

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610157)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J152660040)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060817

Report#: SSV011205227
Open Date: 02/03/2011
Mileage: 33858
Warr Built Dt: 06/08/2006
Supplier RP:

Zone/Cd: 63-44454
Name: ALLEN SAMUELS DODGE CHRYSLER J
Address: 1515 SOUTH LOOP WEST
 HOUSTON, TX 77054
Phone: 713 343-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE HAS DIED AFTER GETTING FUEL TWO SEPERATE TIMES IS IT POSSIBLE TO GET SOME TYPE OF EXPLANATION THAT I CAN GIVE TO THE CUSTOMER BECAUSE VEHICLE IS OUT OF WARRANTY

Service Action:CODY,\r\n\r\nI WANT YOU TO REPLACE THE FUEL TANK AND RE-EVALUATE. CODY,\r\n\r\nIF THERE IS A RESTRICTION IN THE VENTING SYSTEM OF THE FUEL TANK THEN WHEN THE FULE SLUSHES WHILE DRIVING THE PRESSURE CAN NOT GO ANYWHERE WHICH CAUSES THE PRESSURE IN THE TANK TO CHANGE AND THE TANK VENTS THROUGH THE VAPOR LINES GOING TO THE CANNISTER TAKING RAW FUEL WITH IT. IN MOST CASES REPLACING THE FUEL TANK AND CANNISTER RESOLVES THE VENTING ISSUE WHICH IN TURN RESOLVES THE RAW FUEL ISSUE AND THE DIE OUT WHEN THE VEHICLE IS PURGING. I INSTALLED A NEW FUEL TANK AND VAPOR CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011069973

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6167511042)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J168561324)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 062510

Report#: SSV011069973

Open Date: 01/27/2011

Mileage: 15514

Warr Built Dt: 06/25/2005

Supplier RP:

Zone/Cd: 51-67753

Name: TYSON MOTOR CORPORATION

Address: 1 SW FRONTAGE RD
SHOREWOOD, IL 604044731

Phone: 815 741-5530

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE LIGHT ON AND DIES OUT INTERMITTANTLY. ASD STATE WENT TO FALSE, REPACED IPM AND FCM. RANN FINE NO DIE OUT, TILL YESTERDAY. U0100 ONLY DTC TO COME BACK AND DIES OUT. ASD NOT GOING FALSE WHEN DIES, DOES GO FALSE 30 SECONDS AFTER DIED OUT. TIMER NOT GOING TO ZERO. STILL DIES. WE HAVE RECORDINGS. OUR WI TECH WILL NOT LET US UPLOAD TO YOU. CAN I EMAIL THESE TO YOU. IF SO WHAT EMAIL ADDRESS STILL DIES OUT AFTER SWAPPING COILS AND PLUGS, WHAT DO YOU SUGGEST NOW STILL DIES OUT AFTER SWAPPING COILS AND PLUGS, WHAT DO YOU SUGGEST NOW

Service Action:WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. AND THIS U0100 WILL COME UP AT TIMES WHEN THIS HAPPENS. OK THE NEXT THING IS TO LOOK AT THE RUN TIMER IN THE PCM AND SEE IF IT GOING TO ZERO EVERY TIME IS STALLS OUT. IF YES THEN BORROW PLUGS AND COILS FROM ANOTHER CAR AND SEE IF THE ISSUE GOES AWAY. WE NEED A DATA RECORDING OF THE ISSUE AND SEND IT TO US.

THANKS. SEND TO KEH43 CHRYSLER.COM ADVISED TECH THAT THE DATA RECORDING SHOW THE RUN TIMER IS JUMPING AROUND AND NEXT THING IS TO DO IS SWAP THE COILS AND CHANGE THE PLUGS AND POSSIBLE BORROW THEM FROM ANOTHER CAR AND REDRIVE AND SEE HOW WE STANK WITH THE DIE OUT ISSUE. M,LOAD TEST THE PCM POWER AND GROUNDS,CHECK THE WIRING HARNESS THAT RUNS NEAR THE PARKING BRAKE ACTUATOR FOR RUB THROUGHS,IF O.K. THEN REPLACE THE PCM. REPLACED PCM AFTER CHECKING ALL OTHER COMPONENTS AND CIRCUITS. ALL OK AFTER REPAIRS.\r\n\r\nSTAR: TECH REPLACED THE PCM FOR U0100.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011132682

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96 [REDACTED]	Report#: SSV011132682	Zone/Cd: 35-60111
Model Year: 2006	Open Date: 01/24/2011	Name: SHERWOOD CHRYSLER JEEP DODGE O
Make/Model: CHRYSLER	Mileage: 6769	Address: 1915 N SALISBURY BLVD
SRT8 RWD	Warr Built Dt: 10/27/2005	SALISBURY, MD 218013334
LXCX48	Supplier RP:	Phone: 410 548-4600
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6203520039)		
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J264560190)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 102718		

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT P2173 AND ETC LIMP IN

Service Action:WILLIAM,CHECK FOR ANY PERFORMANCE MODIFICATIONS TO THE VEHICLE.IF NEEDED REPLACE THE PCV VALVE AND TRY THAT THE PCV VALVE MAY BE STICKING OR BE A SUBSTANDARD AFTERMARKET TYPE. CUSTOMER CALLED BACK SEVERAL DAYS AFTER PCV WAS REPLACED STATING THAT VEHICLE HAD STALLED AGAIN WITH ETC LIGHT. CUSTOMER HAS NOT RETURNED TO SHOP YET. VEHICLE SUPPOSEDLY WENT APPROX. 1000 MILES BEFORE INCIDENT WHICH SUPPOSEDLY USED TO HAPPEN EVERY DAY WITHIN 10 MILES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011189115

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6006620097)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J012660236)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012417

Report#: SSV011189115
Open Date: 01/24/2011
Mileage: 39660
Warr Built Dt: 01/24/2006
Supplier RP:

Zone/Cd: 70-68939
Name: LITHIA CHRYLER JEEP DODGE OF
Address: 2929 POLE LINE RD
 POCATELLO, ID 832016115
Phone: 208 232-9300
 208 232-3322

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES ON ACCELERATION, DIES AT IDLE AT TIMES, NO CHECK ENGINE LIGHT. HAS NO COMMUNICATION WITH TCM AT TIMES STORED.

Service Action: RON,CHECK AND MAKE SURE THE SPARK PLUGS ARE OEM TYPE, YOU MAY NEED TO REPLACE THEM.WE ALSO FIND THAT A BAD COIL CAN CAUSE THIS ISSUE ALSO, YOU CAN CAPTURE THE COIL KILLER ISSUE IN A DATA RECORDING OR SOMETIMES IS SEEN IN THE DISPLAY WHEN MONITORING VARIOUS DATA PARAMETERS YOU WILL SEE DASH LINES. A BAD COIL CAN CAUSE THE PCM TO MOMENTARILY GO STUPID SO TO SPEAK AND A DIE OUT WILL OCCUR. ONE WAY TO QUICKLY RULE THIS OUT WOULD BE TO SWAP ALL THE COILS WITH A KNOWN GOOD RUNNING HEMI THAT USES THE SAME COIL OR SWAP OUT ONE BANK AT A TIME, HAVE EVEN HAD REPORTS OF SIMPLY SWAPPING COILS FROM BANK TO BANK RESOLVING THE ISSUE. OOPS. PUT THE WRONG STORY IN FOR THE SEBRING REAR AXLE LEAK. NOTHING FIXED THISCAR. OWNER COULD NOT AFFORD MORE DIAG OR COILS.
 STAR: CUSTOMER COULD NOT AFFORD THE DIAGNOSIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011120262

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510896)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J241561196)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090207

Report#: SSV011120262
Open Date: 01/22/2011
Mileage: 55842
Warr Built Dt: 09/02/2005
Supplier RP:

Zone/Cd: 71-45118
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 2727 DOWD DRIVE
 SANTA ROSA, CA 954077818
Phone: 707 542-3331

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AND ENGINE LITE COMES ON..

Service Action:ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR

IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. THE KEY HEAR FOR YOUR ISSUE IS THE RUN
TIMER GOING TO ZERO WHEN THE ISSUE HAPPENS. ALSO THESE LX HAVE HAD THE ISSUE WITH THE ASD RELAY SENSE OR IGNITION SENSE IS GOING FALSE MAY WANT TO
SETUP THE DATA RECORDER FOR WATCHING THE FCM. SO WATCH THE RUN TIMER AND THE IGNITION SENSE AND SEE WHATS DROPPING OUT. REPLACED PCM..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011170651

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6044610211)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J059660140)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030900

Report#: SSV011170651
Open Date: 01/19/2011
Mileage: 45326
Warr Built Dt: 03/09/2006
Supplier RP:

Zone/Cd: 51-60321
Name: LYNCH CHRYSLER DODGE JEEP, INC
Address: 2606 MAIN ST
 EAST TROY, WI 531201345
Phone: 262 642-4700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR DIES WHEN ITS RAINING OUT OR GOING THROUGH A CAR WASH OK... BUT WILL THE COIL KILLER GIVE THE CODES I HAVE OK... I WILL LET YOU KNOW WHAT I FIND... THANK YOU I STILL CAN NOT GET IT TO DIE IN THE SHOP... GOING TO RUN IT THROUGH A CAR WASH AND WANT TO GET A DATA RECORDING OF IT IF IT HAPPENS.... WHAT TEMPLATE DO YOU WANT ME TO USE FOR THE RECORDING OK I GOT IT TO DO IT BUT NOW I FEEL LIKE A DUMBASS... I CANT FIGURE HOW TO GET THE WITECH POD OUT OF RECORDER MODE..... DO YOU KNOW OK I GOT IT TO DO IT BUT NOW I FEEL LIKE A DUMBASS... I CANT FIGURE HOW TO GET THE WITECH POD OUT OF RECORDER MODE..... DO YOU KNOW I JUST SENT 2 GOOD RECORDINGS TO YOU. LET ME KNOW IF YOU GOT THEM.. I FORGOT TO TELL YOU I GOT THE SAME 2 CODES BACK P0700 AND U0100... ALSO B1859 AND B1864 THIS TIME.. PLUS I HAD NO GEAR WHEN RESTSRTEED FOR 15 SEC. IT SEEMED LIKE IT WAS IN NEUTRAL..... THANK YOU..... OK, WILL DO! THANK YOU!!

Service Action: DONALD, THE MOST COMMON ISSUE WE SEE FOR DIE OUTS ON THIS VEHICLE IS WHAT IS REFERED TO AS THE COIL KILLER ISSUE. COUPLE THINGS CAN CAUSE THIS

ONE,OBVIOUSLY COILS THE OTHER IS SPARK PLUGS.WHAT WE USUALLY RECOMMEND IS MAKING SURE THE PLUGS ARE OEM TYPE MOPAR,SOMETIMES AFTERMARKET OR WORN OUT PLUGS CAN CAUSE THIS ISSUE ESPECIALLY IF SOMEONE RECENTLY REPLACED THE SPARK PLUGS WOULD BE A TIP OFF. A FEW WAYS TO ISOLATE THE COILS,ONE WAY SWAP ALL THE COILS WITH A DONOR VEHICLE IS THE QUICKEST WAY TO RULE A COIL KILLER OUT,OR SWAP ONE BANK AT TIME,OR SOMETIMES SWITCHING THE COILS BETWEEN BANKS WORKS ON OCCASIONS,OR SWAP ONE COIL AT TIME HAS BEEN DONE BUT WILL TAKE LONGER. ANOTHER OPTION WOULD BE GET A DATA RECORDING OF THE DIE OUT,A COIL KILLER WILL APPEAR IN THE RECORDING. COULD ALSO BE A PCM ISSUE. DONALD,YES WE HAVE SEEN A VARIETY OF CODES,INCLUDING THE ONES YOU HAVE. DONALD,VERY WELL THEN. DONALD,\r\n\r\nA STANDARD ENGINE TEMPLATE WILL BE SUFFICIENT. I JUST WANT YOU TO MAKE SURE THAT INJECTOR PULSE WIDTH IS ON THE TEMPLATE. DONALD,\r\n\r\nI WILL REVIEW THE DATA RECORDINGS TOMORROW AT 10 A.M EST. I WILL CONTACT YOU ONCE THE RECORDINGS HAVE BEEN REVIEWED. DONALD,\r\n\r\nI WILL REVIEW THE RECORDINGS AND WILL CONTACT YOU. THANK YOU FOR THE UPDATE. DONALD,\r\n\r\nI HAVE REVIEWED THE DATA RECORDINGS, I FOUND THE TYPICAL COIL ISSUE WHERE DATA GOES TO DASHED LINES. I WANT YOU TO SWAP THE COILS IN FROM A KNOWN GOOD VEHICLE AND SEE IF THE CONDITION GOES AWAY. IF THE ISSUE REMAINS, REPLACE THE PCM AND RE-EVALUATE. DONALD,\r\n\r\nIF YOU HAVE ANY OTHER ISSUES FEEL FREE TO RESUBMIT THIS TICKET. THANK YOU FOR THE UPDATE. THANK YOU

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011126712

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W66F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6109620055)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J086660908)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050301

Report#: SSV011126712
Open Date: 01/17/2011
Mileage: 34849
Warr Built Dt: 05/03/2006
Supplier RP:

Zone/Cd: 71-64855
Name: VICTORVILLE MOTORS INC
Address: 14617 CIVIC DR
 VICTORVILLE, CA 923940844
Phone: 760 245-7991

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING OUT WHEN COASTING LOOKING AT THIS MORE I FOUND SOME CODES. PCM P0700 ACT, ABS C121A STORED, TCM U0100 STORED, AMP B210D ACT, CCN U0019 ACT, DDM U0019 ACT, EOM U0019 ACT, FCM U0019 ACT, HFM U0019 ACT HSM U0019 ACT & UO186 STORED, HVAC U0019, OCM U0025 ACT, PDM U0019 ACT, RADIO U0010 ACT & U0186 STORED, SPAR U0186 STORED, SUNR U0019 ACT. ALSO FOUND CASE NUMBER K98832840. CAN THIS CAUSE A STALLING PROB IF SO COULD I BE LOSING THE PCM

Service Action: MICHAEL A PCV STICKING COULD CAUSE THIS CONCERN ALSO TRY SWAPPING COILS SWAP COILS FROM BANK CLOSEST TO PCM TO BANK FARTHEST FROM PCM. MICHAEL TRY SWAPPING COILS SWAP COILS FROM BANK CLOSEST TO PCM TO BANK FARTHEST FROM PCM. SWAP COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011133555

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57276H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6098510768)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J102560018)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042709

Report#: SSV011133555
Open Date: 01/17/2011
Mileage: 27508
Warr Built Dt: 04/27/2005
Supplier RP:

Zone/Cd: 35-43849
Name: PERFORMANCE DODGE INC
Address: 555 MANTUA AVE
 WOODBURY, NJ 080963211
Phone: 856 848-5008

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS WHILE DRIVING OR AT IDLE BUCKS ON UPSHIFT. NO DTC S OR 1 TRIPS

Service Action:BRAIN,THE FIRST 2 THINGS TO DO WOULD BE FIRST CHECK THE SPARK PLUGS MAKE SURE THEY ARE OEM TYPE PLUGS,MAKE SURE THEY ARE NOT AFTERMARKET BRANDED TYPES OR PLATINUMS TYPES.IF NEEDED REPLACE THE SPARK PLUGS.SECOND COMMON ISSUE WE SEE FOR THIS TYPE OF CONCERN IS WHAT IS CALLED THE \ COIL KILLER ISSUE\ FASTEST WAY TO RULE OUT A COIL KILLER IS FIND A DONOR VEHICLE THAT USES THE SAME COIL AND SWAP OUT ALL THE COILS.RE-TEST. COILS\r\n\r\nSTAR: TECH REPLACED THE COILS FOR THE STALLING ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011152890

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144510402)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J192560547)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072821

Report#: SSV011152890
Open Date: 01/17/2011
Mileage: 67647
Warr Built Dt: 07/28/2005
Supplier RP:

Zone/Cd: 70-43320
Name: AUTONATION CHRYSLER DODGE JEEP
Address: 120 116TH AVE NE
 BELLEVUE, WA 980045215
Phone: 425 454-8411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED 3 TIMES WHILE DRIVING. UPON QUESTIONING THE CUSTOMER MORE, THE CAR SEEMS TO STALL WHEN COMING TO A STOP. I DON T KNOW IF THIS CHANGES ANYTHING BUT I WILL MONITER THE ASD RELAY AND UPDATE.

Service Action:DOMINIC WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. DOMINIC YOU CAN ALSO INSPECT CANNISTER FOR RAW FUEL AND PURGE STICKING.ADVISE VERIFY CORRECT TRANS FLUID LEVEL ALSO. EGR VALVE LETTING GAS BY AT IDLE.PUT IN A NEW ONE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011031877

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158510849)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J176560061)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072111

Report#: SSV011031877
Open Date: 01/13/2011
Mileage: 59837
Warr Built Dt: 07/21/2005
Supplier RP:

Zone/Cd: 66-66295
Name: HUTSON MTR CO INC
Address: 2500 1ST AVE SE
 MOULTRIE, GA 317886219
Phone: 229 985-3298
 229 891-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LAMP, ESP, BAS LIGHT, SPEEDOMETER AND RPM GUAGES JUMP UP AND DOWN, STALLED 1 TIME VEHICLE HAS NOT STALLED WITH US, CANT DUPLICATE THAT, VEHICLE DOES NOT STAY DOWN LONG ENOUGH TO CHECK VOLTAGES . WHEN THE CODES ARE CLEARED THE CHECK ENGINE LAMP WILL COME BACK ON AND THE ESP/BAS LIGHT WILL COME ON AND THEN GO OUT AT KEY CYCLE STILL HAVING PROBLEMS WITH VEHICLE, HAVE REPLACED THE DASH TO HEADLAMPS WIRING HARNESS AND ABS MODULE AND AFTER 8 DRIVINGS THE CONCERN RETURNS, CAN WE POSSIBLY GET A TECH ADVISOR INVOLVED AT THIS TIME, MY REP HAS ADVISED US TO ASK AT THIS POINT, THANKS, ANDY WHITTAKER. SM GOOD MORNING, YES I WILL GET THE REPORT TO YOU, CUSTOMER WAS DRIVING CAR YESTERDAY AND THE TRANS SHIFTED TO 1ST, 1ST GEAR WAS SHOWING ON CLUSTER WHILE DRIVING DOWN THE ROAD, JERKED AND VIBRATED, CLUSTER GUAGES WENT UP AND DOWN AND VEHICLE WOULD NOT SHIFT OUT OF 1ST UNTIL CUSTOMER STOPPED AND CYCLED KEY OFF AND ON A COUPLE OF TIMES, HAS CODES IN THE SCM MODULE ALONG WITH THE PERVOIUS

MODULES, THOUGHT ID LET YOU KNOW THIS, THANKS . GOOD AFTERNOON, I HAVE THE SCAN REPORT ON A JUMP DRIVE, CAN I SEND IT TO YOUR EMAIL CAN I SEND THE SCAN REPORT TO YOUR EMAIL I HAVE THE SCAN REPORT READY BUT I CANT SEND THRU STARSCAN, I CAN SEBD IT THRU EMAIL BUT I NEED AN EMAIL TO SEND IT TO, THANKS SCAN REPORT IS ON THE WAY, THANKS, ANDY OK. THANKS WE CHECKED THE WIRES AND COULD NOT FIND A PROBLEM, I ORDERED AN ENDGINE WIRING HARNESS AND WILL REPLACE IT, THSANKS GOOD MORNING, WE REPLACED THE ENGINE WIRING HARNESS, DROVE THE CAR 3 TIMES AND NO PROBLEM, I DROVE THE CAR THIS MORNING AND BEFORE I GOT OUT OF THE PARKING SPOT, THE PROBLEM STARTED BACK, CLUSTER GOES CRAZY, SHIFTER LIGHTS GO ERRATIC, SHIFTS HARD INTO GEAR, ESP BAS LIGHT COMES ON, I GOT IT TO LAST ABOUT 45 SECONDS.

Service Action:LE TO UNPLUG THE TCM AND ESM AND NO CHANGE. ANDREW SAID THIS CONCERN SEEMS TO HAPPEN MORE OFTEN IF YOU DRIVE THE VEHICLE TO GET IT HOT, THEN HOT SOAK IT FOR 15-20 MINS AND THEN RUN VEHICLE AGAIN. BUT CONCERN IS NOT CONSISTENCE IN OCCURENCE. DEAN WITTHOLZ CALLED ABOUT THE VEHICLE AND WANTED AN UPDATE ON CASE.\r\nDUE TO DOWN TIME, REQUEST WILL BE SENT TO ZONE FOR T/A ASSISTANCE. S/M CALLED LATE YESTERDAY AND SAID HE THINKS THEY HAVE FOUND THE PROBLEM. WHEN THE TECH LIFTED UP THE FRONT PDC THE PROBLEM STARTED. THEY ARE DETERMINING IF THE PROBLEM IS THE FCM OR THE PDC. ANDREW CALLED. THEY FOUND THE FCM WAS CAUSING THE CAN C BUS GOING DOWN WHEN IT WAS HOT SOAKED AND THEN MOVEMENT OF THE PDC OR TORQUE ON THE PDC WAS CAUSING THE BUS TO GO DOWN. DEALER REPLACED THE FCM AND HAS DRIVEN THE VEHICLE SEVERAL TIMES NOW AND VEHICLE HAS BEEN FINE. FOUND SHORT IN THE FRONT CONTROL MODULE, COULD TAP ON MODULE AND PROBLEM WOULD OCCUR, REPLACED THE FRONT CONTROL MODULE AND ROAD TESTS VEHICLE SEVERAL TIMESGOOD MORNING ANDREW. WE DON T HAVE ANY COMMAN AREA OF CAN-C GOING DOWN. WHEN THIS HAPPENS WHAT IS THE VOLTAGE ON CAN-C LINES. ALSO CHECK THE RESISTANT ON THE 2 CAN LINES, DON T FORGET THE BATTERY HAS TO BE DISCONNECTED. THE VEHICLE SHOULDN T STALL IF CAN-C GOES DOWN. ARE THERE ANY OTHER PCM CONCERNS. TECH STATES HE CHECK FOR CHAFFING WIRES BY THE PARK BRAKE PEDAL, NO FAULT FOUND. THE CONCERN DOESN T HAPPEN LONG ENOUGH TO BE ABLE TO TAKE PROPER MEASUREMENTS. TECH MOVED THE MAIN HARNESS BY THE ABS MODULE AND HE DUPLICATED THIS CONCERN. \r\nADVISED TECH TO CHECK FOR LOOSE TERMINALS AT THE ABS MODULES. IF HE CAN DUPLICATE THIS CONCERN TO START PULLING FUSES WHEN THIS HAPPENS. CALL ME BACK WITH MORE RESULTS. GOOD MORNING ANDY, THIS IS A VERY HARD REPAIR, WHEN THE CONCERN IS SO INTERMITTENT. EVEN A TA WILL HAVE THE SAME PROBLEMS AS YOU TO TRY AND DIAGNOSIS THIS. THE TA WILL BE DOING THE SAME AS WHAT YOUR TECH HAS DONE. CAN YOU PLEASE HAVE YOUR TECH SEND US A VEHICLE SCAN REPORT 08-017-06 THEN I WILL REVIEW THIS CASE WITH THE MASTER CONSULTANT. I WILL CONTINUE TO WORK WITH YOU TO TRY AND REPAIR THIS VEHICLE. THANKS ANDY. ANDY, PLEASE LET ME KNOW WHEN YOU SEND THE SCAN REPORT AND THEN I WILL START LOOKING FOR IT. THANKS. GOOD MORNING ANDY. MY E-MAIL IS SPR19 CHRYSLER.COM. GOOD AFTERNOON ANDY. I DID GET THE REPORTS AND BEEN GOING OVER THE LIST. HAVE NOT SEEN MUCH THAT IS HELPFUL YET. I WILL KEEP GOING OVER THE REPORTS. THANKS WELL ANDY THE ONLY THING I SEEN THAT WASN T RIGHT WAS THE BATTERY VOLTAGE IN THE TCM WAS LOW 5.9 AT TIMES. HAVE YOUR TECH GO OVER THE WIRES IN THE TCM. YOU MAY WANT TO START THINKING ABOUT REPLACING THE ENGINE HARNESS. CASE UPDATE I WILL REVIEW THIS CASE WITH THE MASTER CONSULTANT. REVIEWED AND ESCALATED CASE DUE TO LACK OF PROGRESS. CALLED AND TALKED WITH ANDY, SRV MGR, AND CONCERN IS VERY INTERMITTENT. THEY HAD REPLACED THE ENGINE HARNESS, ABS MODULE REPLACED. \r\nADVISED ANDY THAT THE CAN C BUS GOES INTO THE VEHICLE TO THE TCM, SCM AND ESM. WOULD CHECK THE SCM CONNECTOR. ALSO WHEN THIS CONDITION HAPPENS, TRY AND CHECK THE CAN C BUS VOLTAGES. CALLED AND SPOKE WITH ANDREW AND PHILLIP.

ANDREW STATED THEY WERE NOT ABLE TO GET GOOD BUS VOLTAGE READINGS. ADVISED NEED TO CHECK WITH ONE LEAD OF DVOM TO GROUND AND THE OTHER TO ONE OF THE CAN C BUS CIRCUIT. DEALER STATES THEY HAVE REPLACED HARNESS PCM AND ABS MODULE. WHEN PROBLEM HAPPENS, THEY WERE AB

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011067398

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6124620109)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J130661092)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052423

Report#: SSV011067398
Open Date: 01/12/2011
Mileage: 42061
Warr Built Dt: 05/24/2006
Supplier RP:

Zone/Cd: 66-62621
Name: DAYTON ANDREWS INC
Address: 2388 GULF TO BAY BLVD
 CLEARWATER, FL 337654103
Phone: 727 799-4539

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS AT IDLE. HAPPENS WHEN HOT. SENT DATA RECORDINGS, FOUND BAROMETRIC PRESSURE DROPPED OUT. INSTALLED MAP SENSOR AND CONDITION STILL OCCURING. SERVICE DIRECTOR IS ASKING ABOUT THIS VEHICLE, HAVE YOU REVIEWED RECORDINGS 2 NEW RECORDINGS SENT, PLEASE CHECK AND ADVISE WHAT ARE WE SUPPOSED TO DO WITH OUR CUSTOMERS IN THE MEAN TIME NO AFTERMARKET ALARMS ECT. ONLY FACTORY RKE. PCM WAS ALREADY REPLACED. DID NOT CHANGE A THING. WE CHECKED SECONDARY IGNITION, ALL SEEMS OK. INSTALLED NEW SPARK PLUGS. STILL ACTING UP. INSTALLED NEW WCM, AND, KEY. STILL ACTING UP. NOTICED WHEN VEHICLE STALL, TRANSMISSION WILL NOT ENGUAGE FOR ABOUT TEN SECONDS AFTER RESTART. INSPECTED WIRIN AND GROUNDS. SEEM OK. LEANING TWARDS PDC. ONLY THING THAT HOUSES ALL RELAYS AND POWER SUPPLY FOR TRANS, ASD FUEL PUMP EXT. MOSTLY EVERYTHIG WE ARE LOSING. PLEASE REPLY WITH YOUR THOUGHT. THANKS. INSTALLED NEW PDC. STILL STALLING. HAD SRT 8 ON LOT AND SWAPT OVER ETC. ROAD TEST AND STILL STALLING. PLEASE HELP....

Service Action: JOHN, I WANT YOU TO MAKE SURE THAT ALL THE MODULES ARE UP TO DATE. IF SO LAB SCOPE THE CAM AND CRANK SENSORS WHEN THE CONDITION OCCURS. IF NO ISSUES ARE FOUND DATA RECORD THE CONDITION AND SEND THE DATA RECORDINGS IN. ONCE THE RECORDINGS ARE SENT PLEASE RESUBMIT THIS TICKET. JOHN, I WILL REVIEW THE RECORDINGS ON FRIDAY AT 1 PM EST. I WILL CONTACT YOU ONCE THE RECORDINGS HAVE BEEN REVIEWED. JOHN, I REVIEWED THE DATA RECORDINGS AND THE AMOUNT OF DATA PROVIDED DOES NOT SHOW ANY ISSUE. THE BAROMETRIC PRESSURE UPDATED BUT WHY TPS AT WOT OR THE MOTOR STOPPING. THERE IS NOT ENOUGH DATA TO MAKE A DETERMINATION. I WANT YOU TO RE-RECORD WITH O2 SENSOR DATA, CAM AND CRANK SENSORS SEPERATLY, ENGINE SPEED, TPS, APPS, VACUUM ECT. JOHN, I WILL CHECK FOR THE DATA RECORDINGS ON TUESDAY AT 10 AM EST. I WILL NOT BE IN THE OFFICE ON MONDAY. JOHN, AT THIS POINT THERE IS NOT A WHOLE LOT I CAN DO TO ACCELERATE THE PROCESS. THE RECORDINGS ARE NOT HERE AND THE IT TEAM WILL PUT THEM ON OUR SERVER ON MONDAY. I WILL BE BACK IN THE OFFICE ON TUESDAY. JOHN, THE VEHICLE IS SHUTTING OFF DUE TO THEFT. ARE THERE ANY AFTERMARKET PARTS OR ALARMS ON THE VEHICLE JOHN, THEN I AM SUSPECTING EITHER A WIN, KEY OR A PCM ISSUE. AFTER 15 SECONDS OF RUNNING THEFT WOULD NOT BE SEEN. I AM LEANING IN THE DIRECTION OF A PCM. JOHN, SINCE THE PCM HAS BEEN REPLACED THEN WE ONLY HAVE TWO OPTIONS LEFT A KEY OR A WCM/WIN/SKIM. REPORT FROM DEALER INDICATES THAT THE ENGINE DOES NOT ALWAYS STALL (FEELS LIKE ALL CYLINDERS SHUT OFF AND THEN COME BACK); THEREFORE, ADVISED TO CHECK SECONDARY IGNITION BEFORE REPLACING WCM. TECH NOT AVAILABLE AT THIS TIME. TECH TO CALL ME BACK ON THURSDAY MORNING. CALLED DEALERSHIP BACK, 12-08-2010, SPOKE TO TECH JOHN BRUNNER, SPOKE TO TECH ABOUT COMPLAINT. AFTER VEHICLE IS RESTARTED AFTER IT DIES OUT, THEN YOU PUT IT INTO GEAR, THE TRANSMISSION WILL BE IN NEUTRAL FOR ABOUT 5 SECONDS, THEN JUMP INTO GEAR. ALSO, THE WITECH DATA SCREEN DATE WENT TO ALL ----DASHES FOR A SECOND WHEN IT WAS TRYING TO DIE OUT, THEN IF IT DOES NOT DIE OUT, THE DATA WILL RE-APPEAR. NO AFTERMARKET EQUIPMENT, HOWEVER THERE IS A MOPAR SUB WOOFER IN THE TRUNK, BUT ALL WIRING IS GOOD. FOUND NO ENGINE RPM DATA IN DATA RECORDING. CALLED TECH AND DISCUSSED SYMPTOMS. TECH WILL MAKE NEW DATA RECORDINGS IN AM WITH ADDED DATA AND WILL CALL ME WHEN HE SENDS THEM UP. IGNITION COILS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010983950

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6111610651)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J135661070)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052507

Report#: SSV010983950
Open Date: 01/10/2011
Mileage: 41768
Warr Built Dt: 05/25/2006
Supplier RP:

Zone/Cd: 70-43594
Name: GRESHAM CHRYSLER DODGE JEEP RA
Address: 855 E BURNSIDE
 GRESHAM, OR 970303923
Phone: 503 661-6901
 503 666-2277

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING, WILL NOT RESTART, LOSS OF THROTTLE RESPONSE WHILE DRIVING, RESTARTS BUT BARELY RUNS.

Service Action: ROBERT, I KNOW THAT SOME DIE OUTS ARE HARD TO DUPLICATE. IS THIS A POLICE CAR CAREFULLY CHECK THE TRANS AND PCM WIRING CLEAN ALL POWERS AND GROUNDS TO PCM. HOW IS THE CUSTOMER GETTING THE CAR STARTED AFTER THE DIE OUT CAR IS NOT RUNNING OUT OF FUEL, AND STILL SHOWING FUEL IN TANK THE ONLY THINGS THAT SEEM TO WORK ON 5.7 IS REPLACING THE SPARK PLUGS, USING THE CORRECT PLUGS AND SWAPPING ALL COILS WITH A DONOR VEHICLE. THE DYEING ISSUE NEVER HAPPENS ON THE DONOR VEHICLE. YOU MAY NEED TO RECORD THIS EVENT. UNKNOWN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011138439

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA73W26 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6201520051)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J188560128)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091623

Report#: SSV011138439
Open Date: 01/07/2011
Mileage: 34434
Warr Built Dt: 09/16/2005
Supplier RP:

Zone/Cd: 66-41939
Name: THORNTON C-D INC
Address: 2354 FLORENCE BV
 FLORENCE, AL 35630
Phone: INACTIVE
 256 766-7324

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: FILL VEH WITH FUEL, THEN HAS START AND STALL.

Service Action: ADVISED TECH THAT THE FUEL TANK CHECK VALVE COULD BE STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM AND PULL THE EVAP CANISTER AND IF YOU FIND RAW FUEL THAT WOULD BE THE ISSUE. REPLACE FUEL TANK AND CANISTER AND THEN CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION. REPLACED FUEL TANK AND EVAP CANISTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011122096

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6220513163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J239560785)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090121

Report#: SSV011122096
Open Date: 01/06/2011
Mileage: 88668
Warr Built Dt: 09/01/2005
Supplier RP:

Zone/Cd: 32-58906
Name: CIRCLE DODGE INC
Address: 781 ROUTE 70
 BRICK TOWN, NJ 08723
Phone: 732 477-5555
 732 477-5690

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:CHEK ENGINE LITE SWAP ALL COILS CHECK POWERS AND GRNDS PCM AND TRANS CONTROLLER REPLACED TRAN CONT. FOR U0100 LOC PCM STILL STALLS WITH NO DTC OTHER THAN LOC PCM IN TRANS CONT

Service Action:STAR ADVISES TECH TO CHECK ALL CONNECTORS AT PCM.CHECK POWER AND GROUNDS AT PCM.STAR ADVISES TECH WE HAVE HAD ISSUES WITH COILS KNOCKING OUT PCM WHILE DRIVING.IF YOU CAN DUPLICATE CONCERN THEN SWAP COILS FROM LIKE VEHICLE AND DRIVE AGAIN.POSSIBLE IGNITION COILS AND/OR PCM ISSUE.IS THE START SINCE SET IN PCM RESET ARE THE ADAPTIVES IN PCM BEEN RESET IF THEY ARE THEN POSSIBLE COIL KILLER. IF THE VEHICLE IS STALLING IT S NOT A TCM ISSUE!WHEN IT STALLS DOES THE COUNTER FOR START SINCE SET RESET IN THE PCM TO ZERO IF THIS CODE WAS SET IN TCM IT S POSSIBLE THE PCM IS CUTTING OUT.IF THE CRANK SENSOR IS SHORTING OUT IT WILL KNOCK OUT PCM.TRY AGOOD KNOWN CRANK SESNOR.IF ISSUE PERSISTS THEN CASE WILL BE GIVEN TO DRIVE GROUP. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011162577

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6109610605)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051221

Report#: SSV011162577
Open Date: 01/06/2011
Mileage: 31939
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 66-67962
Name: PLANET DODGE CHRYSLER JEEP
Address: 9975 N W 12TH STREET
 MIAMI, FL 33172
Phone: 305 470-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN SLOWING DOWN AND THEN REACCELERATING AT ABOUT 25-30MPH VEHICLE WILL STALL. NO CODES FOUND. TEST DROVE 24 MILES WITH WITECH, NO MISFIRE OR ABNORMAL DATA OBSERVED.

Service Action: REPLACED COILS AND SPARK PLUGS. PLUGS WERE ORIGINAL AND ARE REQUIRED TO BE REPLACED AT 30000 MILES ON THIS UNIT. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010974456

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510509)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010615

Report#: SSV010974456
Open Date: 01/04/2011
Mileage: 21798
Warr Built Dt: 01/06/2006
Supplier RP:

Zone/Cd: 35-23304
Name: FARRISH CHRYSLER JEEP DODGE
Address: 9610 FAIRFAX BLVD
 FAIRFAX, VA 220312320
Phone: 703 273-0200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES ENGINE CUT OFF WHEN PULLING AWAY FROM STOP LIGHT THROTTLE LIGHT CAME ON AND ENGINE RAN ROUGH ATTENTION CHRYSLER PREVIOUS HISTORY CUSTOMER STATES ENGINE CUT OFF WHEN PULLING AWAY FROM STOP LIGHT THROTTLE LIGHT CAME ON AND ENGINE RAN ROUGH ATTENTION CHRYSLER PREVIOUS HISTORY WELL NOW WITH THIS NEW \ TECH REQUEST\ I AM NO LONGER ABLE TO CALL STAR FOR THIS VEHICLE BECAUSE OF ONE CATEGORY IN MY TRAINING, JUST SPOKE TO SOMEONE LAST WEEK ABOUT THIS VEHICLE. AS DIRECTED BY PAUL I REPLACED THE SPARK PLUGS AND COILS AT THE SAME TIME AND REMOVED THE SHIELDING PREVIOUSLY INSTALLED ON PCM, VEHICLE STARTED STALLING AGAIN AND SET UP WI-TECH POD TO DATA RECORD. JUST NEED TO KNOW WHAT NEEDS TO BE SEEN IN A DATA RECORDING. TOOK A RECORDING LAST NIGHT AND THE INFO FOR THE SENSORS I SELECTED JUST DISAPEARS FOR A FRACTION OF A SECOND AND THEN COMES RIGHT BACK, DOES NOT GO TO ZERO JUST BLANK. SO IF I COULD GET A RESPONSE OVER THE PHONE IT WOULD GREATLY APPRECIATED. PLEASE LET ME KNOW

THANKS.

Service Action:NOTE: THERE ARE 2 OTHER STAR CASES ON THIS SAME CONCERN. THERE ARE ALSO A FEW CAIRS CASES. THIS VEHICLE WAS BOUGHT BACK FOR THE SAME CONCERN. \r\nTECH STATES HE HAS DUPLICATED THIS CONCERN A FEW TIMES. WHEN THIS HAPPENS NO CODES WILL SET. THE CODES THAT DID SET, HE THINKS HE MAY HAVE INDUCED THEM WHEN TESTING. \r\nADVISED TECH I WILL REVIEW THIS CASE WITH THE M/C. TECHNICIAN STATES THE COILS AND SPARK PLUGS HAVE BEEN REPLACED. TECHNICIAN HAS NEVER BEEN ABLE TO DUPLICATE THE CONCERN SINCE COIL AND PLUG REPLACEMENT. ADVISED TECHNICIAN TO OBTAIN A DATA RECORDING OF THE EVENT. ADVISED TECHNICIAN THE CONCERN WILL HAVE TO BE FURTHER REVIEWED. TECHNICAL HAS VERIFIED THE PCM POWER AND GROUND FEEDS. THIS CASE HAS BEEN REVIEWED, AND WILL BE FORWARDED FOR ASSISTANCE. THERE ARE FOUR CAIRS CASES ON THE VEHICLE CURRENTLY. TECH HAS CALLED TA AND REQUESTED ASSISTANCE IN CONTACTING THE AGENT THAT REQUESTED THE DATA RECORDING. TECH IS REQUESTING WHAT SPECIFIC ITEMS ARE DESIRED ON THE RECORDING. PLEASE CONTACT TA OR TECH ON WHAT NEEDS TO BE RECORDED. HAVE TECH MAKING NEW RECORDINGS WITH OTHER MODULE DATA IN TEMPLATE. TECH TO CALL ME BACK DIRECTLY AND SEND RECORDINGS TO MY EMAIL. LOSING PCM DATA IN RECORDING. PLUGS AND COILS REPLACED. POWERS AND GROUNDS TO PCM OK. ADVISED TECH TO REPLACE PCM AND RETEST. REPLACING PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011126590

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327510340)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J041661142)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021702

Report#: SSV011126590
Open Date: 01/03/2011
Mileage: 56743
Warr Built Dt: 02/17/2006
Supplier RP:

Zone/Cd: 66-43287
Name: JENKINS CHRYSLER-DODGE-JEEP
Address: HIGHWAY 27 NORTH
 LAFAYETTE, GA 307280668
Phone: 706 638-1662

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING

Service Action: HAROLD, THE MOST COMMON ISSUE WE DO SEE IS WHAT IS REFERRED TO AS THE \ COIL KILLER ISSUE \ . THE FASTEST WAY TO RULE THIS OUT WOULD BE TO FIRST INSPECT THE SPARK PLUGS FOR BEING WRONG TYPE OF PLUGS LIKE PLATINUM S OR AFTERMARKET TYPE, IF SO REPLACE THEM ALL, USUALLY A GOOD IDEA ANYWAY IF ITS NEVER BEEN DONE, SECONDLY EITHER TRY SWAPPING COILS FROM ONE BANK TO THE OTHER OR FIND A DONOR VEHICLE THAT USES THE SAME TYPE OF COIL AND INTERCHANGE THE COILS BETWEEN THE 2 VEHICLES AND RE EVALUATE THE CONCERN. \r\n\r\n I WOULD WORK THE PLUGS AND COILS FIRST, IT COULD ALSO BE A PCM ISSUE, WE HAVE SEEN THIS ISSUE OF STALLING AND U0100 CAUSED BY ANY OF THE THREE.... PLUGS, COILS, PCM. PCM\r\n\r\n\r\n STAR: TECH REPLACED THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011132634

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6266510352)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J276560775)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101103

Report#: SSV011132634
Open Date: 12/31/2010
Mileage: 68783
Warr Built Dt: 10/11/2005
Supplier RP:

Zone/Cd: 42-26016
Name: JIM RIEHL'S FRIENDLY CHRY JEEP
Address: 32899 VAN DYKE AVE
 WARREN, MI 480938139
Phone: 586 979-8700
 877 559-0811

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STARTED AS STALLING AFTER FUEL FILL UP. NOW ALSO HAPPEN AT STOP LIGHTS. FLORIDA VEHICLE. HAD NEW ENGINE INSTALLED IN FLORIDA. DON T KNOW AT WHAT MILAGE

Service Action: JOHN, INSPECT THE EVAP VAPOR CANISTER FOR LOADING(SIGNS OF LIQUID FUEL) AND THE PURGE LINE & PURGE SOLENOID ALSO. IF LIQUID FUEL IS FOUND OR THE CANISTER IS HEAVY, THEN SUSPECT A FUEL TANK CONTROL VALVE ISSUE, THE FUEL TANK MAY REQUIRE REPLACEMENT ALSO WITH ANY COMPONENTS THAT WERE DAMAGED WITH THE LIQUID FUEL THAT ENTERED THE EVAP SYSTEM, YOU CAN BLOW THE LINE DRY WITH COMPRESSED AIR, USE CAUTION WHEN DOING SO. \r\n THIS IS THE MOST COMMON ISSUE REPORTED IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT THEN WHEN THE FUEL LEVEL RECEDES THE PROBLEM GOES AWAY. FUEL ANK, CANISTER AND NVLD\r\n\r\n STAR: TECH REPLACED THE FUEL TANK, CANISTER, NVLD FOR DIE OUT, STALL AFTER FUEL FILL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011097779

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6111111111)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660578)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021501

Report#: SSV011097779
Open Date: 12/29/2010
Mileage: 67092
Warr Built Dt: 02/15/2006
Supplier RP:

Zone/Cd: 71-41080
Name: CARL BURGER'S DODGE CHRYSLER J
Address: 8355 HERCULES ST
 LA MESA, CA 919422921
Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTANT STALLING, ON FREEWAY IT WILL STUMBLE BUT AT STOPS IT WILL STALL. WITH VEHICLE IN PARK AND IDLING VEHICLE STALLED.

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR

IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871

K14443423. PCM REPLACEMENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011129989

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6308510280)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J322560897)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112421

Report#: SSV011129989
Open Date: 12/23/2010
Mileage: 89796
Warr Built Dt: 11/24/2005
Supplier RP:

Zone/Cd: 66-68676
Name: GARBER CHRYSLER DODGE JEEP, IN
Address: 3408 HIGHWAY 17
 GREEN COVE SPRINGS, FL 32043
Phone: 904 284-3023
 904 264-2442

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE HAS BEEN STALLING, HAPPENS MOSTLY WHEN TURNING LEFT BUT HAS NOT STALLED IN TWO WEEKS. ALL SPARK PLUGS & COILS WERE REPLACED PER STAR LINE 79450 FOR THE SAME COMPLINT & AND STILL UNABLE DUPLICATE ENGINE STILLING.

Service Action: ADVISED TO INSPECT THE SPARK PLUGS FOR WEAR, CRACKED PORCELIN, AND CORRECT APPLICATION. ADVISED IF CONCERN STILL EXISTS SWAPP ALL 8 IGNITION COILS FROM A DONOR VEHICLE. CHRISTIAN WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE. UNABLE TO DUPLICATE AFTER 40 MILE TEST DRIVE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011090140

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6074610257)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660019)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042207

Report#: SSV011090140
Open Date: 12/13/2010
Mileage: 28298
Warr Built Dt: 04/22/2006
Supplier RP:

Zone/Cd: 42-44192
Name: SHELBYVILLE CHRYSLER PRODUCTS
Address: 2121 MIDLAND TRAIL
 SHELBYVILLE, KY 40065
Phone: 502 633-7380

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES AFTER FILLING THE FUEL TANK FOR THE FIRST 5 TO 10 STARTS. IT WILL RUN FINE THEN THE IT WILL RUN ROUGH AND DIE.

Service Action:TIM,INSPECT THE VAPOR CHARCOAL CANISTER FOR SIGNS OF LOADING/BEING HEAVY/HAVING LIQUID FUEL IN IT, ALSO CHECK THE PURGE LINE FOR SIGNS OF LIQUID FUEL,IF SO, YOU MAY NEED TO CHECK FOR A FUEL TANK CONTROL VALVE ISSUE AND REPLACE ANY COMPONENTS THAT WERE DAMAGED BY LIQUID FUEL SUCH AS THE PURGE SOLENOID,CANISTER ETC.\nTHE TANK WILL NEED TO BE REPLACED,THIS IS THE MOST COMMON ISSUE WE SEE FOR THIS CONCERN. REPLACED THE FUEL TANK/VAPOR CANISTER/PURGE VALVE. FILE AND TESTED NO MORE RAW FUEL FROM THE PURGE LINE. NOW ENGINE RUNS GOOD ALL THE TIME.\n\nSTAR: TECH REPLACED THE FUEL TANK/VAPOR CANISTER/PURGE VALVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011071867

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510187)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J161560175)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061406

Report#: SSV011071867
Open Date: 12/10/2010
Mileage: 80791
Warr Built Dt: 06/14/2005
Supplier RP:

Zone/Cd: 63-67447
Name: RAM COUNTRY CHRY-PLYM-DODGE-JE
Address: 3611 VETERANS BLVD
 DEL RIO, TX 788402833
Phone: 830 775-7575

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES. SORRY TO BUG YOU ON THIS. WHAT WOULD I NEED TO VIEW ON A RECORDING TO SEE A KILLER COIL ISSUE OR SPARK PLUG ISSUE SHOWS UP INSTALLED KNOWN GOOD SET OF COILS, VEHICLE STILL DIED. PERFORMED RECORDING. I SEE WHERE THE INJECTOR PULSE WIDTH ZEROES OUT. CAN YOU GIVE ME SOME INPUT TO WHAT YOU SEE ON THE RECORDING. AND WHAT I MIGHT BE LOOKING AT. RECORDING IS CALL \ VEHICLE DIES\ CHECKING STATUS. THANK YOU.

Service Action:BRUCE,STAR HAS SEEN A COUPLE OF DIFFERENT ISSUES THAT COULD CAUSE THIS CONCERN,FIRST THING TO CHECK FOR IS ANY WIRING HARNESS ISSUES NEAR THE PARKING BRAKE ACTUATOR HAVE SEEN HARNESS RUBS IN THIS SPOT.ALSO HAVE HAD REPORTS OF THIS ISSUE BEING CAUSED BY ONE OR MORE OF THE SPARK PLUGS OR ONE OR MORE OF THE IGNITION COILS. SEE STAR ON LINE CASE K94202871 USE KEY WORD \ DIE OUT \ IN THE SEARCH BOX.ALSO CHECK FOR AFTERMARKET SPARK PLUGS/PLATINUM PLUGS,ESPECIALLY IF THIS STARTED TO HAPPEN AFTER A SPARK PLUG CHANGE OR TUNE UP.QUICKEST WAY TO RULE OUT THE \ COIL KILLER ISSUE\

WOULD BE TO START BY REPLACING THE SPARK PLUGS IF VEHICLE NEEDS IT AND RETEST,IF DIE OUT CONTINUES THEN FIND A DONOR SET OF COILS FROM ANOTHER VEHICLE,SWAP ALL THE COILS AND RE-TEST.IF THE PROBLEM STILL PERSISTS THEN IT COULD JUST SIMPLY BE A PCM ISSUE.ALSO YOU CAN DATA RECORD THE DIE IF DESIRED A COIL KILLER WILL SHOW UP IN RECORDING.THANKS. BRUCE,YOUR NEVER BUGGING US THIS IS WHY WE ARE HERE FOR YOU....NOW,WHAT YOU WILL BE LOOKING FOR IN THE RECORDING IF YOU CAPTURE IT IS ALOT OF THE VARIOUS DATA PARAMETERS WILL SIMPLY TO TURN TO DASH LINES,RUN COUNTER WILL BE RESETTING,ALSO THE RPM PARAMETER WHEN GRAPHED WILL HAVE BLANK SECTIONS IN IT.\r\n\r\nSOME TECHS CAN OBSERVE THIS ALL ON A ROAD TEST WHEN VIEWED WITH THE STAR SCAN.IF YOU GET A RECORDING,NEED HELP TELLING WHETHER OR NOT YOU HAVE THIS CONDITION UPLOAD IT TO US,WE WILL BE MORE THAN HAPPY TO TELL WHAT WE THINK. BRUCE,I WILL REVIEW THE RECORDINGS AND LET YOU KNOW WHAT WE SEE. BRUCE,WILL TRY TO REVIEW THE RECORDINGS TODAY AND GET BACK TO YOU A.S.A.P. BRUCE,FROM WHAT I SEE IN THE RECORDINGS YOU SUBMITTED IT LOOKS LIKE THE TYPICAL COIL KILLER SCENARIO,SO AT THIS POINT IF YOU HAVE SWAPPED OUT ALL THE COILS,ALL THAT WE ARE LEFT WITH IS THE SPARK PLUGS WHICH COULD ALSO CAUSE THIS ISSUE,CHECK FOR AFTERMARKET SPARK PLUGS OR PLATINUM TYPE PLUGS WHICH COULD CAUSE THIS.IF THE PLUGS ARE WORN, OLD, ORIGINAL YOU MAY WANT TO REPLACE THEM TO RULE THIS OUT,OTHERWISE IF SPARK PLUGS AND COILS ARE NOT SUSPECT AND HAVE BEEN RULED OUT THE NEXT STEP WOULD BE TO REPLACE THE PCM AFTER CONFIRMING THE PCM POWERS AND GROUNDS ARE GOOD. CHECKED POWER AND GROUNDS (OK). REPLACED PCM.\r\n\r\n\r\nSTAR: TECH REPLACED THE PCM FOR THE U0100-DIE OUT ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011047431

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143510264)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146561319)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060602

Report#: SSV011047431
Open Date: 12/07/2010
Mileage: 1101
Warr Built Dt: 06/06/2005
Supplier RP:

Zone/Cd: 66-56904
Name: DADELAND DODGE CHRYSLER JEEP
Address: 16501 SOUTH DIXIE HIGHWAY
 MIAMI, FL 33157
Phone: 305 278-9994

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR STALLS OUT AT ANYTIME. GAUGES DROP OUT AND ALL MALFUNCTION LIGHTS COME ON. SWAPPED COILS, REPLACED 16 SPARK PLUGS AND TEST DROVE, VEHICLE CONTINUES TO DIE OUT WITH ALL WARNING LIGHT COMING ON THE DASH. VEHICLE WILL START BACK UP WITH NO HESITATION. WHEN START BACK UP, AT TIMES THE IDLE WILL RACE. AS A TEST WE ALSO REPLACED THE IGNITION SWITCH. CHECKED THE ADAPTIVES RIGHT AFTER STALLING AND THERE ARE COUNTING LONG AND SHORT TERMS, VEHICLE STILL CONTINUES TO STALL WITH THESE CODES PCM: P0700, ABS: U0100 AND C121C, ESM: U0100, TCM: U0100 U0002 U0103, DDM: B1859, EOM: U0019, FCMCGW: U0103 U0100, PDM: B1864

Service Action: ADVISED TO MONITOR FOR EVIDENCE OF THE PCM RESETTING WHEN THE CONCERN OCCURS. ADVISED TECHNICIAN POSSIBLE EMF INTERFERRENC CAUSED BY THE IGNITION SYSTEM. ADVISED TO SWAPP THE IGNITION COILS FROM A DONOR VEHICLE. ADVISED TO INSPCT THE SPARK PLUGS FOR CRACKS, CARBON TRACKIN, AND

CORRECT APPLICATION. BASED ON YOUR SYMPTOMS PCM REPLACEMENT WOULD BE RECCOMENDED AT THIS TIME. COIL DRIVER DAMAGE WILL OCCUR TO THE PCM OVER TIME WITH POSSIBLY FAULTY COILS. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011071286

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6177510045)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J209560833)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081103

Report#: SSV011071286
Open Date: 12/07/2010
Mileage: 30056
Warr Built Dt: 08/11/2005
Supplier RP:

Zone/Cd: 74-44304
Name: JOHNSON AUTO PLAZA INC
Address: 12410 EAST 136TH AVENUE
 BRIGHTON, CO 80601
Phone: 303 654-1940
 720 685-1026

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING, ENGINE STUMBLE

Service Action: CALLED TECH, TECH STATES THAT THE IGNITION COILS HAVE BEEN REPLACED WITH NEW COILS. TECH STATES THAT THE PLUGS HAVE ALSO BEEN REPLACED. ADVISED TECH TO REPLACE THE PCM AND RE-EVALUATE. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011052769

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6238510672)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J203561210)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 091710

Report#: SSV011052769

Open Date: 12/06/2010

Mileage: 90206

Warr Built Dt: 09/17/2005

Supplier RP:

Zone/Cd: 70-60023

Name: AIRPARK DODGE CHRYSLER JEEP

Address: 7801 E FRANK LLOYD WRIGHT BLVD
SCOTTSDALE, AZ 852601002

Phone: 480 556-7400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AND CHECK ENGINE LIGHT ON STALLS WITH TRANSDUCER UNPLUGGED OR PLUGGED IN AND WITH AC OFF. HAVING TROUBLE SENDING DATA RECORDINGS. WHEN I CLICK ON UPLOAD TO SUPPORT, I GET A MESSAGE THAT SAYS RECORDING UPLOAD FAILED. WHAT AM I DOING WRONG SENT RECORDINGS AGAIN WITH SAME FAILURE MESSAGE AND WILL TRY AGAIN LATER. HAVE NEVER SENT RECORDINGS WITH WITECH BEFORE. I AM SENDING THEM FROM THE FLIGHT RECORDER SCREEN AND CLICKING ON UPLOAD TO SUPPORT. ANY OTHER WAY TO SEND THEM SENT RECORDINGS TO MJN32 CHRYSLER.COM FROM JFORDIANI VTAIG.COM CORRECT RECORDINGS NOW SENT....SORRY! GOT VEHICLE TO DIE IN THE BAY AND FROZE SCOPE READINGS OF TPS #1 AND #2. THERE IS SOME GLITCHES IN BOTH SIGNALS. I CAN EMAIL A PIC OF THE SCOPE TO PREVIOUS EMAIL IF NEEDED FOR YOUR REVIEW. THROTTLE BODY REPLACED AND VEHICLE STALLED AFTER A 30 MILE TEST DRIVE. WHAT NOW EMAILED RECORDINGS OF FCM DURING STALLING. STRANGE SPIKES FROM THE RPM AND VSS. ANY NEW THOUGHTS IGNITION STATE STAYS THE SAME EMAILED RECORDING TO

KEH43 CHRYSLER.COM SENT ORIGINAL PCM RECORDINGS TO KEH43 CHRYSLER.COM LOAD TESTED POWER AND GROUND CIRCUITS TO PCM CONNECTORS WITH HEAD LIGHT BULB. WIGGLE TESTED ENGINE HARNESS AGAIN AND MADE SURE IT WAS NOT ROUTED OVER AND IGNITION COILS. ENGINE RUN TIME COUNTER RESETS TO ZERO WHEN CAR DIES. ARE WE LOOKING AT A PCM NOW

Service Action:IT. ADVISED POSSIBLE PCM. REPLACED THE PCM AND ROAD TESTED FRIDAY WITH NO STALLING. RELEASED CAR FRIDAY EVENING AND HAVE NOT HEARD BACK FROM THE CUSTOMER SO IT MUST BE FIXED! JOHN, I WANT YOU TO SEE IF THE FUEL ADAPTIVES RESET AFTER A DIE OUT. IF SO THEN UNPLUG THE A/C PRESSURE TRANSDUCER AND RE-EVALUATE. ALSO IF THE CONDITION CAN NOT BE PINPOINTED DATA RECORDED THE CONDITION AND SEND THE DATA RECORDINGS IN. JOHN, TRY SENDING THEM AGAIN. AT THIS POINT THEY HAVE NOT MADE IT HERE YET BUT I HAD ONE SITUATION WHERE THE TECH GOT THE SAME MESSAGE AND THEN THE RECORDING CAME THROUGH LIKE TEN TIMES SO TRY IT AGAIN AND I WILL CHECK FOR THE RECORDINGS TOMORROW. JOHN, THERE IS NO OTHER WAY TO SEND THE RECORDINGS. YOU ARE DOING IT THE RIGHT WAY. I HAVE A FEELING THAT THEY ARE UPLOADING SO JUST HANG TIGHT I WILL CONTACT YOU IF THEY DO NOT COME THROUGH TOMORROW. JOHN, THE RECORDINGS DID NOT COME THROUGH. I WANT YOU TO E-MAIL THE RECORDINGS TO ME, MY E-MAIL IS MJN32@CHRYSLER.COM. THANK YOU. (PLEASE RESUBMIT THIS TICKET ONCE YOU SENT THE E-MAIL) JOHN, I RECEIVED THE RECORDINGS AND I WILL REVIEW THEM THIS AFTERNOON. I WILL CALL YOU TO DISCUSS MY FINDINGS. JOHN, THE RECORDINGS THAT CAME IN ARE FOR A DIFFERENT VIN. PLEASE RESEND AND RESUBMIT WHEN SENT. RECEIVED THE DATA RECORDINGS, REVIEWED. CALLED TECH, ADVISED TECH TO ALSO LAB SCOPE THE TPS. ADVISED TECH TO REPLACE THE PCM AND RE-EVALUATE. JOHN, AT THIS POINT LOAD TEST AND VOLTAGE DROP TEST THE WIRING TO THE THROTTLE BODY. IF NO ISSUES ARE FOUND REPLACE THE THROTTLE BODY AND RE-EVALUATE. JOHN, AT THIS POINT I AM GOING TO ESCALATE THE CASE TO A MASTER CONSULTANT FOR REVIEW. HE WILL CONTACT YOU ON MONDAY AFTERNOON. CALLED JOHN ON THE PHONE AND ASK HIM TO WATCH THE IGNITION SENSE IN THE FCM AND IF IT DROPS OUT AND STALLS THEN PUT IN A NEW FCM. ADVISED TECH WILL CALL BACK ON WEDNESDAY. JOHN E MAIL ME THE DATA RECORDING OF THE FCM TO KEH43@CHRYSLER.COM JOHN SEND ME THE RECORDING AGAIN OF THE ENGINE THAT YOU SENT THE FIRST TIME TO MY ADDRESS KEH43 JOHN I WILL LOOK AT THESE RECORDINGS AND CALL YOU ON WEDNESDAY CALLED JOHN AND HE HAS PUT ON NEW COILS AND PLUGS WITH NO CHANGE. ADVISED THE THE DATA RECORDINGS LOOK LIKE THE PCM IS SHUTTING OFF AND WANT YOU TO VERIFY THAT WITH THE RUN TIMER NUMBERS. AND ALSO CHECK THE ENGINE HARNESS FOR BEING TOO CLOSE TO THE COILS AND LOAD TEST THE POWERS AND GROUNDS WITH A FOG LAMP BULB. AND THEN LET ME KNOW IF ANYTHING IS FOUND. CALLED JOHN THE PCM IS SHUTTING OFF. HAS NEW COILS AND NEW PLUGS STILL DOES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011060220

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610457)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088661539)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041118

Report#: SSV011060220
Open Date: 12/06/2010
Mileage: 5858
Warr Built Dt: 04/11/2006
Supplier RP:

Zone/Cd: 70-25034
Name: DISHMAN DODGE RAM CHRYSLER JEE
Address: EAST 7700 SPRAGUE AVENUE
 SPOKANE, WA 99212
Phone: 800 457-6500
 509 924-3250

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES INTERMITTANTLY, OCCASIONALLY SETS U0101 IN THE TCM. STARTS RIHT BACK UP AFTER DIEING, NOTE THIS IS A POLICE VEHICLE AND APPERANTLY HAS BEEN UNDER WATER UP TI THE WINDSHIELD

Service Action: JOHN OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM, AND IF RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE SPARK PLUG OR PLATINUM PLUGS HAVE CAUSED THIS CONCERN ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO THE COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND

IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION FOUND OUT POLICE VEHICLE WENT UNDER WATER DURING A PURSUIT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010993630

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6174510243)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J193560321)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080103

Report#: SSV010993630
Open Date: 12/01/2010
Mileage: 72426
Warr Built Dt: 08/01/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS, DASH LIGHTS COME ON THE TCM NOT THE PCM WAS REPLACED, BUT PREVIOUSLY U0100 CODE HAD BEEN ERASED AND DID RESET, IT WAS THE ONLY CODE PRESENT, VEHICLE STARTS RIGHT BACK UP.

Service Action:STAR ADVISED TECHNICIAN THAT IF IT HAS NOT ACTED UP AFTER REPLACING THE PCM THEN TEST DRIVE TO SEE IF ABLE TO GET CODE BACK OR STALLING. ADVISED IF NOT THEN LET CUSTOMER HAVE VEHICLE. STAR ADVISED TECHNICIAN TO CHECK THE POWERS AND GROUNDS TO THE TCM AND PCM. ADVISED TO CHECK THE CONNECTORS AT THE PCM AND TCM. ADVISED TO MAKE SURE THAT THE TCM HAS THE LATEST UPDATES. XXXXXXXXXXXXXXXXX

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011051281

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6235510242)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J249560370)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091219

Report#: SSV011051281
Open Date: 12/01/2010
Mileage: 55485
Warr Built Dt: 09/12/2005
Supplier RP:

Zone/Cd: 71-67086
Name: CHASE CHRYSLER JEEP
Address: 2979 AUTO CENTER CIRCLE
 STOCKTON, CA 952122830
Phone: INACTIVE
 209 956-7600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS

Service Action: JAIME, WE AT STAR NEED MORE INFORMATION. WHEN DOES STALLING HAPPEN IS THE VEHICLE AN EASY RESTART. HAVE ANY PARTS BEEN REPLACED WHAT DIAG HAS BEEN DONE MAKE SURE THE PCM IS UP TO DATE. HAVE THE SPARK PLUGS BEEN REPLACED ADVISE TO TRIED TO DUPLICATE FIRST, TAKE DATA RECORDINGS, CHECK CONDITION OF THE SPARK PLUGS, CHECK EVAP SYSTEM FOR LIQUID FUEL, CHECK EGR VALVE FOR STICKING, CHECK CASE K94202871, PCM RESETTING. DECLINED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011053637

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6322510597)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J350560081)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010402

Report#: SSV011053637
Open Date: 11/29/2010
Mileage: 52517
Warr Built Dt: 01/04/2006
Supplier RP:

Zone/Cd: 70-43194
Name: KARMART CHRYSLER JEEP DODGE
Address: 660 AUTO BLVD
 BURLINGTON, WA 98233
Phone: 360 757-2273

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIES AT IDLE AT TIMES

Service Action:BRAD,A COMMON ISSUE WE DO SEE FOR STALLING/DIE OUTS IS WHAT IS REFERRED TO AS THE \ COIL KILLER ISSUE\ .THE FASTEST WAY TO RULE THIS OUT WOULD BE TO FIRST INSPECT THE SPARK PLUGS FOR BEING WORN OR AFTERMARKET TYPE SPARK PLUGS BEING INSTALLED, IF SO REPLACE THEM ALL,USUALLY A GOOD IDEA ANYWAY IF ITS NEVER BEEN DONE,SECONDLY IT IS ALSO CAUSED BY ONE OR MORE OF THE IGNITION COILS,FEW WAYS TO DRILL IT DOWN.... EITHER TRY SWAPPING ONE BANK OF COILS AT TIME, FIND A DONOR VEHICLE THAT USES THE SAME TYPE OF COIL AND INTERCHANGE ALL THE COILS BETWEEN THE 2 AND RE EVALUATE THE CONCERN.OR SOME TECHS GET ONE NEW COIL FROM PARTS AND SWAP OUT ONE COIL AT A TIME. COIL\ \ \ \ \ STAR: TECH FOUND IGNITION COIL CAUSING THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011017965

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6131510115)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138561180)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060118

Report#: SSV011017965
Open Date: 11/19/2010
Mileage: 64425
Warr Built Dt: 06/01/2005
Supplier RP:

Zone/Cd: 35-44237
Name: MUSSELMAN'S DODGE INC
Address: 5717 BALTIMORE NATIONAL PIKE
 BALTIMORE, MD 212281701
Phone: 410 744-7400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
07	COOLING	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AND WONT ACCELERATE OVER 55MPH. RE14MCC4 SPARK PLUGS

Service Action:BRIAN,\r\n\r\nI BELEIVE THAT THE CODE IS SETTING DUE TO THE DIE OUT. I WANT YOU TO SWAP THE COILS IN FROM A KNOWN GOOD VEHICLE AND SEE IF THE CODITION REMAINS. ALSO WOULD LIKE TO KNOW THE PART NUBER OF THE SPARK PLUGS THAT WERE INSTALLED IN THE MOTOR. BRIAN,\r\n\r\nI JUST WANTED TO MAKE SURE THAT THE PLUGS THAT WERE INSTALLED WERE CORRECT FOR THE MOTOR AND THEY ARE. SO AT THIS POINT SWAP ALL THE COILS AND SEE IF THE DIE OUT CONDITION GOES AWAY. NOTHING YET. WAITING FOR VEHICLE TO COME BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011052855

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336510189)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J350560057)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010417

Report#: SSV011052855
Open Date: 11/17/2010
Mileage: 20552
Warr Built Dt: 01/04/2006
Supplier RP:

Zone/Cd: 35-68849
Name: HERITAGE CHRYSLER DODGE JEEP R
Address: 9219 HARFORD ROAD
 BALTIMORE, MD 21234
Phone: 410 661-3400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING WITH FUEL CAR WILL STALL AFTER A MILE AND KEEP DOING THIS REPEATEDLY UNTIL FUEL GOES DOWN WILL DO AND LET YOU KNOW REMOVED CANISTER RAW FUEL RAN ON FLOOR WE WILL REPLACE TANK,CANISTER,AND NVLD PUMP. DID NOT MAKE IT TO THE PURGE VALVE THANKS FOR THE HELP...

Service Action: JOHN,INSPECT THE EVAP VAPOR CANISTER FOR LOADING(SIGNS OF LIQUID FUEL) AND THE PURGE LINE & PURGE SOLENOID ALSO.IF LIQUID FUEL IS FOUND OR THE CANISTER IS HEAVY,THEN SUSPECT A FUEL TANK CONTROL VALVE ISSUE,THE FUEL TANK MAY REQUIRE REPLACEMENT ALSO WITH ANY COMPONENTS THAT WERE DAMAGED WITH THE LIQUID FUEL THAT ENTERED THE EVAP SYSTEM,YOU CAN BLOW THE LINE DRY WITH COMPRESSED AIR,USE CAUTION WHEN DOING SO. JOHN, THANKS FOR THE UPDATE,THIS IS THE MOST COMMON ISSUE REPORTED FOR THIS CONCERN.... JOHN,GLAD YOU FOUND THE PROBLEM....PLEASE CLOSE THE CASE IF THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY.FOR A TUTORIAL ON THE

CASE CLOSING PROCEDURE,CLICK ON THE \u0093NEW PROCESS\u0094 LINK IN TECH CONNECT.OR IF MORE HELP IS NEEDED LET US KNOW.\r\nTHANKS. FUEL TANK NVLD PUMP AND CANISTER\r\n\r\nSTAR: TECH REPLACED THE NVLD AND VAPOR CANISTER AND FUEL TANK,FOR STALL AFTER FUEL FILL EVENT,FAILED FUEL TANK CONTROL VALVE ON FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010994829

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132510432)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J130560819)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052523

Report#: SSV010994829
Open Date: 11/10/2010
Mileage: 75910
Warr Built Dt: 05/25/2005
Supplier RP:

Zone/Cd: 71-65940
Name: FRESNO CHRYSLER DODGE JEEP RAM
Address: 6162 N BLACKSTONE AVE
 FRESNO, CA 937105010
Phone: 559 225-2100
 559 431-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT WHILE DRIVING, SOMETIMES STARTS RIGHT BACK UP OTHER TIMES STARTS AND DIES OUT REPLACED PCV VALVE, VERIFIED CORRECT SPARK PLUGS, CONDITION DID NOT ACT UP FOR A FEW DAYS SO CUSTOMER TOOK VEHICLE WITH STARMOBILE AS COPILOT CONNECTED, CAME BACK WITH SAME DIEOUT COMPLAINT AND HAS 4 RECORDINGS, UPLOADED ALL 4 RECORDINGS TO STAR CENTER, FOUND ERRATIC READINGS FROM FCM WHEEL SPEED COMPARED TO TCM WHEEL SPEED, BARO DROPS FROM 30.03 TO 28.03 INSTANTLY, CURRENT FUEL SHUT OFF AND ENG RUN TIME RESET, CYLS 1,4,6&7 INJECTOR PULSE WIDTH GO TO ZERO, MAP RAW 5V, AUX 5V, SYNC STATUS, VEHICLE SPEED HAVE OPEN GAPS IN RECORDINGS, DID NOT SWAP IGN COILS YET COULD COILS CAUSE THESE ERRATIC RECORDINGS UNABLE TO FIND VEHICLE TO SWAP COILS WITH, SERVICE MANAGER ROAD TESTED WITH COPILOT AND VEHICLE ACTED UP OVER AND OVER, UPLOADED NEW RECORDINGS TO STAR, THESE RECORDINGS HAVE THE SAME OPEN GAPS IN GRAPH READINGS AND UNREAL IMPOSSIBLE SENSOR VALUE CHANGES (BARO INSTANTLY GOING UP AND DOWN) SERVICE

MANAGER STATED AFTER DYING OUT AND ENG RESTARTED IT TOOK 6-10 SECONDS FOR TRANS TO ENGAGE DRIVE AFTER PUTTING SHIFTER IN D, IS THIS TRANS ENGAGEMENT CONDITION ALSO RELATED TO COIL KILLER SYMPTOMS

Service Action:WAYNE , ADVISE TO REMOVE AND INSPECT FOR INCORRECT SPARK PLUG APPLICATION , THIS CONDITION CAN BE RELATED TO PLATINUM PLUGS OR FAULTY IGNITION COILS . ADVISE TO CHECK THE PCV VALVE OPERATION FOR A STICKING CONDITION . ADVISE TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE IF THE SPARK PLUGS ARE CORRECT . ADVISE TO SMOKE TEST THE INTAKE THRU THE BRAKE BOOSTER HOSE TO CHECK FOR VACUUM LEAKS . WAYNE,STAR REVIEWED THE RECORDINGS....YES THIS IS WHAT A TYPICAL \ COIL KILLER\ LOOKS LIKE.....STAR SUGGESTS FINDING A DONOR VEHICLE THAT USES THE SAME COIL FIRST,COUPLE OF WAYS TO NARROW IT DOWN WOULD BE TO EITHER SWAP ALL THE COILS OUT,OR SWAP ONE BANK AT A TIME,OR SWAP ONE COIL AT A TIME.BUT MAKE SURE THE SPARK PLUGS ARE OEM TYPE AND IN GOOD CONDITION FIRST.BECAUSE WE HAVE SEEN THIS SIMPLY CAUSED BY AFTERMARKET SPARK PLUGS ALSO. WAYNE,YES, THIS WOULD BE THE NEXT THING TO TRY.IF YOU DO NOT HAVE A DONOR VEHICLE AND THE SPARK PLUGS ARE OEM TYPE THEN GET ONE NEW COIL FROM PARTS AND SWAP ONE AT TIME SINCE THE CONCERN CAN BE REPLICATED.\r\nOR SOMETIMES OTHER TECHS REPORT JUST SWAPPING THE COILS FROM ONE BANK TO THE OTHER SOMETIMES CORRECTS THE CONCERN. TECHNICIAN REPLACED THE IGNITION COILS, AND SPARK PLUGS. ADVISED TECHNICIAN POSSIBLE PCM ISSUE. REPLACED PCM, ROAD TESTED 36 MILES WITH NO PROBLEMS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010989397

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6033610294)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J291570734)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030816

Report#: SSV010989397
Open Date: 11/05/2010
Mileage: 58133
Warr Built Dt: 03/08/2006
Supplier RP:

Zone/Cd: 42-43427
Name: NORRIS-NORTHUP DODGE INC
Address: 252 UPPER RIVER ROAD
 GALLIPOLIS, OH 456311106
Phone: 740 446-0842

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHEN DRIVING ABS SES OIL THROTTLE LIGHTS COME ON

Service Action: DOUGLAS, I CHECKED FOR YOUR RECORDINGS THEY HAVE NOT YET MADE IT THROUGH, I WILL RECHECK FOR THEM IN APPROX 1 HOUR SOMETIMES IT TAKES SOME TIME FOR THEM TO ARRIVE THROUGH OUR FIRE WALL. STAR WILL CONTACT YOU AFTER THEY ARE REVIEWED. DOUGLAS, AFTER REVIEWING YOUR DATA RECORDINGS YOU SEEM TO HAVE A \ COIL KILLER\ SCENARIO. THE MOST NOTORIOUS PROBLEM WE SEE WHEN THIS CONDITION HAPPENS IS IT IS EITHER SPARK PLUG OR IGNITION COIL RELATED. SO, THE FIRST THING TO CHECK FOR, SPARK PLUGS.... MAKE SURE THEY ARE OEM AND IN GOOD SHAPE, SOME AFTERMARKET TYPES WILL CAUSE THIS PROBLEM ALONE, SECONDLY AND THERE IS FEW WAYS TO DRILL DOWN THE COIL ISSUE, FIRST AND FASTEST IS TO SWAP ALL THE COILS OUT WITH A KNOWN GOOD RUNNING HEMI THAT USES THE SAME COIL, OR SWAP ONE BANK AT TIME OR START SWAPPING ONE AT TIME TILL THE PROBLEM GOES AWAY. DOUGLAS, SCOTT, PLEASE CLOSE THE CASE IF

THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY.FOR A TUTORIAL ON THE CASE CLOSING PROCEDURE,CLICK ON THE \u0093NEW PROCESS\u0094 LINK IN TECH CONNECT.OR IF MORE HELP IS NEEDED LET US KNOW.\r\nTHANKS.
#8 COIL\r\n\r\nSTAR: TECH REPORTS #8 IGNITION COIL WAS CAUSING THE DIE OUT CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011021318

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660427)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021422

Report#: SSV011021318
Open Date: 11/05/2010
Mileage: 42979
Warr Built Dt: 02/14/2006
Supplier RP:

Zone/Cd: 66-60444
Name: CHRYSLER JEEP DODGE OF NORTH
Address: 909 S. FEDERAL HWY
 POMPANO BEACH, FL 330627048
Phone: 954 943-6700
 954 943-0244

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITENT STALLING CODE U0100

Service Action:ADVISE TO CHECK IGNITION SYSTEM, CHECK CONDITION OF THE SPARK PLUGS, CHECK STAR ON LINE CASE K94202871 FOR MORE INFORMATION. REPLACED SPARK PLUGS AND COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413833047781

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57296H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6236510705)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J242560786)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090821

Report#: 413833047781
Open Date: 11/02/2010
Mileage: 62983
Warr Built Dt: 09/08/2005
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
RL606839AD	MODULE -POWERTRAIN CONTROL	1	317.80	N	01/01/0001

Labor Information

LOP	LOP Description	Cost	Fail Cd
08190601	NO DESC AVAIL	40.85	NP

Service Narrative Information

Customer Comment:CUSTOMER STATES CHECK ENGINE LIGHT ON VEHICLE IS HAVING TROUBLE STALLING OUT ACUSTOMER STATES CHECK ENGINE LIGHT ON VEHICLE IS HAVING TROUBLE STALLING OUT A

Service Comment:SCAN TEST FOUND P0700,C121C,U1408,U0100,B210D,PERFORM ALL NECESSARY BASED ON CSCAN TEST FOUND P0700,C121C,U1408,U0100,B210D,PERFORM ALL NECESSARY BASED ON C

Service Action:REPLACE PCM,DOWNLOAD FLASH,REPROGRAM ALL OTHER INFO NEEDED ROAD TESTED OK. REPLACE PCM,DOWNLOAD FLASH,REPROGRAM ALL OTHER INFO NEEDED ROAD TESTED OK.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011019294

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6126510544)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123560555)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051410

Report#: SSV011019294
Open Date: 11/04/2010
Mileage: 14416
Warr Built Dt: 05/14/2005
Supplier RP:

Zone/Cd: 66-45035
Name: CROWN DODGE OF FAYETTEVILLE
Address: 436 NORTH MCPHERSON CHURCH ROA
 FAYETTEVILLE, NC 28303
Phone: 910 864-2411

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALLS AT NO PARTICULAR MILAGE DROVE 100 MILES DID NOT STALL.NOTICE THAT HAD TO TURN KEY ALL THE WAY OFF AND BACK TO INGAGE STARTER.
 NO CODES.

Service Action:LEROY,THE MOST COMMON ISSUE WE SEE FOR DIE OUTS ON THIS VEHICLE IS WHAT IS REFERED TO AS THE COIL KILLER ISSUE.\r\nCOUPLE THINGS CAN CAUSE THIS ONE,OBVIOUSLY COILS THE OTHER IS SPARK PLUGS.WHAT WE USUALLY RECOMMEND IS MAKING SURE THE PLUGS ARE OEM TYPE MOPAR,SOMETIMES AFTERMARKET OR WORN OUT PLUGS CAN CAUSE THIS ISSUE ESPECIALLY IF SOMEONE RECENTLY REPLACED THE SPARK PLUGS WOULD BE A TIP OFF.\r\nA FEW WAYS TO ISOLATE THE COILS,ONE WAY SWAP ALL THE COILS WITH A DONOR VEHICLE IS THE QUICKEST WAY TO RULE A COIL KILLER OUT,OR SWAP ONE BANK AT TIME,OR SOMETIMES SWITCHING THE COILS BETWEEN BANKS WORKS ON OCCASIONS,OR SWAP ONE COIL AT TIME HAS BEEN DONE BUT WILL TAKE LONGER.\r\nANOTHER OPTION WOULD BE GET A DATA

RECORDING OF THE DIE OUT,A COIL KILLER WILL APPEAR IN THE RECORDING. COILS\r\n\r\nSTAR: TECH REPLACED THE COILS CAUSING THE STALL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010990833

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6187511665)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560288)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080911

Report#: SSV010990833
Open Date: 11/03/2010
Mileage: 28715
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 66-67920
Name: GALEANA CHRYSLER JEEP INC
Address: 180 GREYSTONE BLVD
 COLUMBIA, SC 292108003
Phone: 803 779-7300

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE SHUTS OFF AT IDLE VEHICLE IS STILL SHUTTING OFF WITH NEW PLUGS. SEEMS TO ONLY HAPPEN WHEN VEHICLE IS COLD. DOES NOT SEEM TO HAPPEN WHEN VEHICLE GETS TO OPERATING TEMP. FOUND NO CHAFFING AT THE PARKING BRAKE ACTUATOR I AM NOT GETTING THE CODE U0100 ANY LONGER. DID A RESTORE VEHICLE CONFIGURATION AND VEHICLE HAS ONLY CUT OFF ONCE SINCE THEN SO FAR. HAVE NOT DONE A DATA RECORDING WITH THE WITECH BEFORE. HOW DO I HOOK IT UP AND DO ONE SENT 4 DATA RECORDINGS OF THIS VEHICLE. SENT ANOTHER DATA RECORDING. CODE U0100 RETURNED AND GOT CODE P2171 IN PCM NOW ALSO ADN IDLE IS RACING AT 1500 RPM S THE CODE IS A P2172. I HIT THE WRONG KEY. USUALLY THAT WOULD BE THE BLUE O-RING FOR THE EGR VALVE BUT I HAVE SPRAYED THE WHOLE INTAKE AND EGR VALVE AND VEHICLE DOES NOT SEEM TO HAVE A VACUUM LEAK ON IT HAVE NOT REPLACED PCM AS OF YET

Service Action:JAMES,CHECK FOR WIRE HARNESS CHAFS AROUND THE PARKING BRAKE ACTUATOR.YOU MAY NEED TO DATA RECORD THE ISSUE,REPLACE ALL THE SPARK PLUGS FOR

GOOD MEASURE IF COILS WERE RULED OUT. OR COULD HAVE A POSSIBLE PCM ISSUE. . JAMES,ARE YOU STILL SETTING U0100 AND IF SO WHAT MODULES ARE SETTING/STORING THIS FAULT HAVE YOU RUN THE PUBLISHED DIAGNOSTICS. JAMES,GET A DATA RECORDING OF THE DIE OUT. JAMES,PLEASE REFER TO THE WI-TECH KNOWLEDGE BASE, I HAVE PLACED THE SITE ADDRESS HERE [HTTP://KB.DCCTOOLS.COM/](http://KB.DCCTOOLS.COM/) YOU CAN COPY AND PASTE IT INTO YOUR BROWSER.IT ALSO CAN BE ACCESSED FROM THE WI-TECH APPLICATION. JAMES, I WILL REVIEW THE RECORDINGS WHEN THEY ARRIVE AND CONTACT YOU IF ANYTHING IS SEEN IN THE DATA RECORDINGS YOU SUBMITTED. JAMES,STAR HAS ONLY RECEIVED 2 RECORDINGS.....I HAVE REVIEWED BOTH,YOU DID NOT INCLUDE ENOUGH DATA PARAMETERS IN THE TEMPLATE,PLEASE INCLUDE AS MANY PARAMETERS AS POSSIBLE ALL THE BASICS AND ENGINE RPM,ENGINE RUN TIME,COIL BURN TIMES ETC. ARE NEEDED WHICH IS IN NEITHER RECORDING YOU SUBMITTED.THE ONE RECORDING LOOKS LIKE THE COIL KILLER ISSUE.DID YOU FOR SURE SWAP OUT ALL THE COILS WITH A KNOWN GOOD RUNNING VEHICLE THAT USES THE SAME COIL REPLACE THE SPARK PLUGS LET US KNOW WHEN YOU RESUBMIT NEW RECORDINGS WITH A NEW TEMPLATE.THANKS. JAMES,WILL REVIEW MORE RECORDINGS & LET YOU KNOW WHAT WE FIND. JAMES,STAR HAS REVIEWED THE RECORDINGS....IF YOU HAVE INDEED SWAPPED OR REPLACED,RULED OUT IGNITION COILS AND THE SPARK PLUGS ARE INDEED OEM TYPE NOT AFTERMARKET SPARK PLUGS.THEN STAR WOULD SUGGEST LOAD TESTING THE PCM POWER AND GROUNDS, YOU COULD HAVE A PCM ISSUE YOU MAY NEED REPLACE IT.ALSO THE CODE P2171 YOU STATED YOU HAVE DOES NOT SEEM TO EXIST WHAT IS THE DEFINITION OR WAS IT TYPED INCORRECTLY JAMES,HAVE YOU REPLACED THE PCM YET JAMES,IF YOU HAVE CONFIRMED PCM POWER,GROUNDS,BUS THEN THE NEXT STEP AT THIS POINT WOULD BE TO REPLACE THE PCM IF THERE ARE NO AFTERMARKET ACCESSORIES OR MODIFICATIONS TO THE VEHICLE.UNLESS THERE IS A WIRING OR HARNESS ISSUE ON THE VEHICLE THAT YOU CANNOT LOCATE. CLEANED AND UPGRADED GROUNDS AND REPLACED PCM AND PROGRAMMED

STAR: TECH REPLACED AND PROGRAMMED THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011006143

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510269)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220560990)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081703

Report#: SSV011006143
Open Date: 11/03/2010
Mileage: 55262
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 42-66079
Name: MCINERNEY'S WOODHAVEN CHRYSLER
Address: 23940 ALLEN ROAD
 WOODHAVEN, MI 48183
Phone: 734 362-3100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE CUTS OUT, STALLS INTERMITTENTLY, WILL RESTART BUT TAKES LONGER THEN NORMAL FOR TRANS TO ENGAGE DRIVE, THROTTLE LIGHT FLASHING ON PRIOR SET FAULT IN TCM FOR LOSS OF PCM. THIS TIME ENG. LAMP ON FOR T-STAT, UPLOADED FREEZE FRAME TO STAR STILL WAITING TO HERE FROM CONSULANT, WHAT TO ADD I DROVE VEHICLE 30 MILES SO FAR AND WAS UNABLE TO DUPLICATE STALLING AND THE FAULT THAT TCM USED TO SET FOR LOSS OF PCM WAS NEVER SET ON THIS VISIT ONLY P0128 THAT WASN T PRESENT IN THE PAST

Service Action:NICHOLAS I AM GOING TO ESCALATE THIS CASE TO OUR MASTER CONSULANT AND HE WILL CALL YOU.
 THIS HAS A PREVIOUS STAR CASE #10961622 I JUST TALK WITH THE MASTER CONSULANT AND HE WILL BE CALLING YOU. ADVISED TECHNICIAN TO SWAPP THE IGNITION COILS. ADVISED TO INSPECT THE SPARK PLUGS FOR CRACKS, CARBON TRACKING, AND CORRECT APPLICATION. ADVISED TECHNICIAN TO REMOVE THE COLD AIR KIT AND RE EVALUATE. VEHICLE NEVER STALLED WHEN IN THIS VISIT,

CUSTOMER WAS ADVISED THAT AFTERMARKET COLD AIR KIT NEEDS TO BE REMOVED FOR FURTHER DIAG. TO BE DONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010976769

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6135610256)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157660868)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061215

Report#: SSV010976769
Open Date: 11/02/2010
Mileage: 59519
Warr Built Dt: 06/12/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CAR DIES AND RESTARTS DTC U0100

Service Action:RAY CALLED AND STATES HE HAS THIS U0100 CODE SET HARD. TECH REPLACED THE TCM AND HE CANNOT GET THE TCM TO PROPERLY INITIALIZE. RAY HAS HAD THE VEHICLE STALL ON HIM.
 STAR ADVISED RAY THE PCM WILL NEED TO BE FLASHED FIRST, THEN THE TCM EGS-52 PROCEDURE. STAR ADVISED RAY THAT THE TCM IS MOST LIKELY NOT HIS ISSUE, BUT THE PCM INSTEAD. RECHED KED AND PROBL;EM WAS PCM REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011008533

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016610401)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J093661088)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042013

Report#: SSV011008533
Open Date: 10/27/2010
Mileage: 35651
Warr Built Dt: 04/20/2006
Supplier RP:

Zone/Cd: 71-65940
Name: FRESNO CHRYSLER DODGE JEEP RAM
Address: 6162 N BLACKSTONE AVE
 FRESNO, CA 937105010
Phone: 559 225-2100
 559 431-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENG LIGHT ON, DIES OUT WHILE DRIVING AND WHEN TAPPING ON PCM VEHICLE IS A CITY POLICE VEHICLE

Service Action:WAYNE, YOU EITHER HAVE A CONNECTION OR WIRING ISSUE AT OR NEAR THE PCM. IF WIRING AND CONNECTIONS ARE NOT SUSPECT THEN YOU MAY NEED TO REPLACE THE PCM.
 ANOTHER COMMON ISSUE WE SEE ON POLICE VEHICLES IS REFERRED TO AS THE COIL KILLER ISSUE, WHICH CAN BE CAUSED BY THE SPARK PLUGS OR THE COILS. QUICK WAY TO RULE OUT THE COIL KILLER IS TRY SWAPPING COILS WITH A DONOR VEHICLE, REPLACE THE SPARK PLUGS. REPLACED PCM, ROAD TEST OK, ENG NEVER DIED OUT

Correction:

UNDERSEAT CONNECTIONS CHECK FOR CORROSION. RESTRICTION ADDED TO PURGE LINE. TA DROVE FOR 50 MI 10-21-10 TRYING TO SIMULATE PD USE AROUND TOWN, NO ISSUES FOUND.\nDEALER WILL BE RETURNING VEHICLE AND ASKING THEM TO DOCUMENT DRIVING CONDITIONS/CIRCUMSTANCES IF IT HAPPENS AGAIN. ENDING MILEAGE 3424.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010961622

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510269)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220560990)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081703

Report#: SSV010961622
Open Date: 10/21/2010
Mileage: 54849
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 42-66079
Name: MCINERNEY'S WOODHAVEN CHRYSLER
Address: 23940 ALLEN ROAD
 WOODHAVEN, MI 48183
Phone: 734 362-3100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE IS STALLING OUT,SHOWS FAULT IN TCM, ONLY U0100 LOSS COMM. WITH PCM. TRANS MODULE HAS BEEN REPLACED BY ANOTHER TECH, MY QUESTION IS CAN THIS FAULT IN TRANS CAUSE A STALL NO OTHER MODULES HAVE ANY FAILURES. I M STILL CONCERNED ABOUT THE FAULT IN THE TCM U0100 THE CUSTOMER DID STATE THAT THE TRANS SEEMED TO SHIFT BADLY WHEN BEFORE STALLING. SWITCHED OUT ALL COILS AND CHANGED PLUGS.TOOK A FEW DAYS BUT PROBLEM IS BACK WITH TCM FAULT P0700 ALSO WHEN CHECKED IN SERVICE DRIVE THERE WERE 2 U0100 FAULTS ONE SAID LOSS COMM. WITH PCB \ A\ BUT THEY WEREN T PRESENT WHEN I CHECKED. I TEST DROVE AND BEFORE ENGINE WARMED TO OPERATNG TEMP IT CUT OUT AND WOULD RESTART IN NEUTRAL BUT WHEN PUT IN DRIVE TOOK A LONG TIME TO ENGAUGE.ONLY FAULT SET WAS THE P0700 IN TCM.TRIED TO MAKE A RECORDING BUT SO FAR IT S BEEN RUNNING IN SPEC.COULD A ELEC. PROBLEM IN THE TRANS CAUSE THIS CUT OUT OR MAYBE A PCM BECAUSE OF THE U0100 FAULTS IGN. SWITCH STAYED TRUE AND ASD STAYED UNTILL VEHICLE STOP RUNNING, THIS TIME ABS

MODUL T SET FAULT C121C TORQUE REQUEST DENIED AND TRANS P0700, ALSO THROTTLE LIGHT WAS FLASHING, TRANS WOULD NOT ENGAGE DRIVE, JUST REVED UP AS IF IN NEUTRAL AND ENG. WAS BUCKING. DROVE IT AGAIN 13 MILES THIS MORNING AND IT WAS NORMAL. SHOULD, T THE PCM HAD SET A FAULT AT LEAST FOR THE ELECTRONIC THROTTLE I SENT 2 FLIGHT RECORDINGS FIRST IS WHEN VEHICLE FIRST STALLED THEN WHEN STARTED UP STAYED IN NETRUAL AND STALLED AGAIN

Service Action: NICHOLAS, IF THE STALL OR DIE OUT CAN BE DUPLICATED OBTAIN OR DATA RECORDING. ANOTHER COMMON ISSUE WE DO SEE IS WHAT IS REFERRED TO AS THE \ COIL KILLER ISSUE \ . THE FASTEST WAY TO RULE THIS OUT WOULD BE TO FIRST INSPECT THE SPARK PLUGS FOR BEING WORN OR AFTERMARKET TYPE IF SO REPLACE THEM ALL, USUALLY A GOOD IDEA ANYWAY IF ITS NEVER BEEN DONE, SECONDLY EITHER TRY SWAPPING COILS FROM ONE BANK TO THE OTHER OR FIND A DONOR VEHICLE THAT USES THE SAME TYPE OF COIL AND INTERCHANGE THE COILS BETWEEN THE 2 AND RE EVALUATE THE CONCERN. SEE STAR CASE K94202871. NICHOLAS THIS CODE COULD SHOW UP IF THE PCM IS SHUTTING DOWN, AND LOOK AT THE RUN TIMER IN THE PCM AND SEE IF ITS RESETTING TO ZERO EVERY TIME IT STALLS OUT AND IF YES THEN BORROW A SET OF COILS FROM ANOTHER CAR AND SEE IF THAT SOLVES THE ISSUE. NICH I HAVE FOUND SOME HISTORY HEAR OF POSSIBLE A FCM CAUSING THIS ISSUE, AND WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM. NICHOLAS HAVE NOT SEEN A TRANS ISSUE CAUSE A STALL OUT GOING DOWN THE ROAD. BE SURE ON YOUR RECORDING THAT YOU HAVE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM. NICHOLAS I JUST LOOK AT YOUR RUN TIMER IN THE PCM ITS RESETTING EVERYTIME THIS IS HAPPENING. THE CAUSES WE HAVE SEEN ARE 1. BAD COIL SWITCH COILS FROM ANOTHER CAR. 2. BAD SPARK PLUG OR USING PLATNIUM PLUGS 3. HARNESS TO CLOSE TO A COIL. 4. PCM ISSUE. REPLACED PCM, TEST DROVE 27 MILES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010985392

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6147520004)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J073560906)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 071717

Report#: SSV010985392
Open Date: 10/21/2010
Mileage: 76017
Warr Built Dt: 07/17/2005
Supplier RP:

Zone/Cd: 70-60007
Name: SUPERSTITION SPRINGS CHRYSLER
Address: 6130 E AUTO PARK DRIVE
 MESA, AZ 85206
Phone: INACTIVE
 480 830-8001

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES IN FLIGHT. WOLL RESTART MOST OF THE TIME. NO CODES, HAVE SENT A DATA RECORDING. REMOVED AND INSP ALL 16 PLUGS. ALL ARE THE PROPER PLUG. REINSTALL BUT ROTATE FROM SIDE TO SIDE, INSTALLED 8 IGN COILS, AND TEST DRIVE 60 MILES, TEST DRIVE AGAIN, STARTED STALLING AFTER 8 MILES. JUST SHUTS OFF, ENG DEAD. PULL OVER AND CYCLE THE KEY, WILL RESTART AND DRIVE FOR A WHILE

Service Action: STEVEN, I WANT YOU TO CHECK THE SPARK PLUGS AND MAKE SURE THAT THEY ARE THE FACTORY RECOMMENDED ONES. ANOTHER THING THAT I WANT YOU TO DO IS SWAP ALL COILS IN FROM A KNOWN GOOD VEHICLE AND RE-EVALUATE. STEVEN, I WILL CHECK FOR THE RECORDINGS ON TUESDAY AND IF ANY ISSUES ARE NOTICED I WILL CONTACT YOU. YOU DO NOT NEED TO RESUBMIT THE TICKET. STEVEN, I HAVE REVIEWED THE DATA RECORDINGS. I WILL CALL YOU LATER ON TODAY TO DISCUSS THE CONDITION. CALLED TECH, DISCUSSED AFTERMARKET PARTS. ADVISED TECH GET INSTALLATION INSTRUCTIONS FOR THE DUI BOX. ADVISED TECH TO

REMOVE THE REMOTE WIRE FOR THE AFTERMARKET AMPLIFIER. ADVISED TECH THAT BASED ON THE RECORDINGS IT APPEARS THAT THERE IS A IGNITION SYSTEM ISSUE. ADVISED TECH TO INSPECT COIL DRIVER CIRCUITS FOR A SHORT TO GROUND. ADVISED TECH TO INSPECT THE COIL DRIVER CIRCUITS FOR A SHORT TO POWER. NEW PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010943747

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6216511807)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J239560828)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090115

Report#: SSV010943747
Open Date: 10/15/2010
Mileage: 62240
Warr Built Dt: 09/01/2005
Supplier RP:

Zone/Cd: 42-60418
Name: ROD HATFIELD CHRYSLER DODGE JE
Address: 1500 W LEXINGTON AVE
 WINCHESTER, KY 403911144
Phone: 859 745-4424

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH DIES OUT INTERMITTLY, SETS DTC U0100 IN TCM. NO OTHER DTCS SET.VERY INTERMITTENT. HAPPENED TO CUST THIS MORNING. BUT HAS NOT HAPPENED AGAIN.

Service Action:MORGAN,STAR HAS SEEN A COUPLE OF DIFFERENT ISSUES THAT COULD CAUSE THIS CONCERN,FIRST THING TO CHECK FOR IS ANY WIRING HARNESS ISSUES NEAR THE PARKING BRAKE ACTUATOR HAVE SEEN HARNESS RUBS IN THIS SPOT.ALSO HAVE HAD REPORTS OF THIS ISSUE BEING CAUSED BY ONE OR MORE OF THE SPARK PLUGS OR ONE OR MORE OF THE IGNITION COILS.SEE STAR ON LINE CASE K94202871 USE KEY WORD \ DIE OUT \ IN THE SEARCH BOX.ALSO CHECK FOR AFTERMARKET SPARK PLUGS,IF THIS STARTED TO HAPPEN AFTER A SPARK PLUG CHANGE OR TUNE UP.QUICKEST WAY TO RULE OUT THE \ COIL KILLER ISSUE\ WOULD BE TO START BY REPLACING THE SPARK PLUGS IF VEHICLE NEEDS IT AND RETEST,IF DIE OUT CONTINUES THEN FIND A DONOR SET OF COILS FROM ANOTHER VEHICLE,SWAP ALL THE COILS AND RE-TEST.IF THE PROBLEM STILL PERSISTS THEN IT COULD JUST SIMPLY BE A PCM ISSUE.ALSO YOU CAN DATA RECORD THE DIE IF DESIRED A COIL KILLER WILL

SHOW UP IN RECORDING.THANKS. MORGAN,PLEASE CLOSE THE CASE IF THE VEHICLE HAS BEEN REPAIRED WITH DETAILED INFORMATION ON THE REPAIR USING CLOSED LOOP FEEDBACK AND ALSO PLEASE COMPLETE THE SURVEY.FOR A TUTORIAL ON THE CASE CLOSING PROCEDURE,CLICK ON THE \u0093NEW PROCESS\u0094 LINK IN TECH CONNECT.\r\n\r\nTHANKS. CUST DECLINED TO HAVE FURTHER WORK PREFORMED\r\n\r\n\r\nSTAR: CUSTOMER DECLINED REPAIRS,DID NOT ADVISE STAR ON WHAT WAS FOUND OR WHAT REPAIR WAS RECOMMENDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010973605

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6018620042)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J014661225)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020309

Report#: SSV010973605
Open Date: 10/14/2010
Mileage: 69960
Warr Built Dt: 02/03/2006
Supplier RP:

Zone/Cd: 66-68753
Name: DESOTO CHRY-PLYM-DODGE-JEEP
Address: 3039 SE HIGHWAY 70
 ARCADIA, FL 34266
Phone: 863 494-4848

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AND INTERMITTANTLY WHEN PUT INTO DRIVE , WILL NOT GO INTO GEAR. WOULD THE \ STUPID\ PCM CAUSE MOMENTARY TRANS ISSUES OR U\ CODES OK, NEXT QUESTION, \ IF\ PROBLEM GOES AWAY AFTER SWAPING ALL COILS, HOW DO I TELL WHICH ONE IS BAD --I DROVE VEHICLE WHILE MONITORING \ WHICH CYL. IS MISFIRING\ AND DID NOT ISOLATE ANY CONCERNS.

Service Action:KENT,CHECK AND MAKE SURE THE SPARK PLUGS ARE OEM TYPE, YOU MAY NEED TO REPLACE THEM.WE ALSO FIND THAT A BAD COIL CAN CAUSE THIS ISSUE ALSO, YOU CAN CAPTURE THE COIL KILLER ISSUE IN A DATA RECORDING OR SOMETIMES IS SEEN IN THE DISPLAY WHEN MONITORING VARIOUS DATA PARAMETERS YOU WILL SEE DASH LINES.\nA BAD COIL CAN CAUSE THE PCM TO MOMENTARILY GO STUPID SO TO SPEAK AND A DIE OUT WILL OCCUR.\r\nONE WAY TO QUICKLY RULE THIS OUT WOULD BE TO SWAP ALL THE COILS WITH A KNOWN GOOD RUNNING HEMI THAT USES THE SAME COIL OR SWAP OUT ONE BANK AT A TIME,HAVE EVEN HAD REPORTS OF SIMPLY

SWAPPING COILS FROM BANK TO BANK RESOLVING THE ISSUE. KENT,YES IT WOULD BUT WE HAVE SEEN COIL & PLUGS CAUSE THIS ISSUE,WOULD BE BEST TO RULE THIS OUT FIRST BEFORE REPLACING THE PCM OR GET A DATA RECORDING FOR STAR TO REVIEW TO CONFIRM THIS IS NOT A PLUG OR COIL ISSUE. KENT,STAR PROVIDED THE QUICKEST WAY TO REPAIR THE VEHICLE,NO WAY TO TEST FOR IT THAT IS KNOWN,IF YOU WANT TO PIN POINT THE EXACT COIL, THE PROCESS WILL TAKE LONGER, YOU WILL NEED TO SWAP ONE COIL AT TIME THEN RE-EVALUATE,OR SWAP OUT ONE BANK(4) AT A TIME TO DRILL IT DOWN.\n\nTHANKS. COULD NOT REPAIR VEHICLE DUE CHRYSLERS INABILITY TO ISOLATE FAULTY COIL.\n\n\n\nSTAR: TECH WAS ADVISED ON HOW TO NARROW DOWN A FAULTY COIL IF THIS WAS THE PROBLEM,EITHER BY SWAPPING ONE COIL AT A TIME OR SWAP ONE BANK AT A TIME OR SWAP ALL AT ONCE.ALSO ADVISED HE COULD DATA RECORD TO CONFIRM THIS WAS THE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010941705

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510087)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J320561016)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120609

Report#: SSV010941705
Open Date: 10/12/2010
Mileage: 80540
Warr Built Dt: 12/06/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES INTERMITTENTLY, WILL RESTART MOST OF THE TIME,

Service Action: GARY-LOOK AT THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF IT WOULD RESET, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. POS BAD PCM. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT

IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THIS THEN REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. ALSO HEAR ARE SOME OTHER STAR CASES THAT CAN HELP ALSO: K45283108 K80348736 K88949174 K95564144 K14157242 K56020285 K64361152 K70356313 PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010965321

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6147520004)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J073560906)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 071717

Report#: SSV010965321
Open Date: 10/11/2010
Mileage: 75884
Warr Built Dt: 07/17/2005
Supplier RP:

Zone/Cd: 70-60007
Name: SUPERSTITION SPRINGS CHRYSLER
Address: 6130 E AUTO PARK DRIVE
 MESA, AZ 85206
Phone: INACTIVE
 480 830-8001

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTANT STALLING AND HARD RESTART, INTERMITTANT 7000 RPM OVER REV
 CONDITION IS NOT PRESENT, IN THE PAST NO RELATED CODES, CAR IS BACK IN AND HAS TRANS CODES,P0219/U0100. NO PCM CODES, STILL CONDITION IS NOT PRESENT, HAVE CHECKED AND LOAD TESTED POWER AND GROUNDS TO PCM, CHECKED ELECT WIRING AND THROTTLE CONTROL, AND CONNECTION, TEST DRIVEN 25 MILES EACH TIME,

Service Action: STEVE,
 AT THIS POINT OUR ONLY OPTION IS TO DATA RECORD THE CONDITION. SET THE RECORDING TO TRIGGER ON DTC AND SELECT THE TWO FAULTS AS TRIGER POINTS. I WOULD LIKE TO KNOW HOW THIS VEHICLE IS DRIVEN TO MAKE THE CONDITION OCCUR. I NEVER CAN DUPLACATE THE CONDITION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010972635

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510187)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J161560175)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061406

Report#: SSV010972635
Open Date: 10/08/2010
Mileage: 80056
Warr Built Dt: 06/14/2005
Supplier RP:

Zone/Cd: 63-67447
Name: RAM COUNTRY CHRY-PLYM-DODGE-JE
Address: 3611 VETERANS BLVD
 DEL RIO, TX 788402833
Phone: 830 775-7575

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS WHEN DRIVING AT APPROXIMATELY 30 MPH.

Service Action:BRUCE IF YOU HAVE A DIE OUT ISSUE WITH THIS CODE WE USUALLY FIND THE PROBLEM TO BE THE FCM. BECAUSE IF YOU SEE THE ASD RELAY SENSE TO TO FALSE AND THEN STALL, THIS POINT TO A FCM ISSUE. AS OF NOW, THE VEHICLE HASN T STALLED WITH NEW FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010945362

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6115510308)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J122560889)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051305

Report#: SSV010945362
Open Date: 09/30/2010
Mileage: 43759
Warr Built Dt: 05/13/2005
Supplier RP:

Zone/Cd: 42-68846
Name: CLASSIC CHRY-DODGE-JEEP
Address: 6300 NORTH RIDGE RD
 MADISON, OH 44057
Phone: 440 428-1141

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITANT STALLS GOT DATA RECORDERING TO GO THRU PLEASE TAKE A LOOK, CHECKED ALL 8 COILS NO DAMAGE AND ALL OHM OUT AT .8-.9 OHMS SENT ANOTHER DATA RECORDING STALLED , COIL INFO CONTINUED FROM FRIDAY. LOOK MAYBE LIKE COIL 1 DROPS OUT ,BURN TIME DROPS LOW 192 THEN GOES TO 0 BUT DID NOT SEE ANY DASHED LINES. DOES THIS LOOK RIGHT RESENT OLDER DATA RECORDING. ASD SENSE DID GO TO FALSE BUT SHORTLY AFTER RPM DROPPED TO 0

Service Action:SCOTT KNOWN ISSUE FOR COILS INTERFERING WITH THE PCM CAUSING STALLING CONCERNS AND NOT SETTING CODES.ADVISE ALSO TO PINCH OFF PURGE LINES POSSIBLE PURGE STICKING ISSUE. SCOTT YOU WILL NOT SEE ANY PHYSICAL DEFECTS WITH THE COILS AND OHM TEST WILL NOT SHOW ANY ISSUES EITHER NEED TO SEE COIL DATA ON THE DATA RECORDING AND IF COILS ARE THE ISSUE YOU WILL SEE DASHED LINES INSTEAD OF ACTUAL DATA. SCOTT SWAP COILS FROM A DONOR VEHICLE IF NO DONOR VEHICLE SWAP COILS FROM BANK FARTHEST FROM PCM TO BANK CLOSEST.ADVISE WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT

STALLS. IF IT DOES REPLACED THE FCM MODULE. SCOTT AT THIS TIME JUST SWAPP THE COILS AND REMONITOR FOR CONCERN. REPLACING THE #1 IGN COIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010934087

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510348)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J315560808)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120619

Report#: SSV010934087
Open Date: 09/21/2010
Mileage: 84635
Warr Built Dt: 12/06/2005
Supplier RP:

Zone/Cd: 66-67666
Name: JIM BROWN CHY-JEEP-DGE INC
Address: 556 HIGHLANDS ROAD
 FRANKLIN, NC 28734
Phone: 828 369-5003

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:INTERMITTENTLY THE TRANS DOESN T SHIFT PROPERLY, AND THE ENGINE MAY STALL. HAS A U0100 STORED FAULT CODE. WHEN COMING TO A STOP, THE TRANS WENT INTO NEUTRAL. AFTER SEVERAL ATTEMPTS THE TRANS FINALLY JERKED INTO GEAR. HAS UPDATED THE PCM SOFTWARE. THAT DIDN T HELP THE CONDITION.

Service Action:HOOK UP A STARSCAN, MONITOR THE BUS COMMUNICATION SCREEN, AND SEE IF ANY MODULE DROPS OUT WHEN THE CONDITION OCCURS. CHECK POWER, GROUNDS, AND BUS CIRCUITRY TO THE TCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010916473

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610369)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660198)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021322

Report#: SSV010916473
Open Date: 09/17/2010
Mileage: 87911
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 70-63920
Name: RUEL TEAGUE MOTOR CO OF BURNS
Address: 82 S HARNEY
 BURNS, OR 97720
Phone: 541 573-2805
 541 573-2863

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C.C. STALLED WHILE DRIVING. THE TECH HAS ONLY 1 FAULT.

Service Action: ADVISED THE TECH TO LOAD TEST POWER AND GROUNDS TO THE WCM. POSSIBLE WCM ISSUE. TECH STATES HE HAS PROGRAMMED THE KEYS AND THE VEHICLE CRANKS BUT WILL NOT START. TECH STATES THAT THERE IS NO SPARK. ADVISED TO CHECK FOR COIL PULSE AND ASD OUTPUT. ADVISED TECH POSSIBLE CRANK SENSOR ISSUE. POLICE VEHICLE-RAN BATTERY DOWN OVER WEEKEND..RECHARGED AND STILL DIED..TOW IN-CRANK NO START...PCM REPLACED 1 WEEK AGO..PTIM DTC U0151...HAD U0168 P0563...CLEARED CODES -ONLY CODES U0151- FUSES FULLY LATCHED..TRIED TO RECONFIGURE...TRIED NEW CRANK SENSOR..STAR ADVISED TECH TO REFER TO SOL CASE K45940724 HAS CORRECT PCM PN#RL606839AD SOFTWARE PN#04896569AL...LAB SCOPE CAM AND CRANK SENSOR AT PCM..POS FCM TECH STATES THE VEHICLE HAS SPARK BUT THE CYLINDERS ARE FLOODING OUT . ADVISE TECH TO CHECK FOR LEAKING FUEL INJECTORS OR RAW FUEL IN THE CHARCOAL CANISTER .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010928968

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6308510675)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313561058)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111811

Report#: SSV010928968
Open Date: 09/17/2010
Mileage: 75146
Warr Built Dt: 11/18/2005
Supplier RP:

Zone/Cd: 63-45056
Name: HELFMAN DODGE CHRYSLER JEEP
Address: 7720 KATY FREEWAY
 HOUSTON, TX 77024
Phone: 713 533-6100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES VEHICLE IS STALLING AFTER FUEL FILL, NO CODES ARE SETTING, CAN T DUPLICATE AT THIS TIME, FILL VEHICLE WITH FUEL DID NOT STALL.

Service Action:ADVISE TO CHECK EVAP SYSTEM FOR LIQUID FUEL, ADVISE CUSTOMER ON FILL PROCEDURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010929563

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W46F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6356520077)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123661307)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052321

Report#: SSV010929563
Open Date: 09/17/2010
Mileage: 47913
Warr Built Dt: 05/23/2006
Supplier RP:

Zone/Cd: 63-45454
Name: CLASSIC DODGE CHRYSLER JEEP
Address: 4984 S I-35 E
 DENTON, TX 762102343
Phone: 940 498-9800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS OUT BUT RESTARTS LIKE THE KEY IS SHUT OFF.NO FAULT CODES ARE STORED.\r\nTECH STATES NO SIGNS OF LIQUID FUEL IN THE EVAP SYSTEM WHEN HE CHECKED FOR THIS.\r\nNOTHING IN THE PURGE LINE & CANISTER WAS O.K. NOT LOADED.\r\nSPARK PLUGS WERE REPLACED 1K MILES AGO WITH OEM PLUGS TECH STATED.

Service Action:STAR ADVISED TECH HE WILL NEED TO EITHER DATA RECORD THE DIE OUT OR SUGGESTED HE SWAP ALL THE COILS WITH A KNOWN GOOD RUNNING HEMI.SEE SOL CASE K45283108. CALLED DEALER BACK.... TALKED TO THE S/A AND ADVISED THAT WRONG SOL CASE NUMBER WAS GIVEN TO THE TECH IS LONGER IN THE SYSTEM ADVISED S/A TO GIVE TECH K14443423 THIS CASE OUTLINES AND DESCRIBES THE COIL KILLER ISSUE.AND HOW TO TACKLE THE PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010926803

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H66H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6159510335)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J230560894)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 082622</p>	<p>Report#: SSV010926803</p> <p>Open Date: 09/16/2010</p> <p>Mileage: 67545</p> <p>Warr Built Dt: 08/26/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-60313</p> <p>Name: CRYSTAL CHRYSLER, JEEP, DODGE</p> <p>Address: 36-444 AUTO PARK DRIVE CATHEDRAL CITY, CA 922346500</p> <p>Phone: 760 324-4557</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT FTER FUEL FILL UPS. TECH STATES THAT HE HAS BEEN ABLE TO VERIFY THE COMPLAINT.

Service Action: ADVISED TECH TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. ADVISED TECH POSSIBLE FUEL OVERFILL CONDITION. ADVISED TECH POSSIBLE RESTRICTION IN THE VENTING SYSTEM CAUSING A OVERFLOW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010888509

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060511163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J064560271)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050905

Report#: SSV010888509
Open Date: 09/15/2010
Mileage: 46149
Warr Built Dt: 05/09/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE VEHICLE STALLS OUT INTERMITTENTLY . TECH STATES THE CUSTOMERS CONCERN HAS BEEN VERIFIED AND NO CODES ARE PRESENT .

Service Action:ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND INSPECT ALL OF THE SPARK PLUGS FOR THE CORRECT APPLICATION TECH STATES-NO AFTERMARKET-PCM RESETTING- REPLACED PCM/IGN SWITCH/COILS/THROTTLE BODY...NO FIX..HAS VERIFIED STALL OUT - WHILE SITTING IN STALL -HAS CORRECT PLUGS-(DID NOT CHANGE)-MOSTLY STALLS WHEN COLD...DISCONNECTED CHARCOAL CANISTER/PURGE..STILL STALLS -FUEL PRESSURE..OK..O2 OK.. DISCONNECTED TRANS CONTROLLER..NO FIX..NO MIL NO CODES...STAR ADVISED TECH TO CHANGE PLUGS AND RETEST..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010899449

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6095610285)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J115661447)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050115

Report#: SSV010899449
Open Date: 09/14/2010
Mileage: 3787
Warr Built Dt: 05/01/2006
Supplier RP:

Zone/Cd: 70-24132
Name: SMOLICH CHRYSLER JEEP DODGE
Address: 1865 NORTH EAST HIGHWAY 20
 BEND, OR 97701
Phone: 541 389-1177

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHILE DRIVING STALLS OUT. SOME DASH LIGHTS COME ON. NO FAULT CODES.

Service Action: STAR ADVISED TECH POSSIBLE COIL KILLER ISSUE, ADVISED TECH OF WHAT TO LOOK FOR IN HIS DATA RECORDING, SUBMIT THEM IF NEEDED FOR REVIEW TO CONFIRM COIL KILLER ISSUE IS PRESENT. OR SUGGESTED SWITCHING COILS BETWEEN CYLINDER BANKS OR SWAP COILS WITH A KNOWN GOOD RUNNING HEMI. ALSO CHECK THE SPARK PLUG USAGE. IF COILS AND PLUGS ARE RULED OUT THEN RUN DIAGNOSTICS FOR U0100. TECH ADVISED I HAVE DONE A DATA RECORDING. I HAVE BUT ON EIGHT NEW COILS. CAR STILL HAS ISSUES. ADVISED TECH ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. TECH ADVISE I HAVE SWAP THE COILS AND THE ASD SENSE AND IGNITION SENSE IS STAYING TRUE. ASK TECH TO START THE CAR AND WATCH THE RUN TIMER AND IT STALLED WHILE HE WAS ON THE PHONE AND THE PCM DID REST TO ZERO. TOLD HIM TO CHANGE THE SPARK PLUGS, SINCE

HE ALREADY DID THE COILS. ANOTHER TECH WORKING ON THIS NOW.....COILS WERE SWAPPED,TECH STATES PCM DATA IS GOING BLANK.TECH STATES PCM POWER,GROUNDS,IGNITION SWITCH INPUTS ARE NOT BEING LOST AND BUS CIRCUITS CHECK O.K. ALSO AT THE PCM.\r\nSTAR ADVISED TECH CHECK OR REPLACE THE SPARK PLUGS,CHECK FOR AFTERMARKET PLUGS OR WORN PLUGS.REPLACE SPARK PLUGS.IF THE PROBLEM PERSISTS THEN CHECK WIRING HARNESS NEAR THE PARKING BRAKE ACTUATOR FOR RUB THROUGH.\r\nIF WIRING IS O.K. THEN SUSPECT A PCM ISSUE REPLACE IT IF NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010917933

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6046610219)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070660500)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032810

Report#: SSV010917933
Open Date: 09/14/2010
Mileage: 30130
Warr Built Dt: 03/28/2006
Supplier RP:

Zone/Cd: 51-44908
Name: DALE HOWARD INC
Address: 600 BROOKS ROAD
 IOWA FALLS, IA 50126
Phone: 800 798-1690
 641 648-4691

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A STALL OUT INTERMITTENTLY. TECH STATES THAT THERE IS A U1000 FAULT PRESENT. TECH STATES THAT HE HAS BEEN ABLE TO DUPLICATE THE CONDITION. TECH STATES THAT THE ETC WAS REPLACED AND THE PREVIOUS FAULT OF P2172 HAS NOT RETURNED. TECH STATES THAT THE FUEL LEVEL IS AT 1/4 OF A TANK.

Service Action: ADVISED TECH TO DATA RECORD THE CONDITION. ADVISED TECH TO VERIFY THAT CORRECT SPARK PLUGS ARE INSTALLED IN THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010919546

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143510071)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146561223)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060600

Report#: SSV010919546
Open Date: 09/14/2010
Mileage: 53907
Warr Built Dt: 06/06/2005
Supplier RP:

Zone/Cd: 66-60461
Name: STALLINGS CHRYSLER DODGE JEEP
Address: 101 COMMERCE PARK DR
 THOMASVILLE, GA 317574855
Phone: 229 228-9100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS LONG CRANK WHEN COLD AND UPDATE THE PCM, AND NOW IT DIE OUT GOING DOWN THE ROAD.

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF IT u0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010907666

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV47256H [REDACTED]

Model Year: 2006

Make/Model:
MAGNUM RWD
LXDH49

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6019610415)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J035660287)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 021707

Report#: SSV010907666

Open Date: 09/08/2010

Mileage: 75772

Warr Built Dt: 02/17/2006

Supplier RP:

Zone/Cd: 71-67870

Name: AUTOWORLD

Address: 1370 AUTO CENTER DR
PETALUMA, CA 94952

Phone: 707 762-2712
707 795-2436

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT INTERMITTENTLY. TECH STATES THAT THERE ARE C121C,U140A,U1409,U0100,P2638 FAULTS PRESENT. TECH STATEST THAT HE CLEARED THE FAULTS AND THERE ARE NOW U0100,P2638 FAULTS PRESENT.

Service Action: ADVISED TECH TO FOLLOW THE DIAG FOR THE U0100 FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010893409

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510820)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560085)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120507

Report#: SSV010893409
Open Date: 09/01/2010
Mileage: 58559
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 66-60266
Name: HILTON HEAD CHRYSLER JEEP DODG
Address: 265 DRIVERS WAY
 HARDEEVILLE, SC 299274311
Phone: 843 208-1200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS DIES OUT AND HAS NEW FCM. STARTS WRIGHT BACK UP.

Service Action:ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF ITu0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO A COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010889849

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H56H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6045610138)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J056660721)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 031312</p>	<p>Report#: SSV010889849</p> <p>Open Date: 08/31/2010</p> <p>Mileage: 42880</p> <p>Warr Built Dt: 03/13/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-60313</p> <p>Name: CRYSTAL CHRYSLER, JEEP, DODGE</p> <p>Address: 36-444 AUTO PARK DRIVE CATHEDRAL CITY, CA 922346500</p> <p>Phone: 760 324-4557</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINING OF A DIE OUT AFTER FUEL FILL UP. TECH STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.

Service Action:ADVISED TECH POSSIBLE CHARCOAL CANNISTER ISSUE. ADVISED TECH POSSIBLE RESTRICTION IN THE VENTING SYTEM OF THE FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010870736

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6201510363)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J235560893)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082717

Report#: SSV010870736
Open Date: 08/27/2010
Mileage: 66700
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 51-42282
Name: DAN PILSON AUTO CENTER INC
Address: 2212 LAKE LAND BLVD
 MATTOON, IL 619385928
Phone: 217 234-6461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT WHEN COMING STOP. NO FAULT CODES, DEALER CAN DUPLICATE. TUNE UP IN JUNE, THROTTLE WAS CLEANED, PCV, SPARK PLUGS WERE REPLACED, FUEL SYSTEM SERVICE.

Service Action: STAR ADVISED TECH MAY NEED TO DATA RECORD THE CONCERN, ALSO SUGGESTED TECH RECHECK THE SPARK PLUGS THAT WERE INSTALLED BACK IN JUNE FOR BEING THE CORRECT SPARK PLUG FOR THE VEHICLE ALSO SUGGESTED SWAPPING COILS FROM A DONOR VEHICLE TO THIS ONE. OR SWAP COILS FROM BANK 1 OVER TO BANK 2 AND RE EVALUATE. TECH STATES THAT THE FUEL PRESSURE IS 61 PSI AFTER THE STALL. TECH STATED THE HE DID GET A RECORDING OF THE CONCERN AND FORWARDED THEM TO STAR. ADVISED WILL REVIEW RECORDINGS AND ADVISE. ADVISED TECHNICIAN TO SWAPP THE IGNITON COILS FROM A DONOR VEHICLE. ADVISED TO INSPECT THE SPARK PLUGS FOR CRACKS AND CORRECT APPLICATION. REVIEWED TECHS RECORDINGS COIL KILLER ISSUE DISPLAYED.....WHEN TECH CALLED

IN INITIALLY ON 08/23 WAS ADVISED TO SWAP COILS WITH A DONOR VEHICLE WHICH WAS NOT DONE WHEN HE CALLED BACK ON 08/25 SUBMITTED DATA RECORDINGS FOR REVIEW.TECH STATES HE HAS SWAPPED COILS WITH A DONOR VEHICLE NOW.....DONOR VEHICLE STALLS AND DIES OUT WITH THIS VEHICLES COILS INSTALLED ONTO IT.TECH STATES HE HAS A NEW SET OF COILS ON ORDER TO REPAIR THE VEHICLE IT IS A COIL KILLER ISSUE.CONFIRMED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010869840

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57246 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6223510139)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J255560016)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091422

Report#: SSV010869840
Open Date: 08/23/2010
Mileage: 28136
Warr Built Dt: 09/14/2005
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT FCM ALREADY REPLACE FOR CAN B AND CAN C DTCS FOUND IN ALL MODULES. NO WATER INTRUSION WAS DETECTED IN REAR PDC SEE FIRST CONTACT SHEET .
 BY THE WAY P2172 DOES TRIP AFTER VEHICLE STALLS A FEW TIMES I STATED THAT IT DIDNT TRIP, BUT IT DID . ANY OTHER SUGGESTIONS U0100 FLOW CHART LEADS TO
 REPLACE TCM. NO OTHER MODULE IS LOGGING PCM COMM DTCS. WHAT DO YOU THINK

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS.
 CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF ITu0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG
 OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT
 OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS

OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THIS THEN REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. ALSO HEAR ARE SOME OTHER STAR CASES THAT CAN HELP ALSO: K45283108 K80348736 K88949174 K95564144 K14157242 K56020285 K64361152 K70356313 TECH WANTS TO KNOW IF THE PCM MAY HAVE BEEN DAMAGED FROM ALL OF THE STALL OUT EVENTS . ADVISE TECH TO REPLACE THE PCM AND SEE IF THE STALL OUT CONDITION CAN THEN BE DUPLICATED . ADVISE TECH THAT IF THE COILS WERE AT FAULT THE PCM MAY HAVE BEEN DAMAGED FROM EXCESSIVE SHUT DOWNS CAUSED BY EMI .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010857082

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57246H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6223510139)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J255560016)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091422

Report#: SSV010857082
Open Date: 08/18/2010
Mileage: 28136
Warr Built Dt: 09/14/2005
Supplier RP:

Zone/Cd: 71-45473
Name: CUTTER CHRYSLER JEEP DODGE OF
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: 808 564-9640
 808 564-9318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT. DATA DISPLAY WILL GO FLATLINE THEN BACK ON LINE WHEN ENGINE DIES LIKE CYCLING KEY . TCM WILL TRIP U0100 ALMOST ALL THE TIME WHEN VEHICLE STALLS. P2172 TRIPS SOMETIMES WHEN VEHICLE STALLS. ABS TRIPS C121C WHEN P2172 TRIPS IN PCM. CAM/CRANK MONITOR RESETS WHEN ENGINE DIES. SOMETIMES SHOWS CRANK RELATED DATA WHEN BACK ON LINE. NOTICED AT TIMES MAP VACUUM WILL READ -14 INHG EVEN IF VOLTAGE READ 4.6V. DISCONNECTED MAP SENSOR, -15 INHG, 4.9V, SEEMS ODD. SOME DATA DISPLAY UNITS WILL HAVE DASHS THROUGH DESCRIPTION AND DOUBLE PRINTS. ANY THOUGHTS

Service Action: ADVISED TO REPLACE ALL 8 IGNITION COILS, 16 SPARK PLUGS, AND RE EVALUATE. ADVISED TO REVIEW STAR ONLINE K94202871 IN REGARDS TO STALLING CONCERNS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010859819

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6117510561)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125560609)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051605

Report#: SSV010859819
Open Date: 08/18/2010
Mileage: 11657
Warr Built Dt: 05/16/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE DIED WHILE DRIVING, NOW NO CRANK. TECH HAS U110G, U110F, U0103, U0101, U0141, U110E, U0001, U1120, U1124, U110A, U1003, U0100, U0121, B2124, B1652 ALL STORED.

Service Action: ADVISED TECH TO UNPLUG THE TRANSMISSION LEAD FRAME AND NOTE IF VEHICLE STARTS. ALSO VERIFY 12 VOLTS IN START ON T751 AT THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010356194

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6167510933)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J168561195)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062511

Report#: SSV010356194
Open Date: 08/09/2010
Mileage: 34253
Warr Built Dt: 06/25/2005
Supplier RP:

Zone/Cd: 63-44678
Name: GLENN POLK AUTOPLEX
Address: 4330 N INTERSTATE 35
 GAINESVILLE, TX 762401965
Phone: 940 665-3461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL INTERMITTENTLY AT IDLE WHILE AT A STOP. NO CODES PRESENT, COULD NOT DUPLICATE CONCERN ON TEST DRIVE BUT WHEN BROUGHT BACK TO SHOP, DIED WHILE IN STALL AT IDLE NO CODES PRESENT, CHECKED MISFIRE MONITOR-CYLINDER 1 INTERMITTENTLY MISFIRES UNDER LOAD AND AT IDLE. SWAPPED COILS WITH CYL 3- CYLINDER 3 MISFIRE INTERMITTENTLY CHECKED SPARK PLUGS AND GAP ALL OK NO CRACKS OR BROKEN INSULATORS

Service Action: JORDAN, TRY SWAPPING ALL COILS WITH A GOOD RUNNING VEHICLE, THIS WILL FIX SOME OF THE STALLING 5.7L ENGINE, MAKE SURE MODULES ARE UP TO DATE. IF STILL STALLING DO A RECORDING AND REVIEW FOR CAUSE OF THE DIE OUT. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010832156

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H2 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6202512612)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J195561324)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082415

Report#: SSV010832156
Open Date: 08/09/2010
Mileage: 24099
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 63-45056
Name: HELFMAN DODGE CHRYSLER JEEP
Address: 7720 KATY FREEWAY
 HOUSTON, TX 77024
Phone: 713 533-6100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN STALLING UP AFTER FILL UP. 0085. TECHNICIAN STATES VERIFIED CONCERN-FULL TANK OF GAS VEHICLE DIES OUT...

Service Action: STAR ADVISED TECH THE EVAPORATIVE VAPOR CANISTER MAY ALLOW CHARCOAL TO MIGRATE FROM THE CANISTER TO THE PURGE SOLENOID AND INTO THE ENGINE. THE MISSING CANISTER CHARCOAL MAY ALLOW FUEL VAPORS TO ESCAPE INTO THE ATMOSPHERE. IN ADDITION, THE MIGRATING CHARCOAL MAY PLUG THE PURGE SOLENOID, WHICH MAY CAUSE DRIVEABILITY COMPLAINTS AND ILLUMINATION OF THE MALFUNCTION INDICATOR LIGHT (MIL). TO CORRECT THIS CONDITION, THE VAPOR CANISTER AND PURGE SOLENOID MUST BE REPLACED---ALSO CHECK LDP FILTER PN#4891564AC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010569150

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6322510197)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J341560707)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121306

Report#: SSV010569150
Open Date: 08/05/2010
Mileage: 86000
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 71-44709
Name: AUBURN CHRYSLER DODGE JEEP RAM
Address: 1901 GRASS VALLEY HWY
 AUBURN, CA 95603
Phone: 530 885-2900

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THAT THE CHECK ENGINE LIGHT IS ON AND TECH ADVISED HAS CODES OF U0100 AND HAS NEW SHIFT MODULE. PUT IN A NEW TCM ALSO. THE CAR DIES OUT WHILE DRIVING AND SETS THESE CODES.

Service Action: ADVISED TECH TO WATCH FOR ASD RELAY FOR DROPPING OUT AND IF SO POSSIBLE FCM, OR IGNITION SWITCH ISSUE. TECH CALLED BECAUSE STAR AGENT TOLD HIM THE LOSS OF COM COULD CAUSE STALL. I DISAGREE WITH THIS AND CALLED FTS TO CONFIRM WE DO NOT USE BUSSED MESSAGES TO KEEP THE CAR RUNNING. I SUGGEST THAT HE REVIEW THE FREEZE FRAME DATA AND COMPARE IT TO THE DATE OF THE ALLEGED STALL. IF IT MATCHES THEN WE SHOULD LOOK FURTHER, OTHERWISE LOOK FOR OTHER CAUSES LIKE SPARK PLUGS JUST REPLACED, COIL, ETC. TECH OBTAINED DATA RECORDING OF STALL. UPLOADED TO SERVER 4/23. PLEASE REVIEW AND CONTACT TECH. (TWO RECORDINGS, ONE BASELINE, ONE NAMED STALL) RECEIVED CALL FROM STAN GOZZI, TECH HAS DATA RECORDINGS SENT UP FOR REVIEW. I HAVE

ADVISED STAN THAT I WILL REVIEW THEM AND CALL BACK WITH INFORMATION. I HAVE REVIEWED THE DATA RECORDINGS, CALLED THE TECH (GREG) AND HAVE ADVISED TO REPLACE THE PCM, RE-TEST AND CALL ME WITH AN UPDATE. VEHICLE FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010826712

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6102610457)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J108661071)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050105

Report#: SSV010826712
Open Date: 08/05/2010
Mileage: 10624
Warr Built Dt: 05/01/2006
Supplier RP:

Zone/Cd: 32-42317
Name: BEDARD BROS. CHRYSLER JEEP DOD
Address: 393 S STATE RD
 CHESHIRE, MA 012259791
Phone: 413 743-0014

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS DIE OUT AT TIMES AND MOSTLY COMING OR AT STOP LIGHTS, I DID SEND A RECORDINGS. ANY ISSUES.

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF IT u0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. ALSO HEAR ARE SOME OTHER STAR CASES THAT CAN HELP ALSO: K45283108 K80348736 K88949174 K95564144 K14157242 K56020285 K64361152 K70356313

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010821992

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3LA43H76H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER RWD LXDH48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6027610278)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J100660083)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 051023</p>	<p>Report#: SSV010821992</p> <p>Open Date: 08/03/2010</p> <p>Mileage: 85398</p> <p>Warr Built Dt: 05/10/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 70-68904</p> <p>Name: OLYMPIA CHRY-JEEP</p> <p>Address: 2110 CARRIAGE DRIVE SW OLYMPIA, WA 98502</p> <p>Phone: 360 754-5500</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE PCM HAS BEEN REPLACED FOR A DIE OUT AT SPEED CONDITION THAT HAS NEVER BEEN VERIFIED . THIS IS A POLICE VEHICLE .

Service Action: ADVISE TECH TO READ STAR ONLINE CASE #K94202871 .ADVISE TECH TO REMOVE THE SPARK PLUGS AND COILS FOR INSPECTION .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010815942

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6292510797)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J304561353)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110706

Report#: SSV010815942
Open Date: 08/02/2010
Mileage: 54370
Warr Built Dt: 11/07/2005
Supplier RP:

Zone/Cd: 35-64152
Name: LANSDALE CHRYSLER DODGE JEEP R
Address: 722 BETHLEHEM PIKE
 MONTGOMERYVILLE, PA 189369601
Phone: 215 855-9540

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TOWED IN AS A CRANK NO START, DIED WHILE DRIVING, FOUND BAD FUSE FOR FUEL PUMP, SET PCODE OF P0057.

Service Action: ADVISED THE TECH TO LOAD TEST THE 02 HEATER GROUND, POSS PCM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010812522

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6144610517)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J159661101)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061320

Report#: SSV010812522
Open Date: 07/30/2010
Mileage: 62101
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 51-43192
Name: VAUGHN CHRYSLER-JEEP-DODGE, IN
Address: 1317 VAUGHN DRIVE
 OTTUMWA, IA 52501
Phone: 641 682-4575
 641 682-4574

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CC WAS VEHICLE DIED. HAS STORED CODE U0019 IN PTIF MODULE. HAD OTHER CODES FOR DRIVABILITY AND CLEARED AND NOT RECORDED. HAD REPLACED PCM.
Service Action: ADVISED TO SEE IF PTIF IS CONNECTED. THIS WILL NOT CAUSE A STALL OUT. ADVISED TO DUPLICATE STALL ISSUE AND RECORD CODES.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010808942

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6058610324)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J097660940)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042622

Report#: SSV010808942
Open Date: 07/28/2010
Mileage: 89730
Warr Built Dt: 04/26/2006
Supplier RP:

Zone/Cd: 63-45327
Name: ORR CHRYSLER DODGE JEEP
Address: 900 TRUMAN BAKER DR
 SEARCY, AR 721438339
Phone: 501 279-3311

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS DIES OUT AT STOP SIGNS AND AT IDLING. HAS NEW THROTTLE BODY AND NEW PCM - AND NEW CRANK AND CAM SENSOR.

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF IT u0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF

IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010802372

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6341510379)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349561509)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011709

Report#: SSV010802372
Open Date: 07/27/2010
Mileage: 38199
Warr Built Dt: 01/17/2006
Supplier RP:

Zone/Cd: 32-26262
Name: LOWERY BROS CHRYSLER-JEEP INC
Address: 647 WEST GENESEE STREET
 SYRACUSE, NY 132042303
Phone: 315 472-7844

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: C.C. MANY WARNING LAMPS AND THE CAR STALLED OUT. THE TECH HAS MANY STORED FAULTS. THE TECH STATED THIS CAR HAS A HISTORY OF LIKE ISSUES. IN THE PAST ABS MODULE AND ESM WERE REPLACED. U0002 WAS IN ABS,ESM,TCM, SCCM. THE U0001 FAULT WAS STORED IN PCM,FCM.

Service Action: ADVISED THE TECH TO CHECK CONNECTIONS FROM THE PCM TO THE TIPM. THE TECH CAN CHECK FOR WATER INTRUSION AND PIN FIT ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010794366

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610517)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J159661101)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061320

Report#: SSV010794366
Open Date: 07/22/2010
Mileage: 62101
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 51-43192
Name: VAUGHN CHRYSLER-JEEP-DODGE, IN
Address: 1317 VAUGHN DRIVE
 OTTUMWA, IA 52501
Phone: 641 682-4575
 641 682-4574

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH WILL RADOMLY DIE AT IDLE OR IN GEAR AT IDLE ALSO HAD STORED CODE U00019 STORED ON THE PTIM MODULE POLICE/TAXI INTERFACE MODULE. VEH IS A SHERIFF CAR I REPLACED THE THROTTLE BODY, AN INDEPENDANT SHOP HAD REPLACED CAM, CRANK AND EGR VALVE NOTHING HAS HELPED

Service Action:ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COIL. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COIL. ALSO SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSAY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO CHECK FOR THE ASD SENSE SIGNAL GOING TO THE FCM AND IF LOSING THAT SIGNAL WHEN IT DIES THEN YOU NEED A NEW FCM THE LX IS POPULAR FOR THIS ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010790195

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H96 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6235510233)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J249560346)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 091218</p>	<p>Report#: SSV010790195</p> <p>Open Date: 07/21/2010</p> <p>Mileage: 49400</p> <p>Warr Built Dt: 09/12/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-26735</p> <p>Name: VANN UNDERWOOD CHRYSLER JEEP D</p> <p>Address: 501 SOUTH MADISON STREET WHITEVILLE, NC 284724127</p> <p>Phone: 910 642-2000</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES STALL IN THE MORNING, PLUGS WERE REPLACED, PCM, CRANK AND CAM SENSOR, WCM, SAME PROBLEM, NO CODES ARE SETTING.

Service Action: ADVISE TO SWAP ALL IGNITION COILS, CHECK TSB 08-07-94 AS REFERENCE, POSSIBLE WRAP WIRING HARNESS WITH ALUMINUM TAPE. SM EDDIE EMAILS THE TA REQUESTING ASSISTANCE. EMAILED THE SM AND ADVISE TO UTILIZE A LAB SCOPE ON THE COILS AND INJECTORS LOOKING FOR A VOLTAGE SPIKE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010704460

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6172510218)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J206560992)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080907

Report#: SSV010704460
Open Date: 07/13/2010
Mileage: 36766
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 51-66804
Name: MANCARI'S CHRYSLER JEEP DODGE,
Address: 4630 WEST 95TH STREET
 OAK LAWN, IL 604532514
Phone: 708 423-0910

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS STALLS AT TIMES.TECH HAS REPLACED THE CAM NAD CRANK SENSORS.TECH STATES DATA SHOWS DASHED LINES.

Service Action:ADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE.ADVISED TECH TO MONITOR COIL DATA. CUSTOMER CONCERN INTERMITTENT DIE OUT WHILE STOPPING OR SITTING AT A LIGHT-BACK OUT OF DRIVEWAY..u0085.TECHNICIAN STATES MIL ON\u0085DIAGNOSTIC TROUBLE CODES P1128,P1129 REPLACED SPARK PLUGS/COILS/PCM/FCM/ECT/MAP/PDC/BOTH FUEL PUMPS/THROTTLE BODY-BLOCKED OFF PURGE..WILL DIE IN PARK..LIKE TURN KEY OFF..STAR ADVISED TECH TO TECH DISCONNECT ONE COIL AT A TIME AND SEE IF HE CAN MAKE VEHICLE STALL OUT..POS CRACKED SPARK-PLUG/BAD COIL.. TECH HAS REPLACED THE COILS,PCM AND FUEL PUMPS.TECH HAS REPLACED THE FCM,MAP SENSOR AND ECT SENSOR.\r\n\r\nADVISED TECH INSPECT THE WIRING ON THE BACK SIDE OF THE ENGINE. A BROWN/YELLOW WIRE (1 ON EACH SIDE OF THE ENGINE, STARTING AT THE HEAD) RUNNING FROM A

CAPACITOR TO THE MAIN HARNESS COULD BECOME TRAPPED BETWEEN THE ENGINE/BRACKET/NUT. INSPECT THE WIRE AND REPAIR AS NECESSARY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010765421

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6285510340)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J298560911)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110121

Report#: SSV010765421
Open Date: 07/12/2010
Mileage: 46713
Warr Built Dt: 11/01/2005
Supplier RP:

Zone/Cd: 63-60448
Name: BAYSHORE CHRYSLER JEEP DODGE
Address: 5225 I 10 EAST
 BAYTOWN, TX 77521
Phone: 281 421-6000
 281 421-6008

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE VEHICLE STALLS AFTER FUELING . TECH STATES THE VEHICLE HAS A STALLING ISSUE AFTER FUELING THAT HAS NOT BEEN VERIFIED .

Service Action:ADVISE TECH TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER , POSSIBLE CUSTOMER OVER FUELING OR FAULTY ROLL OVER VALVE OR FUEL CONTROL VALVE ON THE TANK .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010762242

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6206510315)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J235560750)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082900

Report#: SSV010762242
Open Date: 07/09/2010
Mileage: 35048
Warr Built Dt: 08/29/2005
Supplier RP:

Zone/Cd: 66-44538
Name: TILLEY-LANE CHRYSLER DODGE
Address: 1206 E BROADWAY
 LENOIR CITY, TN 37771
Phone: INACTIVE
 865 986-7400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A ENGINE DIE OUT. TECH STATES THAT HE HAS BEEN ABLE TO DUPLICATE THE CONDITION. TECH STATES THAT THERE ARE NO FAULTS PRESENT. TECH STATES THAT THE ETC HAS BEEN REPLACED. FUEL PRESSURE STAYS STEADY AND A FUE SAMPLE WAS TAKEN. TECH STATES THAT WIGGLING WIRING DID NOT CHANGE THE CONDITION. TECH STATES THAT NO DATA VALUES SPIKE WHEN THE CONDITION OCCURS.

Service Action: ADVSIED TECH TO DATA RECORD THE CONDITION. ADVISED TECH TO SWAP THE IGNITION COILS FROM A KNOWN GOOD VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010017314

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510509)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010615

Report#: SSV010017314
Open Date: 07/06/2010
Mileage: 20206
Warr Built Dt: 01/06/2006
Supplier RP:

Zone/Cd: 35-23304
Name: FARRISH CHRYSLER JEEP DODGE
Address: 9610 FAIRFAX BLVD
 FAIRFAX, VA 220312320
Phone: 703 273-0200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A INTERMITTENT STALL OUT. TECH STATES THAT HE FEELS THAT THIS MAY BE RELATED TO EMF. TECH STATES THAT THE PCM RESETS.

Service Action: ADVISED TECH POSSIBLE 5V SUPPLY ISSUE. ADVISED TECH POSSIBLE EMF. ADVISED TECH TO DATA RECORD THE INJECTOR PULSE WIDTH. DIES AT TIMES WHILE DRIVING, SETTING U0100, TECH CAN NOT DUPLICATE THE DIE OUT ISSUE. ADVISED THE TECH TO SWAP COILS WITH A DONOR VEHICLE AND ROAD TEST. TECH STATES THE VEHICLE HAS BEEN BOUGHT BACK AND RESOLD FOR A VERY INTERMITTENT DIE OUT STALL OUT CONCERN . ADVISE TECH TO DATA RECORD THE DIE OUT AND TO REMOVE AND INSPECT THE SPARK PLUGS AND IGNITION COILS . ADVISE TECH TO CHECK THE PCM CONNECTIONS FOR CORROSION AND MOISTURE . ADVISE TECH TO CHECK FOR AFTERMARKET REMOTE START OR ALARM SYSTEM LEFT IN THE VEHICLE . ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . THE TECH REPLACED 8 COILS, STILL HAS THE SAME CONCERN. ADVISED THE TECH TO CHECK THE 5 VOLT FEEDS FOR INTERMITTENT SHORTS. TECH TO CHECK THE HARNESS BEHIND THE CYLINDER HEADS

FOR SHORTS. TECHNICIAN STATES SHORT 5 VOLT REFERENCE AND IS SETTING MULTIPLE CODES, ADVISE TO TAKE RECORDINGS, CHECK OLD TSB 08-07-94 AS REFERENCE, CHECK STAR ON LINE CASE K94202871, POSSIBLE EMI IS RESETTING PCM, POSSIBLE WRAP AND INSULATE WIRING HARNESS, POSSIBLE REPLACED PCM. TECH CALLED IN AND STATES THAT BUILT A SHIELD AROUND THE PCM AND IS FIXED. TECHNICIAN STATES VEHICLE CAME BACK, SAME PROBLEM, VEHICLE IS STALING AT TIMES HAD STORED CODE U0100 IN TCM, PCM WAS SHIELDED WITH HEAT SHIELD, ADVISE TO USE TAPE FROM TSB 08-07-94, WRAP WIRING HARNESS AROUND PCM AND CYLINDER HEAD, WILL TURN CASE TO MASTER CONSULTANT. TECHNICIAN STATES THE VEHICLE HAS BEEN TEST DRIVEN FOR 310 MILES, AND THE CONCERN HAS NOT OCCURED. TECHNICIAN HAS PREVIOUSLY REPLACED THE IGNITION COILS. TECHNICIAN STATES THE SPARK PLUGS HAVE BEEN REPLACED. ADVISED TECHNICIAN TO OBTAIN A DATA RECORDING OF THE EVENT. ADVISED TO INSPECT THE SPARK PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010598632

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6066510312)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J083560627)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 041402

Report#: SSV010598632

Open Date: 06/21/2010

Mileage: 55126

Warr Built Dt: 04/14/2005

Supplier RP:

Zone/Cd: 66-60252

Name: CHAMPION OF ATHENS, INC.

Address: 907 S CLINTON ST
ATHENS, AL 356113562

Phone: 256 232-8787

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE VEHICLE STALLS AT TIMES . TECH STATES THE VEHICLE HAS A STALLING CONDITION UNDER HARD ACCELERATION LIKE THE KEY IS TURNED ON AND OFF .

Service Action: ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO REMOVE AND INSPECT THE SPARK PLUGS FOR THE CORRECT APPLICATION . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE . CONFIRMED REPAIR BASED ON EMAIL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010713709

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6326510148)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J342561367)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 121409

Report#: SSV010713709

Open Date: 06/17/2010

Mileage: 27259

Warr Built Dt: 12/14/2005

Supplier RP:

Zone/Cd: 71-41080

Name: CARL BURGER'S DODGE CHRYSLER J

Address: 8355 HERCULES ST
LA MESA, CA 919422921

Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT STALL OUT, DIES IN ANY GEAR OR IN PARK/NEUTRAL WHEN COLD, NO CODES, CONDITION NO CONSISTENT CHECKED ALL COILS/SPARK PLUGS, ALSO CHECKED FOR CANISTER CONTAMINATION, NO CODES, INSPECTED WIRING FOR DAMAGE, NO FLASHES AVAILABLE FOR PCM

Service Action: ADVISED TECHNICIAN TO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF IT u0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR ALSO COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND

IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423. ALSO HEAR ARE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010705253

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6017611521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J052661268)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022520

Report#: SSV010705253
Open Date: 06/15/2010
Mileage: 77506
Warr Built Dt: 02/25/2006
Supplier RP:

Zone/Cd: 66-64798
Name: ORANGEBURG CHRYSLER DODGE JEEP
Address: 2801 SAINT MATTHEWS RD
 ORANGEBURG, SC 291181439
Phone: INACTIVE
 803 534-5251

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL START,BUT THEN SOMETIMES STALL,WHILE DRIVING DOWN ROAD,VEHICLE WILL BUCK,REV UP,LIGHTS BLINK,AND THEN RESUME NORMAL,THEN DOES IT AGAIN,I HAVE NO DTCS,FOR RELATED SYMPTOM,HAVE RELACED PCM,AND CHECKED,FUSES,WIRING,DONT KNO WHERE TO GO FROM HERE

Service Action:ADVISE TECH TO REMOVE THE SPARK PLUGS FOR INSPECTION AND THE CORRECT APPLICATION . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE . ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO CALL IN TO THE STAR CENTER FOR FURTHER ASSISTANCE WITH THIS CONCERN . TECH STATES UNSURE OF RESPONSE FROM FAX. ADVISED THE CONCERN DEALS WITH EMF AND RESETTING THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010707886

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6308510280)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J322560897)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 112421

Report#: SSV010707886

Open Date: 06/16/2010

Mileage: 79402

Warr Built Dt: 11/24/2005

Supplier RP:

Zone/Cd: 66-68676

Name: GARBER CHRYSLER DODGE JEEP, IN

Address: 3408 HIGHWAY 17
GREEN COVE SPRINGS, FL 32043

Phone: 904 284-3023
904 264-2442

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE VEHICLE STALLS WHEN COMING TO A STOP , TECH HAS GONE OVER STAR ONLINE CASE #K94202871 .TECH STATES THE DIE OUT STALL OUT CONCERN HAS NEVER BEEN DUPLICATED .

Service Action: ADVISE TECH TO VERIFY THE CUSTOMERS COMPLAINT BEFORE ATTEMPTING TO REPAIR . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010702263

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6300510231)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J307560968)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111122

Report#: SSV010702263
Open Date: 06/14/2010
Mileage: 41655
Warr Built Dt: 11/11/2005
Supplier RP:

Zone/Cd: 71-24100
Name: HUNTINGTON BEACH CHRYSLER DODG
Address: 16701 BEACH BLVD
 HUNTINGTON BEACH, CA 926474814
Phone: 714 841-3999

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALL IMMEDIATELY AFTER FUEL TANK IS FILLED. STALL ONLY OCCURS WITH TANK FILLED NONE

Service Action:ADVISED TECH THAT THE FUEL TANK CHECK VALVE IS STICKING OPEN THAT WILL ALLOW THE FUEL INTO THE EVAP SYSTEM. REPLACE FUEL TANK AND CANISTER AND THE CHECK THE OPERATION OF THE NVLD OR ESIM AND PURGE SOLENOID. ALSO TOO MUCH RAW FUEL CAN CAUSE DAMAGE TO THEM ALSO. SEE STAR CASE K79299899 FOR MORE INFORMATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010689144

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6168511513)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J179560601)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072504

Report#: SSV010689144
Open Date: 06/09/2010
Mileage: 48474
Warr Built Dt: 07/25/2005
Supplier RP:

Zone/Cd: 66-51010
Name: WELLS MOTOR CO.
Address: 1600 US 27 S
 AVON PARK, FL 338255321
Phone: 863 453-6644

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN MIL ON \u0085STALLING/INTERMITTENTLY DIE- OUT..JERK AT TAKE OFF..RUNS ROUGH AT IDLE..TECHNICIAN STATES MIL ON\u0085DIAGNOSTIC TROUBLE CODE -PLATINUM PLUGS..TCM -U0100 PCM P2172 ABS C121C

Service Action: STAR ADVISED TECH TO REPLACE SPARK PLUGS WITH COPPER CORE...REPLACE PCV VALVE.REFER TO SOL K18363958 USE THE STARSCAN IN THE TCM DATA DISPLAY MENU TO CHECK SIGNALS FROM INPUT SPEED SENSOR #1 AND #2. IN ONE RECENT CASE WE FOUND THAT #2 SIGNAL WIRE (YL/OR) FROM TCM WAS CHAFED BY THE SHARP EDGE OF PARKING BRAKE CONTACT SWITCH & THE STRANDS WERE SHORTED TO GROUND. THIS WAS DUE TO IMPROPERLY ROUTED TCM WIRING HARNESS THAT WAS BEING RUBBED EVERY TIME THE PARKING BRAKE WAS APPLIED.IF NPF REPLACE TCM.. 04692392AD CAME OUT AND 04692392AI IS GOING IN. P1644 NOW SETS.\r\n\r\nIT IS NECESSARY TO USE STARSCAN\u00AE TO CONFIGURE THE TCM. GO TO ECU VIEW, GO INTO THE TCM, GO TO MISC FUNCTIONS, THEN GO TO INITIALIZE EGS-52. FOLLOW

THE INSTRUCTION ON STARSCAN\

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010688271

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77346H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6353520065)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J336560873)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010504

Report#: SSV010688271
Open Date: 06/08/2010
Mileage: 69526
Warr Built Dt: 01/05/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS STALLING AT TIMES. TECH STATES HAS STORED CODES P2172,P0700. TECH STATES THE VEHICLE HAS A AN AFTERMARKET TUNER THE CUST IS USING AND VEHICLE STALLS WITH THE TUNER CONNECTED.

Service Action: ADVISED TECH TO ADVISE CUST NOT TO USE THE TUNER ON THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010676865

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6068510588)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J081560725)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041206

Report#: SSV010676865
Open Date: 06/03/2010
Mileage: 61703
Warr Built Dt: 04/12/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MIL LIGHT IS ON, STALLING. \r\nHAD P0300 AND CRANK SENSOR CODE...TECH DID NOT KNOW WHICH CODE IT WAS. \r\nCKP SENSOR WAS REPLACED, NOT STALLING BUT P0300 REMAINS COUNTING MISFIRES RUNS FINE.

Service Action: STAR ADVISED TECH LOAD TEST THE CKP CIRCUITS, INSPECT FOR TERMINAL ISSUES. LAB SCOPE THE CKP/CMP SIGNALS AT THE PCM. CHECK FOR CKP SENSOR AIR GAP ISSUES. CHECK THE CKP MOUNTING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010675266

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6059620010)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J086660841)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041212

Report#: SSV010675266
Open Date: 06/02/2010
Mileage: 48551
Warr Built Dt: 04/12/2006
Supplier RP:

Zone/Cd: 71-59578
Name: GLENDALE DODGE CHRYSLER JEEP
Address: 900 S BRAND BLVD
 GLENDALE, CA 912042108
Phone: 818 242-4161

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE CUSTOMER COMPLAINS OF STALLING AT IDLE. NO DTC S PRESENT. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

Service Action:ADVISED TECHNICIAN TO OBTAIN A DATA RECORDING OF THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010655951

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6167511190)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J166561067)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062615

Report#: SSV010655951
Open Date: 05/24/2010
Mileage: 54567
Warr Built Dt: 06/26/2005
Supplier RP:

Zone/Cd: 71-43012
Name: CERRITOS DODGE INC
Address: 18803 STUDEBAKER RD
 CERRITOS, CA 907035332
Phone: 562 402-5848
 562 402-5335

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CODE U0100 IS STORED AND THE CUSTOMERS COMPLAINT IS THE VEHICLE DIES AND STALLS. CAN ONLY DUPLICATE THE STORED CODE LOOKS LIKE A SHIFTER HAS BEEN REPLACED, A TCM HAS BEEN REPLACED AND IGNITION COILS AND SPARK PLUGS

Service Action: JEFF, IN THIS SITUATION WE NEED TO DATA RECORD THE CONDITION TO SEE WHAT MAY BE CAUSING THE DIE OUT. POSSIBLE A 5V SUPPLIED SENSOR IS SHORTING AND CAUSING THE PCM TO GO OFF LINE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010626974

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6135610628)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J145660231)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060513

Report#: SSV010626974
Open Date: 05/20/2010
Mileage: 53215
Warr Built Dt: 06/05/2006
Supplier RP:

Zone/Cd: 42-26796
Name: BOB POYNTER CHRYSLER DODGE JEE
Address: 3020 N NATIONAL RD
 COLUMBUS, IN 472013236
Phone: 812 372-2575

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE AT IDLE, TECH CAN DUPLICATE THIS ISSUE, SETTING U0100 IN OTHER MODULES, TECH HAS REPLACED THE

Service Action: ADVISED THE UPDATE THE PCM, HOT WIRE THE ASD AND SEE IF WILL STILL DIE OUT, SWAP COILS WITH A LIKE VEHICLE. CUSTOMER CONCERN MIL ON ..VEHICLE

INTERMITTENT DIE OUT.\u0085.TECHNICIAN STATES MIL ON\u0085DIAGNOSTIC TROUBLE CODE\u0085U100...VEHICLE CAN IDLE5-10 MINUTES..DIES OUT IN STALL ...REPLACED PLUGS-SWAPPED ALL COILS...CODE SETS IN TCM FIRST THEN FCM ESM ABS... STAR ADVISED TECH TO REFER TO SOL CASE K18363958 -TCM WIRING HARNESS THAT WAS BEING RUBBED EVERY TIME THE PARKING BRAKE WAS APPLIED.#2 SIGNAL WIRE (YL/OR) SWAPPED COILS, PLUGS ARE OK, INSPECTED THE WIRING FOR ENGINE, INSPECTED THE TCM FOR ISSUES. PLEASE CALL TECH ON THURSDAY. CALLED UP BRAD AND SAID IT HAD NEW PLUGS - SWAP COILS - PARK BRAKE WIRES OK - AND THE U0100 COMES BACK IN DIFFERENT MODULES ALL THE TIME. ADVISED TECH THAT WITH THIS DIE OUT ISSUE AND CODE, THAT I WANT HIM TO INSTALL A NEW FCM AND THEN

RETRY FOR THE DIE OUT ISSUE. AND CALL US BACK IF ITS STILL DOING IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010633822

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6053610102)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J065661208)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031607

Report#: SSV010633822
Open Date: 05/18/2010
Mileage: 35197
Warr Built Dt: 03/16/2006
Supplier RP:

Zone/Cd: 51-60199
Name: FRANK BOUCHER CHRYSLER, DODGE,
Address: 4001 MILTON AVE
 JANESVILLE, WI 535469643
Phone: 608 757-6150

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT WILL LOOSE POWER AT TIMES WHILE DRIVING.

Service Action: ADVISED THE TCH TO REPLACE THE PLUGS AND ROAD TEST THE VEHICLE.--LOST THE TECH DURING RESEARCH. CALLED BACK AND ADVISED TO REPLACE THE PLUGS. TIM REPLACED THE PLUGS AND HAS STALLED AT STOPS 2 TIMES WHILE STOPPING, WANTS TO REPLACE THE PCM PER DIAG.\r\n\r\nADVISED THE TECH TO FIRST TRY A COIL SWAP IF NO CHANGE THEN REPLACE PCM PER DIAG IF IS REQUIRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010639936

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510236)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J211560159)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081118

Report#: SSV010639936
Open Date: 05/17/2010
Mileage: 44205
Warr Built Dt: 08/11/2005
Supplier RP:

Zone/Cd: 32-42295
Name: BALD HILL DODGE CHRYSLER JEEP
Address: 1035 BALD HILL RD
 WARWICK, RI 028860723
Phone: 401 828-3700

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS, MIL LIGHT IS ON. \n\nTECH HAS NOT RAN THE DIAGNOSTICS OR CHECKED ANYTHING YET.

Service Action: STAR ADVISED TECH TO REPLACE/INSPECT SPARK PLUGS ALSO SWAP COILS WITH ANOTHER LX TO RULE OUT THE COIL KILLER ISSUE POSSIBLY. SEE SOL CASE K14443423.
 MAY NEED TO DATA RECORD THE DIE OUT IF IT CAN BE DUPLICATED, LOOK FOR DASH LINES IN THE RECORDING IF EVENT IS CAPTURED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010623161

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178510119)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J217560611)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081711

Report#: SSV010623161
Open Date: 05/10/2010
Mileage: 24703
Warr Built Dt: 08/17/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS STALLING AFTER FILLING.TECH HAS NOT VERIFIED.

Service Action:ADVISED TECH TO READ CASE#K17555629.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010617631

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6152510632)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J160560995)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 061516

Report#: SSV010617631

Open Date: 05/06/2010

Mileage: 71690

Warr Built Dt: 06/15/2005

Supplier RP:

Zone/Cd: 42-44707

Name: MATHEWS DODGE CHRYSLER JEEP IN

Address: 1866 MARION-WALDO RD
MARION, OH 43302

Phone: 740 389-2341

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTENTLY STALLS AT IDLE OR STUMBLES WHILE DRIVING. VEHICLE ALWAYS RESTARTS. IF CRUISE IS ON IT WILL SHUT COMPLETELY OFF. IT IS VERY SIMILAR TO STAR CASE K94202871. NO DTC S ALL COILS AND SPARKPLUGS HAVE BEEN REMOVED AND INSPECTED AND FOUND NOTHING OUT OF THE ORDINARY. THROTTLE BODY AND PCM HAVE BEEN REPLACED.

Service Action: LUCAS JUST REMOVING THE PLUGS AND COILS AND LOOKING AT THEM WILL NOT DO. YOU HAVE TO SWAP THEM OUT. IF THEY ARE PLATINUM PLUGS THEN CHANGE THEM TO NON PLATINUM. SWAP COILS FROM ANOTHER CAR. ALSO OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETTING IN THE PCM AND IF IT u0092S RESETTING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM FOR A SECOND. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT

DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010618173

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6265510525)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J271560980)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100305

Report#: SSV010618173
Open Date: 05/06/2010
Mileage: 50631
Warr Built Dt: 10/03/2005
Supplier RP:

Zone/Cd: 42-65033
Name: KEY CHRYSLER JEEP DODGE INC
Address: 2020 N DETROIT STREET
 XENIA, OH 453851299
Phone: 937 372-4451

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHILE DIES WHEN STOPING AND FEELS LIKE IT GOING TO DIE WHILE DRIVING DOES IT IN DRIVE ,PARK, NUETRAL NO DTCS. WHILE DRIVING RPMS DROP TO THE ALMOST STALLING THE CAR POINT. CLUSTER LIGHTS UP WHEN IT DOES IT

Service Action:STEVEN SEE STAR CASE K14443423 ALSO LOOK AT YOUR FUEL ADAPTIVES WHEN THIS OCCURS AND SEE IF THE ARE GOING HIGH AND POSSIBLE LEANING OUT THE ENGINE AND CAUSING A STALLING ISSUE. OBSERVED THE ORIENTATION OF THE PCM HARNESS NEAR THE IGNITION COILS. POSSIBLE RELOCATED THE HARNESS AWAY FROM THE COILS. CHECK THE RUN TIMER FOR RESETING IN THE PCM AND IF ITu0092S RESETING, THEN POSSIBLE THE CAUSE IS COIL ISSUE OR PLUG ISSUE, A SMALL CRACK IN THE PLUG OR PLATINUM PLUGS HAVE CAUSED THIS ALSO AND TO SWAP OUT IF IT HAS PLATINUM SPARK PLUGS, OR COIL WILL CAUSE ELECTRICAL INTERFERENCE AND SHUT OFF THE PCM FOR A SECOND. THEN SWAP COILS & PLUGS FROM A DONOR CAR AND SEE IF THE CONCERN CHANGES. ALSO CHECK THE EVAP SYSTEM & ESIM ASSY

FOR WATER OR SIGNS OF FUEL IN THE SYSTEM CAN CAUSE A STALLING ISSUE, IF YOU DO HAVE FUEL IN THE EVAP SYSTEM THEN REPLACE THE FUEL TANK FOR THE VALVE STICKING OPEN, AND IF THE ESIM HAS WATER IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO WATCH THE ASD RELAY SENSE OR IGNITION SENSE AND SEE IF IT IS GOING FALSE WHEN IT STALLS, AND IF IT DOES THE REPLACED THE FCM OR TIPM. ON LX COIL STALL SEE STAR CASE K94202871 K14443423.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010545194

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6128610224)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J142660867)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053021

Report#: SSV010545194
Open Date: 04/19/2010
Mileage: 50000
Warr Built Dt: 05/30/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHEN COMING TO A STOP OR SITTING AT TIMES, WIRING LOOKS GOOD, PCM IS UP TO DATE, SETTING CODES OF P0700,U0100,

Service Action: ADVISED THE TECH TO DO A COIL SWAP, IF STILL IS STALLING THEN DO RECORDING AND REVIEW. TECH HAS NOT SWAPPED COILS, ADVISED THE TECH TO REPLACE THE SPARK PLUGS. CURRENT MILEAGE 51536 MILES...CUSTOMER CONCERN VEHICLE STALLS\ TECHNICAL STATES MIL ON\ NO DIAGNOSTIC TROUBLE CODE P2172 U0100\ VERIFIED CONCERN DRIVING 70 MPH..LET SIT 3 HRS RETEST DROVE 70 MPH -10 MILES GOING DOWN OFF RAMP ON DECEL ENGINE DIED...REPLACED PLUGS-HAD 1 PLUG CARBON TRACKING...REPLACED 1 COIL..REPLACE THE SPARK PLUGS...U0100 FCM/TCM/ESM/ABS...CHECK WIRING HARNESS FOR CHAFING AT PARKING BRAKE NPF..STAR ADVISED TECH PER RELATED CASE TO REPLACE PCM AND RETEST...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010575887

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6207510324)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J241561378)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090214

Report#: SSV010575887
Open Date: 04/16/2010
Mileage: 66205
Warr Built Dt: 09/02/2005
Supplier RP:

Zone/Cd: 63-45405
Name: NORTHWEST CHRYSLER JEEP DODGE
Address: 19616 NORTHWEST FWY
 HOUSTON, TX 770654074
Phone: 832 912-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE VEHICLE STALL AFTER A FUEL FILL UP. NO DTC S PRESENT.

Service Action:ADVISED TO QUESTION THE CUSTOMER AS TO OVERFILLING THE VEHICLE. ADVISED TO INSPECT THE CANISTER FOR FUEL. ADVISED TECHNICIAN POSSIBLE FUEL CONTROL VALVE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009733555

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336511460)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J005660965)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011601

Report#: SSV009733555
Open Date: 04/15/2010
Mileage: 10000
Warr Built Dt: 01/16/2006
Supplier RP:

Zone/Cd: 35-60424
Name: KREBS CHRYSLER JEEP DODGE
Address: 100 KREBS DR
 GIBSONIA, PA 150449673
Phone: 724 444-8000

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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLING OUT WHILE DRIVING. TECH HAS MANY LOSS OF COMMUNICATION CODES. TECH CAN NOT DUPLICATE THE CONCERN AT THIS TIME..

Service Action: ADVISED THE TECH TO LOAD TEST THE PCM POWERS AND GROUNDS. TECH TO LOAD TEST THE FCM POWER AND GROUND. TECH TO CHECK HARNESS TO TCM. TECH TO CHECK FOR LOOSE CONNECTIONS UNDER HOOD. TECH TO CHECK FOR COIL GROUND CONCERNS. TECH TO TRY TO DUPLICATE THE CONCERN AND CALL BACK FOR FURTHER ASSISTANCE. TECH STATES THE VEHICLE HAS RETURNED WITH A INTERMITTENT STALLING CONCERN . ADVISE TECH TO READ STAR ONLINE CASE # K94202871. ADVISE TECH TO REMOVE THE COILS AND SPARK PLUGS FOR INSPECTION . TECH STATES THE VEHICLE NOW HAS 10786 MILES ON IT. TECH STATES HE HAS REPLACED THE TCM WITH NO CHANGE.\r\n\r\nADVISE TECH TO INSPECT HE REAR PDC FOR WATER INTRUSION OR CORROSION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010406532

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6082610345)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087660603)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041006

Report#: SSV010406532
Open Date: 04/14/2010
Mileage: 39924
Warr Built Dt: 04/10/2006
Supplier RP:

Zone/Cd: 51-63515
Name: GLENDALE CHRYSLER JEEP DODGE R
Address: 10070 MANCHESTER ROAD
 GLENDALE, MO 631221882
Phone: 314 965-5100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE VEHICLE STALLS OUT WHEN ON SLIGHT INCLINES AND WITH A FULL TANK OF FUEL . TECH STATES THE DIE OUT CONDITION HAS NOT BEEN VERIFIED .

Service Action:ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO INSPECT FOR THE CORRECT SPARK PLUGS . AD VISE TECH TO SWAP THE COILS WITH A DONOR VEHICLE . ADVISE TECH TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER . TECH ADVISED AFTER FILLING UP THE TANK THE CAR DIES OUT ANY ISSUES
 \r\n\r\nADVISED TECH TO CHECK FOR FUEL IN THE CANISTER AND LINE BECAUSE THE FUEL TANK VALVE IS STICKING OPEN AND ALLOWING FUEL INTO THE EVAP SYSTEM.
 REPLACE TANK - CANISTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010475002

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510771)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560194)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121713

Report#: SSV010475002
Open Date: 04/09/2010
Mileage: 99757
Warr Built Dt: 12/17/2005
Supplier RP:

Zone/Cd: 63-41582
Name: CROWN DODGE-CHRYSLER INC
Address: 2707 SHORTCUT ROAD
 PASCAGOULA, MS 395671896
Phone: 228 769-1660

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A MIL ON. TECH STATES THAT THERE ARE P0700,U0100,U0164,U110D,U0151,\r\nB1A29,B1A28,B1A25,B1A35 FAULTS PRESENT. TECH STATES THAT THE VEHICLE DIES OUT. (POLICE VEHICLE) TECH STATES THAT THE COILS AND PLUGS HAVE BEEN REPLACED BY AND AFTERMARKET FACILITY.

Service Action: ADVISED TECH TO INSTALL MOPAR SPARK PLUGS AND COILS ON THE VEHICLE. ADVSIED TECH TO DATA RECODING ON THE ISSUE. TRANSFERED TO DRIVE PER TECHS REQUEST TECH HAS FLASHED THE PTM FOR A RADIO INTERFERENCE ISSUE.\r\n\r\nADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE. TRANSFERED TO DRIVE PER TECHS REQUEST. TECHNICIAN STATES IGNITION COILS, AND SPARK PLUGS ARE MOPAR PIECES. U0100 FAULT IS STILL PRESENT. ADVISED TECHNICIAN TO ATTEMPT TO OBTAIN A DATA RECORDING OF THE STALL OUT. TECH STATES HE HAS VERIFIED THE CONCERN AND ALL DATA HAS DASHED LINES.TECH HAS VERIFIED POWERS,GROUNDNS AND BUS VOLTAGE TO THE PCM.\r\n\r\nADVISED TECH POSSIBLE PCM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010497397

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178510147)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J221560178)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081718

Report#: SSV010497397
Open Date: 04/09/2010
Mileage: 57897
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 32-23171
Name: HUNTINGTON JEEP CHRYSLER DODGE
Address: 1220 E JERICO TPKE
 HUNTINGTON, NY 117435437
Phone: 516 673-1877
 631 673-0270

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: HESITATION/STALLING ON ACCEL.NO FAULT CODES.CMP/CKP SENSORS WERE BOTH REPLACED.PCM WAS REPLACED.\r\nFUEL SAMPLE TESTS O.K. AND FUEL PRESSURE WAS O.K. ALSO.

Service Action: STAR ADVISED TECH SEE SOL CASE K14443423,SUGGESTED TECH SWAP COILS WITH A DONOR VEHICLE,ALSO CHECK FOR OEM SPARK PLUGS.\r\nMAY NEED TO DATA RECORD THE ISSUE. CALLED DEALER BACK SPOKE WITH THOMAS....HE STATED THAT REPLACING THE ALL THE IGNITION COILS DID CORRECT THE STALLING,DIE OUT,HESITATION CONCERN.\r\nCONFIRMED FIX STALLING,DIE OUT,HESITATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009733555

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336511460)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J005660965)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011601

Report#: SSV009733555
Open Date: 04/06/2010
Mileage: 10000
Warr Built Dt: 01/16/2006
Supplier RP:

Zone/Cd: 35-26762
Name: CRANBERRY CHRYSLER DODGE JEEP
Address: 21145 ROUTE 19
 CRANBERRY TWP, PA 160665803
Phone: 724 452-4040

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLING OUT WHILE DRIVING. TECH HAS MANY LOSS OF COMMUNICATION CODES. TECH CAN NOT DUPLICATE THE CONCERN AT THIS TIME..

Service Action: ADVISED THE TECH TO LOAD TEST THE PCM POWERS AND GROUNDS. TECH TO LOAD TEST THE FCM POWER AND GROUND. TECH TO CHECK HARNESS TO TCM. TECH TO CHECK FOR LOOSE CONNECTIONS UNDER HOOD. TECH TO CHECK FOR COIL GROUND CONCERNS. TECH TO TRY TO DUPLICATE THE CONCERN AND CALL BACK FOR FURTHER ASSISTANCE. TECH STATES THE VEHICLE HAS RETURNED WITH A INTERMITTENT STALLING CONCERN . ADVISE TECH TO READ STAR ONLINE CASE # K94202871. ADVISE TECH TO REMOVE THE COILS AND SPARK PLUGS FOR INSPECTION .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010550603

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6020610338)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660083)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021011

Report#: SSV010550603
Open Date: 04/06/2010
Mileage: 48550
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 63-60196
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 5255 S IH 35
 GEORGETOWN, TX 786267549
Phone: 512 930-7900

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT INTERMITTENTLY. TECH STATES THAT THE TCM WAS PREVIOUSLY REPLACED. TECH STATES THAT THERE ARE C121C,U0100 FAULTS PRESENT. TECH STATES THAT HE HAS CLEARED THE FAULTS AND ARE NOT RESETTING. TECH STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.

Service Action: ADVISED TECH POSSIBLE 5V SUPPLY SHORTING TO GROUND. ADVISED TECH TO DATA RECORD THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010551220

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150610579)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J160660297)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061418

Report#: SSV010551220
Open Date: 04/06/2010
Mileage: 87427
Warr Built Dt: 06/14/2006
Supplier RP:

Zone/Cd: 66-44058
Name: DODGELAND OF COLUMBIA
Address: 190 GREYSTONE BLVD
 COLUMBIA, SC 29210
Phone: 803 799-1900

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT. TECH STATES THAT THERE ARE U0100,C121C,U0151 FAULTS PRESENT. TECH HAS NOT BEEN ABLE TO DUPLICATE THE DIE OUT.
 TECH STATES THAT HE HAS CHECKED FOR RUB THROUGHES.

Service Action: ADVISED TECH TO DUPLICATE THE CONDITION. ADVISED TECH TO DATA RECORD THE CONDITION. ADVISED TECH POSSIBLE COIL ISSUE IN EXTENDED IDLE TIME
 CONDITIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010546133

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6055610147)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660716)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033103

Report#: SSV010546133
Open Date: 04/05/2010
Mileage: 30249
Warr Built Dt: 03/31/2006
Supplier RP:

Zone/Cd: 51-45120
Name: NAPERVILLE CHRYSLER JEEP DODGE
Address: 1565 W OGDEN AVE
 NAPERVILLE, IL 605403906
Phone: 630 355-3410
 630 505-8282

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: HESITATION BETWEEN 40-50 AND DIE OUT.\r\n\r\nTHROTTLE BODY WAS REPLACED,MAP SENSOR WAS REPLACED,IGNITION SWITCH WAS INSTALLED ALSO.\r\n\r\nTECH NOTED WHILE VEHICLE IS RUNNING SOME OF THE DATA IS BLANK HAS DASH LINES.

Service Action: STAR ADVISED TECH SEE SOL CASE K14443423 ON COIL KILLER ISSUE.\r\n\r\nSTAR ADVISED TECH REPLACE ALL THE SPARK PLUGS AND SWAP COILS WITH ANOTHER KNOWN GOOD RUNNING HEMI.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010542917

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H0 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510435)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J154561202)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060921

Report#: SSV010542917
Open Date: 04/01/2010
Mileage: 58396
Warr Built Dt: 06/09/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT WHILE DRIVING.\r\nNO FAULT CODES ARE SETTING, TECH IS UNABLE TO DUPLICATE THE CONCERN.

Service Action: STAR ADVISED TECH REPLACE THE SPARK PLUGS AND SWAP COILS WITH A DONOR VEHICLE THAT USES THE SAME COIL.\r\nPOSSIBLE COIL KILLER ISSUE, OR TECH WILL NEED TO OBTAIN A DATA RECORDING OF THE DIE OUT.\r\nALSO ADVISED TECH GET MORE INFORMATION FROM THE CUSTOMER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010532927

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6315510233)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J343560172)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121705

Report#: SSV010532927
Open Date: 03/29/2010
Mileage: 32901
Warr Built Dt: 12/17/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE MIL LIGHT IS ON . TECH STATES THE MIL LIGHT IS ON WITH CODE U0100 . TECH STATES THE DIE OUT STALL OUT CAN NOT BE DUPLICATED .

Service Action: ADVISE TECH TO INSPECT THE VEHICLE FOR THE CORRECT SPARK PLUGS . ADVISE TECH TO READ STAR ONLINE CASE # K94202871 .ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010446325

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3LA73W06F [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER SRT8 RWD LXDX48</p> <p>Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6088620066)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J073660421)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 042014</p>	<p>Report#: SSV010446325</p> <p>Open Date: 03/25/2010</p> <p>Mileage: 46353</p> <p>Warr Built Dt: 04/20/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 63-45107</p> <p>Name: CHRYSLER JEEP DODGE CITY OF</p> <p>Address: 700 S CENTRAL EXPY MCKINNEY, TX 750703834</p> <p>Phone: 972 569-9650</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS STALLING WHEN COMING TO STOP.TECH HAS NOT DUPLICATED AND NO CODES.

Service Action:ADVISED TECH TO MONITOR COIL AND PURGE OPERATION.ADVISED TECH TO INSPECT FOR CRACKED OR LOOSE TARNIS FILTER.ADVISED TECH TO INSPECT FOR RAW FUEL IN THE EVAP SYSTEM. TECH STATES THAT THE ISSUE REMAINS BUT HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION. ADVISED TECH TO MONITOR COIL AND PURGE OPERATION.ADVISED TECH TO INSPECT FOR CRACKED OR LOOSE TARNIS FILTER.ADVISED TECH TO INSPECT FOR RAW FUEL IN THE EVAP SYSTEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010515073

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6137610552)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J167660272)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061709

Report#: SSV010515073
Open Date: 03/25/2010
Mileage: 43503
Warr Built Dt: 06/17/2006
Supplier RP:

Zone/Cd: 32-37058
Name: R I SURESKY & SON INC
Address: RTE 17A HATFIELD
 GOSHEN, NY 10924
Phone: 845 294-5177
 845 294-5179

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: SAL STATES THAT VEHICLE STALLING, MIL ON DTC U0100 ABS, U100 TCM, U0100 FCM. P2783. C121C. ALL DTC ARE STORED EXCEPT CONVERTER CODE IS ACTIVE. TRANS TEMP IS 100 DEG.

Service Action: STAR ADVISED TO CHECK CAN C BUS FOR ISSUES, REPLACE CONVERTER, DTC SETS DUE TO EXCESSIVE SLIP IN CONVERTER. TECH STATES HE DUPLICATED THE CONCERN AND THE U0100 RESET AND THE VEHICLE STALLED. ADVISED TECH TO LOAD TEST POWERS GROUNDS AND IGN FEEDS TO THE PCM. ADVISED TECH TO INSTALL INLINE FUSE IN THE %V SUPPLY CIRCUITS TO THE PCM AND DUPLICATE THE CONCERN AGAIN. P0688 TECH TO CHECK FUSE 14 IN THE IPM FOR OPEN CONCERN. FUSE WAS OPEN, TECH PUT A NEW FUSE IN AND NOW THE CIRCUIT IS COMPLETE. TECH STATE THAT A NEW ENGINE HAS BEEN INSTALLED IN THIS VEHICLE. VEHICLE HAS A POSSIBLE HARNESS CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010523984

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610156)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J135661235)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052501

Report#: SSV010523984
Open Date: 03/25/2010
Mileage: 74827
Warr Built Dt: 05/25/2006
Supplier RP:

Zone/Cd: 32-26513
Name: MILLER CHRYSLER JEEP DODGE OF
Address: 145 ROUTE 120
 LEBANON, NH 037661491
Phone: 603 448-7002

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT TIMES WILL LOOSE WILL START AND STALL ON A HOT RESTART, THE TECH HAS REPLACED THE THROTTLE BODY, SETTING CODES OF P2172,C121C,U0100, THIS IS A POLICE CAR.

Service Action: ADVISED THE TECH TO CHECK FOR STICKING PCV VALVE, TEST THE FUEL PRESSURE AND ALL ENGINE BASICS, SWAP COILS WITH ANOTHER VEHICLE, DO A RECORDING AND REVIEW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010515826

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H46H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6189510122)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J230560729)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 082617</p>	<p>Report#: SSV010515826</p> <p>Open Date: 03/22/2010</p> <p>Mileage: 56361</p> <p>Warr Built Dt: 08/26/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 51-23578</p> <p>Name: FIELDS CHRYSLER JEEP DODGE</p> <p>Address: 670 W FRONTAGE RD NORTHFIELD, IL 600931254</p> <p>Phone: 847 446-5100</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: FAULTCODE U0100 AND STALLING OUT AT IDLE AND ACCELERATING FROM A STOP. THIS IS THE THIRD TIME THIS CODE AND CONDITION HAVE COME UP ON THIS VEHICLE. TCM POWERS AND GROUND GOOD, WIRING FOR NAG TRANS HAS BEEN CHECKED REROUTED. TCM REPLACED 2X S BACK FOR THIRD TIME.

Service Action: DON IF CAN C IF DROPPING OFF BUS MONITER THE BUS VOLTAGE WHILE CONCERN IS PRESENT. IF NEEDED ALL STAR DRIVE GROUP FOR THE DRIVABILITY CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010510637

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6166510897)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J175561123)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070100

Report#: SSV010510637
Open Date: 03/19/2010
Mileage: 40990
Warr Built Dt: 07/01/2005
Supplier RP:

Zone/Cd: 63-44454
Name: ALLEN SAMUELS DODGE CHRYSLER J
Address: 1515 SOUTH LOOP WEST
 HOUSTON, TX 77054
Phone: 713 343-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE CUSTOMER COMPLAINS OF THE ENGINE STALLING. THE CUSTOMER STATES THE CONCERN ONLY OCCURS AFTER A FUEL FILL UP.

Service Action:ADVISED TO INSPECT THE CANISTER FOR RAW FUEL. ADVISED TECHNICIAN POSSIBLE FUEL CONTROL VALVE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010512273

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6153511031)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132560140)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062114

Report#: SSV010512273
Open Date: 03/19/2010
Mileage: 35448
Warr Built Dt: 06/21/2005
Supplier RP:

Zone/Cd: 32-37002
Name: FITZPATRICKS INC
Address: 430 E MAIN STREET
 ANSONIA, CT 064011904
Phone: 203 734-0900
 203 734-3318

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE MIL COMES ON , ENGINE RUNS ROUGH , STALLS , THEN START AND STALL. TECH STATES HE FOUND STORED CODES , CURRENTLY CANNOT DUPLICATE CONCERN. TECH REPORTS THE U0100 IS REOCCURRING IN THE TCM, TECH STATE RODENTS HAVE MADE A NEST ON THE ENGINE, BUT NO SIGNS OF WIRE DAMAGE.

Service Action: ADVISED TECH TO DUPLICATE CONCERN, DETERMINE IF THE PCM IS SHUTTING OFF THE FUEL PUMP RELAY , DETERMINE IF A POWER FEED IS DROPPING OUT INTERMITTENTLY AT THE PCM, TRY SPRAYING THE ENGINE WITH WATER WHILE RUNNING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010501279

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110510782)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J103560119)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092811

Report#: SSV010501279
Open Date: 03/16/2010
Mileage: 48629
Warr Built Dt: 09/28/2005
Supplier RP:

Zone/Cd: 35-64869
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 12511 PROSPERITY DR
 SILVER SPRING, MD 209041662
Phone: 301 622-0010

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATED THAT AFTER FILLING TANK VEHICLE WILL RUN ROUGH AND STALL TILL FUEL LEVEL GOES DOWN.

Service Action: ADVISED THE TECH TO READ SOL CASE NUMBER K17555629, IF VENTING PASSES THEN REPLACE THE TANK AND CANISTER, ADVISE THE CUSTOMER NOT TO ADD ANY FUEL AFTER THE 1ST CLICK OFF ON THE NOZZLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010494296

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6235510330)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J225560011)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090913

Report#: SSV010494296
Open Date: 03/11/2010
Mileage: 62957
Warr Built Dt: 09/09/2005
Supplier RP:

Zone/Cd: 70-56440
Name: WITHNELL DODGE
Address: 2650 COMMERCIAL SE
 SALEM, OR 97302
Phone: 800 888-0791
 503 364-0184

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT AT HIGHWAY SPEEDS. TECH STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION. TECH STATES THAT THERE ARE NO FAULTS. TECH STATES THAT THIS IS A INTERMITTENT CONDITION.

Service Action: ADVISED TECH TO DUPLICATE THE CONDITION. ADVISED TECH TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. ADVSIED TECH TO DATA RECORD THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010454896

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178510147)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J221560178)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081718

Report#: SSV010454896
Open Date: 03/05/2010
Mileage: 57016
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 32-23171
Name: HUNTINGTON JEEP CHRYSLER DODGE
Address: 1220 E JERICO TPKE
 HUNTINGTON, NY 117435437
Phone: 516 673-1877
 631 673-0270

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:C/C-SHUTS OFF LIKE TURN THE KEY OFF.....T/S.. P2172 ---AFTERMARKET RADIO....

Service Action:STAR ADVISED TECH TO CHECK FOR AFTERMARKET WIRE ROUTING-IF NPF- PER RELATED CASE TO REPLACE PCM AND RETEST.. SENT TO AFTERMARKET SHOP-REROUTED WIRES FROM PAST CONCERN....100 PSI ON OIL PRESSURE...REPLACED OIL PRESSURE SENSOR-FIXED...RESET STEERING ANGLE SENSOR...NOW C/C..WHEN COLD..SHUTS OFF..T/S...NO CODES NO MIL..REPLACED PCM-NO FIX.....STAR ADVISED TECH TO LAB SCOPE CAM AND CRANK SENSORS-SEE IF LOOSE SIGNAL WHEN DIE OUT HAPPENS...MAY BE BAD SOLDER CONNECTION ON CIRCUIT BOARD...CHECK PDC....ASD RELAY/CIRCUIT...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010408849

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610322)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J039660999)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022307

Report#: SSV010408849
Open Date: 03/03/2010
Mileage: 39673
Warr Built Dt: 02/23/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AND DYING OUT MULTIPLE TIMES WHEN DRIVING. CANNOT VERIFY. FULL TANK. \nFCM: U0100, TCM: U0100, ABS: U0100. PTIM: B210D, U0151 STORED 4000 MILES
 AGO.

Service Action: ADVISED TO COMPARE THE COIL RESISTANCES TO SPECIFICATIONS. ADVISED TO VERIFY THE CONCERN. ADVISED TO CHECK AND DOCUMENT FUEL ADAPTIVES. ADVISED
 TO CHECK POWERS AND GROUNDS TO THE MODULES. TECH STILL DIES OUT AT STOP SIGN. HAPPENS MORE WITH EMERGENCY LIGHTS ARE ON. NO CODES. NEW PCM. NO
 FUEL IN THE CANISTER. I HAVE SWAP ALL THE COIL & PLUGS.\n\nADVISED K14443423 SEE IF THE PROBLEM OCCURS WITH POLICE MODULE UNHOOKED. CHECK THE RUN
 TIMER AND SEE IF ITS RESETTING. LOOK AT THE IGNITION MUX SIGNAL FOR BEING LOST AND DOING A DATA RECORDER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010359367

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6221510141)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238560863)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083110

Report#: SSV010359367
Open Date: 03/01/2010
Mileage: 24000
Warr Built Dt: 08/31/2005
Supplier RP:

Zone/Cd: 71-24100
Name: HUNTINGTON BEACH CHRYSLER DODG
Address: 16701 BEACH BLVD
 HUNTINGTON BEACH, CA 926474814
Phone: 714 841-3999

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMERS CONCERN IS FIRST WHILE DRIVING THE VEHICLE WOULD STALL OUT. TECH HAS ONLY ONE U0100 CODE IN THE PCM. TECH HAS CHECKED THE HARNESS ABOVE THE E BRAKE PER SOL CASE. TECH STATE THAT DURING THE DIAGNOSTICS HE HAS CAUSED THE WCM TO LOOSE KEY INFOMATION. VEHICLE NOW STARTS AND STALLS. TECH STATES THAT HE HAS NO RED SECURITY LAMP ON. TECH CALLING FOR ASSISTANCE

Service Action: ADVISED THE TECH TO FIRST PERFORM A PCM REPLAEMENT IN THE WCM AND THEN CLEAR ALL CODES. TECH TO CYCLE THE KEY AND TEST. TECH TO CHECK THE PCM FOR POWER GROUND AND BUS CONNECTIONS AT THE PCM. TECH TO CHECK THE SHOCK TOWER GROUNDS FOR CONCERNS. TECH TO CHECK THE GROUND UNDER THE DRIVERS SEAT FOR CONCERNS. TECH TO CALL BACK WITH RESULTS FOR FURTHER ASSISTANCE AS NEEDED. TECH STATES THAT THE VEHICLE STILL DIES OUT. TECH STATES THAT CURRENTLY THERE ARE NO FAULTS. ADVISED TECH TO DATA RECORD THE CONCERN. TECH STATES THAT HE HAS SENT IN THE DATA RECORDINGS.

REVIEWED THE DATA RECORDING. ADVISED TECH TO SWAP COILS FROM A KNOWN GOOD VEHICLE. ADVISED TECH TO TAKE THE RKE TESTER ON A ROAD TEST AND SEE IT IN SNIFF MODE THE TESTER PICKS UP A RF SIGNAL. REPLACED COILS AND PLUGS. DIED AGAIN. SAME CODES RETURNED/P0700 AND U0100. ADVISED TO CHECK THE IGNITION FEED TO THE PCM AS WELL AS POWER OR GROUNDS TO THE PCM. ADVISED TO TAKE A LOOK AT THE TCM CONNECTOR AND LOAD TEST CIRCUITS. NO RESPONSE FROM THE PCM, TCM, ABS, AND ESM. U001 AND U0019 CODES ARE PRESENT. ADVISED THE TECH TO TURN THE KEY ON, CHECK THE CAN C VOLTAGES, AND CHECK ALL POWERS AND GROUND TO THE AFFECTED MODULES THAT ARE NO RESPONSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010460365

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133511097)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J153560648)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060711

Report#: SSV010460365
Open Date: 02/25/2010
Mileage: 81120
Warr Built Dt: 06/07/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C/C-CUTTING OUT/STALLS T/S...WHILE TEST DRIVING -ALL CAN C EXCEPT PCM ABS TPIM FCM ESM U0100 --WIGGLE TEST...TIED WIRES BACK FROM PARKING BRAKE AREA...NO RUB THRU..PER QNA-CHECK ENGINE LIGHT IS INTERIOR AND EXTERIOR LIGHTS FLICKER INTERMITTENTLY THEN THEY STOP WORKING THEN COME BACK ON CUTS OFF CRUISE CAR WILL STALL AT STOPS AND PULLING INTO TRAFFIC ALSO HESITATES AND CUTS ON ACCEL INTERMITTENTLY ...

Service Action: STAR ADVISED TECH TO INSPECT HARNESS FOR CHAFFING BEHIND THE HEADS-AND TRANSMISSION FOR CHAFING..MAKE SURE WIRING HARNESS THAT RUNS BEHIND E-BRAKE IS PLUGGED IN...IF NPF REPLACE PCM AND RETEST..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010450379

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6107610285)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J101660877)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051117

Report#: SSV010450379
Open Date: 02/24/2010
Mileage: 66469
Warr Built Dt: 05/11/2006
Supplier RP:

Zone/Cd: 66-44143
Name: TIM WHITEHEAD CHRYSLER DODGE J
Address: 123 PLAZA DR
 ENTERPRISE, AL 363303901
Phone: 334 347-8906

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT WILL STALL AFTER STARTUP COLD START AND IS AN EASY RESTART, TECH STATES THAT MAY HAVE LOW FUEL PRESSURE, IF ALL ELSE FAILS REPLACE THE PLUGS IF THEY HAVE NOT BEEN REPLACED, SWAP COILS WITH A LIKE VEHICLE.

Service Action: ADVISED THE TECH TO TEST FUEL PRESSURE TO SPECS, PERFORM AN ENGINE DECARB AND ROAD TEST THE VEHICLE, SWAP COILS WITH A KNOWN GOOD VEHICLE. SWAPPED THE COIL, FUEL PRESSURE IS OK, STILL IS DIEING OUT.\n\nADVISED TECH TO DO A RECORDING AND REVIEW.

Correction:

IN THE CANISTER OR SEE ANY CRACKS THEN REPLACE THE ESIM ASSEMBLY. ALSO CHECK FOR THE ASD SENSE SIGNAL GOING TO THE FCM AND IF LOSING THAT SIGNAL WHEN IT DIES THEN YOU NEED A NEW FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010408080

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57286H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6285510769)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J126570853)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111002

Report#: SSV010408080
Open Date: 02/05/2010
Mileage: 93901
Warr Built Dt: 11/10/2005
Supplier RP:

Zone/Cd: 32-44545
Name: GOOD BROTHERS DODGE INC
Address: 577 COLUMBIAN STREET
 SOUTH WEYMOUTH, MA 02190
Phone: 781 331-8300
 781 331-6486

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE ENGINE STALLS INTERMITTENTLY . TECH STATES THE VEHICLE HAS A STALLING ISSUE AND BUCKING CONDITION WHEN THE THROTTLE IS STABBED .

Service Action: ADVISE TECH TO REVIEW STAR ONLINE CASE # K94202871 . ADVISE TECH TO REMOVE AND INSPECT THE SPARK PLUGS AND COILS . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE . ADVISE TECH TO MONITOR THE PCM POWER AND GROUND FEEDS WHEN THE DIE OUT CONDITION HAPPENS . TECHNICIAN STATES THE CONCERN IS A CONFIRMED REPAIR WITH NEW IGNITION COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010416620

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6009610172)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010661662)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012605

Report#: SSV010416620
Open Date: 02/05/2010
Mileage: 34621
Warr Built Dt: 01/26/2006
Supplier RP:

Zone/Cd: 51-65719
Name: GREENWAY MOTORS, LLC
Address: 300 WEST BEDFORD ROAD
 MORRIS, IL 604501395
Phone: 815 942-3400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES OUT WHILE DRIVING, SOMETIMES DIES AND STARTS BACK ON IT S OWN AND SOETIMES YOU HAVE TO PULL OVER AND PUT IN PARK AND START IT BACK UP. GAUGES DROP DOWN CAR BOGS DOWN AND STARTS GOING AGAIN WHEN PROBLEM HAPPENS. HAPPENS MORE WHEN VEHICLE IS WARMED UP. TESTED HARNESS ALONG PARKING BRAKE CHECK OKAY ARE NOT CHAFFED PER CAS NUMBER 10412742 INSTALLED NEW FRONT CONTROLLER MODULE, DROVE 40 MILES ACTED UP AGAIN THE ONLY MODULE CODE U0100 SETS IN IS THE TRANS CONTROL MODULE. BAD TRANS CONTROL MODULE

Service Action: NICK, IN THE SCENARIO THAT YOU DESCRIBED I DO NOT THINK THAT A TCM WILL FIX THE ISSUE. WITH THIS MOTOR WE HAD A LOT OF DIE OUT CONDITIONS CAUSED BY RAW FUEL IN THE PURGE CANNISTER. THE ONLY OTHER THING THAT I COULD SUGGEST IS TO LOAD TEST THE POWERS AND GROUNDS TO THE PCM. TECH STATES THE VEHICLE STILL HAS SAME ISSUE. ADVISED TECH TO MONITOR COIL OPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010353225

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6140510364)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147561134)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060706

Report#: SSV010353225
Open Date: 02/03/2010
Mileage: 68171
Warr Built Dt: 06/07/2005
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING CONCERN FOR A SINCE NOVEMBER. REPLACED IGNITION SWITCH AND FCM. NO DATA RECORDING AS OF YET. DTCS: P0700, ABS: C121C, TCM: U0100, PDM: B1859, B1864, RADIO HAD A CD ERROR. SUN ROOF : B210D. NO AFTERMARKET EQUIPMENT. \n\nFREEZE FRAME INFORMATION: STARTED AT 67255 MILEAGE: BATTERY: 14.4V, TEMP 129 DEGREES, OUTPUT SPEED 1361, TURBINE 1110 IN DRIVE. LAST OCCURANCE 67294: BATTERY WAS 14.3V, AND 142 AND IN FIRST GEAR. OUTPUT SHAFT RPM WAS 338 RPM.

Service Action: ADVISED TO UPDATE THE MODULES AND GET A DATA RECORDING IF POSSIBLE. CHECK TO SEE IF THE CUSTOMER IS USING AN AFTERMARKET PLUG IN. ADVISED TO CHECK THE CANISTER AND INSPECT FOR RAW FUEL. ADVISED POSSIBLE COIL ISSUE AS WELL. TECHNICIAN STATES THE U0100 FAULT HAS RETURNED. ADVISED TECHNICIAN TO SEE IF THE PCM SHOWS EVIDENCE OF RESETING. ADVISED TO INSPECT THE SPARK PLUGS FOR CRACKS. ADVISED TO SWAPP THE IGNITION COILS FROM A DONOR

VEHICLE. TECH STATES THE COILS AND PLUGS WERE REPLACED.TECH STATES THE U0100 AND P0700 HAVE RETURNED.TECH HAS SENT IN RECORDINGS.TECH STATES BACK IN DECEMBER THE FCM HAS BEEN REPLACED.TECH STATES THE POWERS,GROUNDS AND BUS VOLTAGE TO THE PCM IS GOOD.\r\n\r\n\r\n\r\nADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE.ADVISED TECH WILL REVIEW THE RECORDINGS AND IF ANY ISSUES WILL CONTACT THE TECH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010379105

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6009610033)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J020661391)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020312

Report#: SSV010379105
Open Date: 01/19/2010
Mileage: 66435
Warr Built Dt: 02/03/2006
Supplier RP:

Zone/Cd: 66-60257
Name: LAKELAND MOTORS, LLC
Address: 2335 US HIGHWAY 98 N
 LAKELAND, FL 33805
Phone: 863 687-2501

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE HAS A STALLING CONCERN .

Service Action: ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO SWAP ALL OF THE IGNITION COILS TO A DONOR VEHICLE . ADVISE TECH TO INSPECT ALL OF THE SPARK PLUGS .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010372873

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6238510412)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J255560330)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091607

Report#: SSV010372873
Open Date: 01/18/2010
Mileage: 5032
Warr Built Dt: 09/16/2005
Supplier RP:

Zone/Cd: 63-44231
Name: DEMONTROND AUTO COUNTRY
Address: 888 IH 45 SOUTH
 CONROE, TX 773042628
Phone: 936 539-3181
 281 443-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:C/C-FILL TANK UP TO FULL-WHEN TRYING TO CORNER WILL STALL OUT AND DIE...T/S...NO MIL NO CODES..NO DIAGNOSTICS DONE

Service Action:STAR ADVISED TECH TO CHECK FUEL PRESSURE/PRIMARY PUMP/CHECK CANISTER FOR RAW FUEL...CHECK PURGE OPERATION.. STALL ISSUE. ADVISED TO CHECK THE FUEL ADAPTIVES AND DOCUMENT. CHECK THE FUEL CONTROL VALVE FOR ISSUES AND FOR RAW FUEL IN THE CANISTER/EVAPORATIVE LINES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010373851

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6279510406)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J291560487)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102407

Report#: SSV010373851
Open Date: 01/15/2010
Mileage: 94379
Warr Built Dt: 10/24/2005
Supplier RP:

Zone/Cd: 66-67396
Name: BOB FRENSELY CHRYSLER JEEP DOD
Address: 2210 GALLATIN PIKE N
 MADISON, TN 371152006
Phone: 615 859-0000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE IDLES HIGH OR ACCELERATES ON ITS OWN AND THEN DIES USUALY DOES TWICE BEFORE DYING, WILL HAPPEN IN PARK OR IN DRIVE AT TRAFFIC LIGHT, STARTS AFTER DRIVEN 18 MILES OR SO. NO CODES PRESENT WAS ONE STORED FOR BRAKE PLAUSABILITY. CAN NOT DUPLICATE AFTER 30 MILES CUSTOMER IS CONCERN FOR SAFTEY PLEASE ADVISE

Service Action:GARY, \r\nIT IS BEST TO VERIFY THE CONCERN FIRST, BUT BECAUSE WE CANNOT AND HAVE EXTENUATING CIRCUMSTANCES WE REALLY DO NOT HAVE ENOUGH INFORMATION TO GIVE ACCURATE DIAGNOSTIC INFORMATION AND WITH THIS TYPE OF CONCERN IT WOULD BE WISE TO KEEP THE VEHICLE UNTIL WE CAN DUPLICATE THE CONCERN. THE PCM SOFTWARE SHOULD BE 04896568AL AS OF THIS DATE. MAY WANT TO UPDATE AND PERFORM RELEARNS. TEST DRIVE WITH AND WITHOUT SPEED CONTROL ON AND WITH A FULL TANK. QUESTION THE OWNER AS TO WHAT OTHER CONDITIONS WERE PRESENT AND COMMON WHEN THIS OCCURED AS IT MAY HELP US

HELP AID IN THE ACCURACY OF YOUR DIAGNOSIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010364006

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610370)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J051660136)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022406

Report#: SSV010364006
Open Date: 01/08/2010
Mileage: 59565
Warr Built Dt: 02/24/2006
Supplier RP:

Zone/Cd: 74-68978
Name: LUTHER BROOKDALE CHRY-JEEP
Address: 8188 BROOKLYN BLVD
 BROOKLYN PARK, MN 554452459
Phone: 763 535-5200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: IS A POLICE VEHICLE WILL STALL OUT AFTER MORE THAN 1/2 HOUR OF IDLE TIME.

Service Action: STAR ADVISED TECH LOAD TEST OR HARDWIRE F902 CHECK C104.\nCHECK THE SHIFT LEVER/FCM.\nALSO ADVISED TECH OF POSSIBLE COIL KILLER GAVE TECH SOL
 CASE K14443423.\nADVISED TECH MAY NEED TO DATA RECORD THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010362447

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6349510468)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349561474)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011717

Report#: SSV010362447
Open Date: 01/07/2010
Mileage: 74270
Warr Built Dt: 01/17/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING OR DIE OUT AND HESITATION. HAPPENS HOT ENGINE ONLY. NO FAULT CODES. THROTTLE BODY WAS REPLACED. DEALER IS UNABLE TO DUPLICATE.

Service Action: STAR ADVISED TECH ASK CUSTOMER IF DIE OUT HAPPENS AFTER A FUEL FILLING EVENT, CHECK FOR LIQUID FUEL IN THE CANISTER AND EVAP LINES. ALSO CHECK FOR HEMI COIL KILLER ISSUE SEE SOL CASE K14443423. SWAP COILS WITH A DONOR VEHICLE, OR SWAP COILS FROM ONE BANK TO THE OTHER. OR GET A DATA RECORDING OF THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010356399

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6179511672)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560150)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080814

Report#: SSV010356399
Open Date: 01/04/2010
Mileage: 66706
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 70-60115
Name: LITHIA CHRYSLER JEEP OF RENO
Address: 3223 MILL STREET
 RENO, NV 895022219
Phone: 775 323-5113
 775 323-3106

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE VEHICLE HAS A INTERMITTENT DIE OUT CONCERN . TECH STATES THE STALL OUT HAS NOT BEEN VERIFIED AND ONLY HAS CODE U0100.

Service Action:ADVISE TECH TO VERIFY THE DIE OUT CONDITION BEFORE ATTEMPTING TO REPAIR . ADVISE TECH TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER . ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO REMOVE THE COILS AND SPARK PLUGS FOR INSPECTION AND TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE IF NO FAULTS ARE FOUND .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010350725

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610874)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660334)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051510

Report#: SSV010350725
Open Date: 12/28/2009
Mileage: 63995
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 71-26550
Name: BOB BAKER CHRYSLER JEEP DODGE
Address: 5555 CAR COUNTRY DR
 CARLSBAD, CA 92008
Phone: 760 720-5337

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE STALLS COMING TO A STOP CUSTOMER STATES CAR DRIVING ALL DAY AND INTERMITTENTLY WILL DIE COMING TO A STOP NO CODES WILL START UP RIGHT AWAY IT IS A POLICE CAR HAVE REPLACED CANISTER AND PURGE SOLNOID

Service Action: DALE MAKE SURE YOU HAVE NO RAW FUEL IN THE CANISTER OR HOSES IN THE EVAP SYSTEM AND IF SO THEN REPLACE THE FUEL TANK BECAUSE THE VALVE IS STICKING OPEN ALLOW FUEL INTO THE SYSTEM. ALSO LOOK AND SEE IF THE PCM RUN TIMER IS RESETTING WHEN THIS HAPPENS AND IF SO MAY HAVE A BAD COIL OR PLUG. TRY SWAPPING WITH ANOTHER CAR AND REDRIVING. SEE SOL CASE K14443423

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010311689

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6030610449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J056660158)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030803

Report#: SSV010311689
Open Date: 12/22/2009
Mileage: 52447
Warr Built Dt: 03/08/2006
Supplier RP:

Zone/Cd: 32-63881
Name: MEADOWLAND OF CARMEL
Address: 1952 ROUTE 6
 CARMEL, NY 10512
Phone: 845 225-8468

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: POLICE CAR AND WHEN DRIVING WILL CUT OUT. TECH HAS REPLACED THE WCM AND TRYING TO PROGRAM KEY AND GOES IN OK BUT WILL START.

Service Action:ADVISED TO VERIFY CORRECT WCM INSTALLED, THEN CHECK CIRCUITS TO WCM, IF ALL OK REPLACE WCM. THE TECH HAS NOW STATED THE CAR WILL STALL WHILE DRIVING. THE WCM WAS REPLACED AND WILL NOT PROGRAM. \n\n\n\nADVISED THE TECH TO CONTACT PARTS SPECIFIER TO VERIFY THE CORRECT PARTS WERE ORDERED. ADVISED TO GET OLD MODULE SEE IF P/N SAME. TEST WITH ORIGINAL MODULE FIRST CHECK CIRCUITS TO WCM . TECH ADVISED CAR IS CUTTING OUT AFTER GETTING HOT AND LONG DRIVES, THE PCM IS GETTING REAL HOT. AND I HAVE ORDER A PCM AND DOES THIS POLICE CAN HAVE A DIFFERENT PROCEDURE IN PUTTING IN THE PCM.\n\n\n\nADVISED TECH NO DIFFERANCE AND TO GET THE SOFTWARE NUMBER OUT OF THE OLD PCM AND USE THAT NUMBER TO PICK YOUR FLASH FOR THE NEW ONE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010346577

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610583)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J153660394)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060917

Report#: SSV010346577
Open Date: 12/22/2009
Mileage: 78463
Warr Built Dt: 06/09/2006
Supplier RP:

Zone/Cd: 32-44796
Name: CENTRAL CHRYSLER JEEP DODGE OF
Address: 191 NEW STATE HWY
 RAYNHAM, MA 027671440
Phone: 508 823-0101

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER POLICE STATE THE VEHICLE DIES OUT AT SPEED INTERMITTENTLY . TECH STATES THIS VEHICLE IS A POLICE CRUISER THAT STALLS OUT WITH U0100 INTERMITTENTLY AND RESTARTS EVERY TIME .

Service Action: ADVISE TECH TO REMOVE THE SPARK PLUGS AND IGNITION COILS FOR INSPECTION . ADVISE TECH TO READ STAR ONLINE CASE #K94202871 . ADVISE TECH TO SWAP THE IGNITION COILS WITH DONOR VEHICLE TO SEE IF THE DIE OUT CONDITION PERSIST .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010336655

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6047610317)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J068660193)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032100

Report#: SSV010336655
Open Date: 12/14/2009
Mileage: 25363
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 71-24187
Name: CABRAL CHRYSLER JEEP DODGE
Address: 1145 W YOSEMITE AVE
 MANTECA, CA 953375238
Phone: 209 823-1148

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE VEHICLE HAS A DIE OUT CONDITION AFTER FUELING .

Service Action:ADVISE TECH TO CHECK THE CHARCOAL CANISTER FOR RAW FUEL . ADVISE TECH TO ASK THE CUSTOMER IF THEY ARE TOPPING THE FUEL SYSTEM OFF . ADVISE TECH
 POSSIBLE STUCK FUEL CONTROL VALVE OR ROLL OVER VALVE .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010332174

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:602761038\$)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J094661225)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042203

Report#: SSV010332174
Open Date: 12/09/2009
Mileage: 64424
Warr Built Dt: 04/22/2006
Supplier RP:

Zone/Cd: 66-26620
Name: CRONIC INC
Address: 2515 N EXPRESSWAY
 GRIFFIN, GA 30223
Phone: 770 227-4271

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN COMING TO STOP STALL, FOUND RAW FUEL IN THE CANISTER, CLEANED OUT AND DOES NOT STALL COMING TO A STOP, WILL DIE OUT WHILE DRIVING-NO CODES SETTING, POLICE CAR.

Service Action: ADVISED THE TECH TO SWAP COILS WITH A LIKE VEHICLE AND ROAD TEST THE VEHICLE, ADVISE NOT TO OVER FILL THE TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010318924

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6129610274)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J145660021)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060503

Report#: SSV010318924
Open Date: 12/08/2009
Mileage: 88609
Warr Built Dt: 06/05/2006
Supplier RP:

Zone/Cd: 35-54194
Name: TATE DODGE CHRYSLER JEEP, INC.
Address: 7429 RITCHIE HWY
 GLEN BURNIE, MD 210613101
Phone: 410 766-2560

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUTS OUT WHILE DRIVING.

Service Action:STAR ADVISED TECH TO REVIEW STAR ON LINE CASES K18363958 & K94202871.TECH MAY HAVE A POSSIBLE PCM ISSUE IF THE STAR ON LINE CASES DO NOT HELP YOU.LOAD TEST THE PCM POWER AND GROUND SUPPLIES.CHECK THE BUS WIRING AND VOLTAGES, STAR HAS HAD REPORTS OF COILS AND AFTERMARKET SPARK PLUGS CAUSING THE ISSUES WITH STALLING.COULD ALSO DATA RECORD IF NEEDED. C/C-CUTS OUT WHILE DRIVING..T/S.VERIFIED CONCERN....SHUTS OFF BY ITSELF WHILE DRIVING..DTC TCM U0100 REPLACED COILS-ALL COIL PACKS FELL APART -POLICE CAR-ALWAYS RUNNING...RAN GOOD FOR A WHILE.. NOW BACK WITH DTC S U0100 IN ABS/TCM /FCM ...STAR ADVISED TECH TO REPLACE PCM AND RETEST...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010321680

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H36H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6181510224)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J199560929)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 082401</p>	<p>Report#: SSV010321680</p> <p>Open Date: 12/08/2009</p> <p>Mileage: 60039</p> <p>Warr Built Dt: 08/24/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 63-45069</p> <p>Name: ALLEN SAMUELS CHRYSLER DODGE J</p> <p>Address: 11200 NORTH FWY FORT WORTH, TX 761776900</p> <p>Phone: 817 337-1937</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT TIMES WILL DIE WHILE DRIVING EASY RESTART, TECH CAN DUPLICATE, HAS DONE ALL DIAG TESTING POSSIBLE TO THIS POINT.

Service Action: ADVISED THE TECH TO SWAP COIL WITH A KNOWN GOOD VEHICLE AND ROAD TEST THE VEHICLE. TECH HAS REPLACED ALL THE COILS. TECH STATES HE HAS VERIFIED POWERS, GROUNDS AND BUS VOLTAGE. TECH STATES HE HAS LOSS OF COMM CODES AGAINST THE PCM. ADVISED TECH POSSIBLE PCM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010322389

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6174510060)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J192560608)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072816

Report#: SSV010322389
Open Date: 12/04/2009
Mileage: 34302
Warr Built Dt: 07/28/2005
Supplier RP:

Zone/Cd: 51-41541
Name: BRICKNER'S OF WAUSAU, INC
Address: 2525 GRAND AVENUE
 WAUSAU, WI 544036993
Phone: 715 842-4646

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATE VEHICLE STALLS AT TIMES, HAS STORED CODES U0100, INSPECT WIRING BY PARKING BRAKE NO PROBLEM FOUND.

Service Action:ADVISE TO TAKE RECORDINGS AND MONITOR SENSOR DATA, CHECK STAR ON LINE CASE K94202871 FOR POSSIBLE EMF CAUSING PCM TO RESET. TECHNICIAN STATES THE VEHICLE HAS STALLED WHEN PUTTING IN REVERSE AND BACKING UP. STATES HAS CODES U0100 IN THE TCM AND P0700 IN PCM. STATES HAS SENT IN 2 RECORDINGS ON THE STALLING CONCERN.\r\nTECHNICIAN TO WATCH THE ASD RELAY SENSE AND SEE IF IT ROES FALSE WHEN IT STALLS. TO READ SOL CASES K02012545, K14738841, K14443423, K90834894, K05558363, K94202871. TO CHECK ALL POWER AND GROUNDS. TECH TO MONITOR ON SCANNER WHAT S DROPPING OFF WHEN THE VEHICLE STALLS.\r\nINFORMED TECH WILL CHECK AND REVIEW THE 2 RECORDINGS SENT IN ON THIS CONCERN, WILL CALL TECH BACK IF FIND ANY PROBLEMS. REVIEWED THE 2 RECORDINGS THE TECHNICIAN SENT TO STAR FOR REVIEW ON THE STALLING OUT ISSUE. POSS EMF CAUSING PCM TO RESET AND SHUTTING OFF THE ENGINE. TECH TO

CHECK/INSPECT ALL THE SPARK PLUGS FOR CRACKS, POSS REPLACE. TO CHECK ALL COILS AND WIRING. TO REPLACE/SWAP ALL COILS ON ONE BANK AT A TIME AND RE-CHECK FOR STALLING. IF STILL HAS STALLING ISSUE, TECH TO CHECK/LOAD TEST ALL POWER AND GROUNDS, AND ALL POWER AND GROUNDS TO PCM AND TCM. TO CHECK ENGINE TORQUE/MOVEMENT (SIDE TO SIDE) WHEN PUTTING IN GEAR/ACCELERATING, IF EXSSESIVE CHECK ENGINE MOUNTING. TO MONITOR WHAT S DROPPING OFF WHEN THE ENGINE STALLS. CHECK IF PCM IS RE-SETTING. TO READ THE GIVEN SOL CASES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010326216

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6093610536)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J100660135)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051119

Report#: SSV010326216
Open Date: 12/04/2009
Mileage: 21710
Warr Built Dt: 05/11/2006
Supplier RP:

Zone/Cd: 71-24110
Name: MIDWAY JEEP CHRYSLER DODGE RAM
Address: 777 CAMINO DEL RIO SOUTH
 SAN DIEGO, CA 92108
Phone: 619 224-4151

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS THAT AT FULL SPEEDS WHILE DRIVING UP AN INCLINE THE VEHICLE WILL DIE. TRANSMISSION FLUID LEVEL IS GOOD. CANNOT VERIFY.

Service Action: ADVISED TO VERIFY THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010316381

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6320511606)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J340561383)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121012

Report#: SSV010316381
Open Date: 12/03/2009
Mileage: 16500
Warr Built Dt: 12/10/2005
Supplier RP:

Zone/Cd: 32-45403
Name: OLD SAYBROOK CHRYSLER DODGE JE
Address: 255 MIDDLESEX TPKE
 OLD SAYBROOK, CT 064754209
Phone: 860 388-4445

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUTS OUT FROM A STOP LIKE SHUTTING KEY OFF. WILL KICK BACK IN. IN STALL IT STALLED ONCE. REPLACED MAP SENSOR WITH NO CHANGE. STATES THAT HE HAS READ STAR ON LINE SOLUTION K94202871.

Service Action: ADVISED TO CHECK THE IGNITION SENSE TO SEE IF IT GOES FALSE BEFORE THE STALL OCCURS. ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE. ADVISE TECH TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER . TECH REPLACED IGNITION SWITCH TO REPAIR SHUTTING OFF. STALLS OUT. HAS SPLICED WIRES FROM A AFTER MARKET REMOTE AND THEY HAD SCOTCH LOCKS. ADVISED TO REPAIR WIRING. ADVISED TO CHECK VOLTAGE ON THE PCM RUN AND 12 VOLT CIRCUITS ARE THEY DROPPING OUT. ALSO GROUND CIRCUITS TOO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010325045

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610307)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133660264)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051701

Report#: SSV010325045
Open Date: 12/03/2009
Mileage: 32266
Warr Built Dt: 05/17/2006
Supplier RP:

Zone/Cd: 32-44740
Name: CHRYSLER JEEP DODGE OF PARAMUS
Address: 315 ROUTE 4 WEST
 PARAMUS, NJ 07652
Phone: 201 488-1327
 201 488-9000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER FILLING THE GAS TANK AND DRIVING ENGINE WILL DIE OUT, FAIRLY HAT RESTART, TECH CAN NOT FIND THE TOTAL CAUSE.

Service Action: ADVISED THE TECH TO READ AND FOLLOW SOL CASE NUMBER K17555629, MOST LIKELY WILL NEED AT GAS TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009983124

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6H4 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610768)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125661166)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051223

Report#: SSV009983124
Open Date: 12/02/2009
Mileage: 44785
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 32-68594
Name: BROWN MOTORS INC
Address: 399 FEDERAL STREET
 GREENFIELD, MA 013012004
Phone: 413 772-2111

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECHNICIAN STATES THAT WHEN VEHICLE SITS IDLING AFTER SOME TIME IT WILL STALL JUST SITTING THEN INTERMITTENTLY AT A STOP IT ALSO WILL STALL. HE STATES THAT HE HAS NO CODES AND DID NO DIAGNOSIS.

Service Action: TECHNICIAN HUNG UP BEFORE I COULD GET ANY MORE INFORMATION. P0710.\r\n\r\nADVISED TO CHECK THE TEMP CIRCUIT FROM THE TRANS TO THE TCM. LOAD AND OHM TEST THIS CIRCUIT. IF NOF, REPLACE LEAD FRAME ASSEMBLY. TECH SAYS HAS SEEN IT OCCUR ONLY ONCE. HAVE REPLACED THE APP SENSOR. STILL STALLS.\r\n\r\nASK TECH ABOUT CODES AND SAYS THERE IS CODES BUT DOES NOT HAVE THEM. TOLD HIM TO CALL BACK WHEN HE GOT THE CODES. TECH CALLED AND HAS CODES IN THE POLICE MODULE AND ARE U0126 - U0019 - B210E ALSO THE TCM HAS CODES AND IS U0100. AND STILL HAVE A STALLING ISSUE. HAS A NEW APP SENSOR. \r\n\r\nADVISED TECH TO UPDATE PCM AND FCM. SWAP COIL AND PLUGS AROUND. WATCH ASD OUTPUT AND IF DROPPING OUT WHEN THE DIE OUT OCCURS THEN POSSIBLE A FCM ISSUE.

IF NONE OF THAT HELP THEN LETS GET A DATA RECORDING OF THE ISSUE. TECH ADVISED DOES NOT STALL AFTER NEW SPARK PLUGS AS MUCH. THIS TIME IT QUIT GOING UP A HILL. PARTS SO FARE IS NEW APP SENSOR - EGR VALVE & NEW WCM. ADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES THEN REPLACED THE FCM MODULE. AND SWAP COILS AROUND OR FROM SIDE TO SIDE. ALSO BE SURE PCM IS UP TO DATE. CURRENT MILEAGE 52313. TECHNICIAN STATES THE ESM DROPS OFF THE BUS AT TIMES. TECHNICIAN STATES WHEN THE SHIFTER IS MANIPULATED THE ESM DROPS OFF THE BUS. ADVISED TECHNICAN POSSIBLE ESM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010314163

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6188510029)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560197)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080912

Report#: SSV010314163
Open Date: 11/24/2009
Mileage: 39443
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 66-26602
Name: CRYSTAL CHRYSLER DODGE JEEP
Address: 1005 SOUTH SUNCOAST BLVD
 HOMOSASSA, FL 34448
Phone: 352 563-2277

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS BUCKS AND STALLS AT TIMES AND CODES OF P0700 ABS U0100 ESM U0100 PCM U0100 FCM U0100. I HAVE 3 STAR CASES FOUND AND HAVE LOOK AT FOR THE FRAYED WIRES BY PARKING BRAKE AND OK. ACTIVE P0700

Service Action: ADVISED TECH TO READ STAR CASE K14443423 AND TO WATCH HIS ASD RELAY SENSOR AND IF IT GOES FALSE WHEN IT STALLS THEN YOU NEED AND NEW FCM. TECH STATES THE SENSE DOSE NOT GO FALSE BEFORE THE STALL OCCURS . ADVISE TECH TO READ STAR CASE K94202871 . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE . ADVISE TECH TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010310850

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6129610303)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J145660010)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060423

Report#: SSV010310850
Open Date: 11/20/2009
Mileage: 56382
Warr Built Dt: 06/04/2006
Supplier RP:

Zone/Cd: 63-23871
Name: RON CARTER CHRYSLER JEEP DODGE
Address: 3535 GULF FREEWAY SOUTH
 LEAGUE CITY, TX 77573
Phone: 409 948-3131

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES IN REVERSE NO DTCS AIR FILTER CLEAN ETC CLEAN OIL OK ITS POLICE CAR ONLY DIES IN REVERSE STARTS BACK UP DOES IT 5 OR 6 TIMES ONCE WHEN I PUT IT IN DRIVE IT TOOK 2-3 SECONDS TO ENGAUGE DROVE WITH SCAN TOOL NOTHING IN PCM OR TCM CUSTOMER ALSO STATES IT BOGS DOWN 30 TO 60 NEVER DUPLICATED SPARK PLUGS ARE SLIGHTLY WORN OVERALL VEHICLE MAINTAINED OK IT DOES IT MORE WHEN COLD DIES OUT IN REVERSE STARTS RIGHT BACK UP PUT IT IN REVERSE DIEES AGAIN TEST DROVE WITH SCAN TOOL DIDNT SEE ANYTHING

Service Action:START THE ENGINE THEN UNPLUG THE TRANSMISSION CONNECTOR. THIS WILL PUT THE TRANS INTO LIMP-IN MODE. WHILE IN LIMP-IN MODE, SEE IF THE ENGINE STILL STALLS WHEN PUT INTO REVERSE. IF THE STALLING IS STILL PRESENT, MONITOR THE CRANKSHAFT POSITION SENSOR FOR POSSIBLE CAUSE. THE TRANS SHIFTS FORE/AFT WHEN PUT INTO REVERSE AND DRIVE AND THIS CAN MOVE THE CRANKSHAFT ENOUGH TO INTERRUPT A FAULTY SENSOR. IF THE STALLING QUILTS WHEN IN LIMP-

IN, CHECK THE FILTER FOR CRACK(S), CHECK THE VALVE BODY FOR LOOSE BOLTS, CHECK THE VALVE BODY FOR DEBRIS IN THE BODY AND ON TOP NEAR THE SOLENOIDS. CHECK FOR STICKING VALVES. IF ALL THAT CHECKS OK, SWAP THE TCM AND RETEST. THERE MAY BE TWO ELEMENTS COMING ON AT THE SAME TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010309247

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6257520069)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J249560703)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101220

Report#: SSV010309247
Open Date: 11/19/2009
Mileage: 10604
Warr Built Dt: 10/12/2005
Supplier RP:

Zone/Cd: 51-67657
Name: SAM LEMAN CHRYSLER JEEP DODGE
Address: 1602 COMMERCE PKWY
 BLOOMINGTON, IL 617049608
Phone: 309 662-5000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH HAS CONCERN OF STALL WHEN COMING TO A STOP. RUNS POORLY, SPUTTERS AND DIES. TECH VERIFIED THAT THE ENGINE DIES, LIKE THE KEY IS SHUT OFF, RESTARTS OK, NO DTCS. TECH LOOKING FOR KNOWN ISSUES.

Service Action: DOES THE ISSUE HAPPEN AFTER FILL UPS POSSIBLE FUEL IN THE EVAP SYSTEM. ADVISED TECH OF OTHER CASES THAT HAD PCM REPLACEMENTS FOR STALLING CONCERNS. STAR ADVISED TECH CHECK THE VAPOR CANISTER FOR EVIDENCE OF LIQUID FUEL, SEE IF STALLING GOES AWAY AFTER FUEL IN TANK STARTS TO GO BELOW 3/4. ALSO ADVISED TECH TO TEST THE FUEL FOR EXCESSIVE ALCOHOL OR TOO HIGH OCTANE OR ADDITIVES BEING ADDED. ALSO ADVISED TECH OF THE HEMI COIL KILLER ISSUE SEE SOL CASE K14443423. CHECK FOR AFTERMARKET TYPE SPARK PLUGS ALSO STAR HAS HAD REPORTS OF INCORRECT PLUG/BRAND SPECIFIC USAGE CAUSING STALLING ISSUES. TRY COILS/PLUGS FROM A DONOR LX IF CONCERN CAN BE DUPLICATED, MONITOR THE FUEL PRESSURE ALSO. CHECK THE ECT & IAT DATA FOR

ACCURACY WHEN COLD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010309982

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610303)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J145660010)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060423

Report#: SSV010309982
Open Date: 11/19/2009
Mileage: 56382
Warr Built Dt: 06/04/2006
Supplier RP:

Zone/Cd: 63-23871
Name: RON CARTER CHRYSLER JEEP DODGE
Address: 3535 GULF FREEWAY SOUTH
 LEAGUE CITY, TX 77573
Phone: 409 948-3131

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF THE VEHICLE DIE OUT WHEN PUT IN REVERSE. TECH STATES THAT THE FLUID IS DARK. TECH STATES THAT THE CONDITION IS INTERMITTENT.

Service Action: ADVISED TECH TO TEAR DOWN INSPECT AND REPLACE AS NECESSARY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010307699

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H56 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6262510293)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J196561016)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 100100</p>	<p>Report#: SSV010307699</p> <p>Open Date: 11/18/2009</p> <p>Mileage: 30551</p> <p>Warr Built Dt: 10/01/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 74-44501</p> <p>Name: LAIRD NOLLER OF HUTCHINSON INC</p> <p>Address: 1421 E 30TH STREET HUTCHINSON, KS 675021235</p> <p>Phone: 620 665-5567</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT AFTER FILL UPS. TECH STATES THAT THERE ARE NO FAULTS. TECH STATES THAT THE DIE OUT OCCURS ONLY 2-3 TIMES AND GOES AWAY UNTIL THE NEXT FILL UP.

Service Action: ADVISED TECH TO CHECK THE PURGE CANNISTER FOR RAW FUEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010308233

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510268)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J340561409)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121013

Report#: SSV010308233
Open Date: 11/18/2009
Mileage: 14337
Warr Built Dt: 12/10/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES ENGINE STALLED ONCE, DROVE LATER AND ESP AND ETC LIGHT ILLUMINATED AND THROTTLE HUNG OPEN - SHUT OFF VEHICLE AND RESTARTED AND LIGHTS WENT OUT AND OPERATED PROPERLY - FAULTS C121C STORED IN ABS AND FAULT U0100 STORED IN TCM - NO FAULTS IN PCM - TCM WAS REPLACED PREVIOUSLY - COULD NOT GET TO STALL - ALL PCM POWER AND GROUNDS CHECK OK STATICALLY

Service Action: BRIAN, REGARDLESS OF WHAT THE BUS DOES, IT WILL NOT CAUSE THE ENGINE TO STALL, IF THERE WAS AN ISSUE WITH , SAY THE CRANK SENSOR, PCM OR A ISSUE WITH A POWER OR GROUND TO THE PCM, CONCENTRATE ON THE POWERS AND GROUNDS TO THE PCM WHEN THE CONCERN OCCURS, IF YOU ARE ABLE TO DUPLICATE CONCERN, YOU MAY WANT TO INSTALL A BULB IN PARALELL WITH THE SWITCHED IGNITION FEED TO THE PCM, OR ANY SUSPECT POWER FEED CIRCUIT. IF ALL OK, REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010301250

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6107611334)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J125660757)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051008

Report#: SSV010301250
Open Date: 11/12/2009
Mileage: 28357
Warr Built Dt: 05/10/2006
Supplier RP:

Zone/Cd: 71-43174
Name: TUTTLE-CLICK'S TUSTIN CHRYSLER
Address: 40 AUTO CENTER DRIVE
 TUSTIN, CA 92782
Phone: 714 730-4600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALL OUT. HAS NOT VERIFIED THE CONCERN.

Service Action:ADVISED POSSIBLE DATA RECORDING CANDIDATE. ADVISED INSPECT THE SPARK PLUGS FOR CRACKS. ADVISED TO SWAP THE IGNITON COILS. ADVISED POSSIBLE EMF INTERFERENCE ISSUE. ADVISED TO CHECK FOR WIRING CHAFING ISSUES. ADVISED POSSIBLE DATA RECORDING CANDIDATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010299225

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510236)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138561040)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060805

Report#: SSV010299225
Open Date: 11/11/2009
Mileage: 48888
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 66-26732
Name: TROPICAL CHRYSLER JEEP
Address: 8910 N. E. 6TH AVE
 MIAMI, FL 331383343
Phone: INACTIVE
 305 754-7551

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS STALLING. TECH HAS REPLACED THE SKIM AND A KEY. TECH STATES NO CODES. TECH STATES THE DATA IN THE SKIM FLASHES AND SHOWS DASHED LINES.

Service Action: ADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACE THE FCM MODULE. ADVISED TECH TO VERIFY POWERS, GROUNDS AND BUS VOLTAGE AND IF OK REPLACE THE SKIM. TECH STATES THAT THAT THE VEHICLE BUCKS AND JERKS BEFORE STALLING. TECH STATES THAT THERE IS A U0100 FAULT PRESENT. ADVISED TECH TO UNPLUG THE A/C PRESSURE TRANSDUCER. ADVISED TECH POSSIBLE 5V SUPPLY SHORTING TO GROUND. ADVISED TECH POSSIBLE PCM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010273726

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6185511217)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J239560040)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090220

Report#: SSV010273726
Open Date: 11/10/2009
Mileage: 60001
Warr Built Dt: 09/02/2005
Supplier RP:

Zone/Cd: 66-60404
Name: DELRAY DODGE CHRYSLER JEEP
Address: 2102 S FEDERAL HWY
 DELRAY BEACH, FL 334833316
Phone: 561 454-1800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF SIE OUT CONDITION. TECH STATES THAT THERE ARE CAN - B BUS FAULTS IN SEVERAL MODULES. TECH STATES THAT THERE ARE NO POWERTRAIN RELATED FAULTS. TECH STATES THAT HE HAS BEEN ABLE TO DUPLICATE THE CONDITON. TECH STATES THAT THE VEHICLE HAS A HALF A TANK OF FUEL IN IT.

Service Action: ADVISED TECH TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. ADVISED TECH TO CHECK THE PCM FOR A RESET CONDITION. ADVISED TECH TO UNPLUG MODULES ON THE CAN B BUS ONE AT A TIME. TECHNICIAN STATES VEHICLE STALLS AT TIME, HAS CODE U0100 SETTING AT TIMES, ADVISE TO CHECK STAR ON LINE CASE K94202871 FOR PCM RESETTING, POSSIBLE IGNITION SYSTEM PROBLEM. TECH STATES THE ENGINE STILL DIES OUT AFTER FUELING . ADVISE TECH TO CHECK FOR A FAULTY ROLL OVER VALVE OR FUEL CONTROL VALVE . ADVISE TECH TO CHECK WITH THE CUSTOMER TO SEE IF THE VEHICLE IS BEING OVER FUELED . TECH ADVISED DOES DIE OUT ON

HIGHWAY AND SITTING. RUN TIMER IS SHUTTING OFF. NEW PLUGS AND SWAP COILS AROUND. HAS NEW FCM. ADVISED TECH POSSIBLE A PCM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010292402

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610816)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J135661179)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052423

Report#: SSV010292402
Open Date: 11/05/2009
Mileage: 47422
Warr Built Dt: 05/24/2006
Supplier RP:

Zone/Cd: 51-41060
Name: TURPIN MOTORS INC
Address: 1024 SOUTH CHICAGO ST
 GENESEO, IL 612541868
Phone: 309 944-6454

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: C.C. (POLICE CAR) INTERMITTENT STALLING THE TECH HAS CAN C BUSS FAULTS. THE TECH CANNOT DUPLICATE THE CONDITION.

Service Action: ADVISED THE TECH TO CHECK FOR WATER INTRUSION IN THE ABS MODULE. THE TECH CAN ALSO NOTE IF THE OB2 MONITOR HAVE RUN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010289716

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660427)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021422

Report#: SSV010289716
Open Date: 11/03/2009
Mileage: 34000
Warr Built Dt: 02/14/2006
Supplier RP:

Zone/Cd: 66-45426
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 5901 MADISON AVE
 TAMARAC, FL 333216412
Phone: 954 861-6200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT WHILE DRIVING. TECH STATES THAT THE FUEL HAS FOUND EXCESSIVE AMOUNT OF ALCOHOL IN THE FUEL. TECH STATES THAT THE FUEL MONITOR IS ADDING FUEL.

Service Action: ADVISED TECH THAT THIS IS NOT A FLEX FUEL VEHICLE. ADVISED TECH THAT MORE THAN 12% ETHANOL WILL CAUSE DRIVEABILITY CONCERNS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010281938

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56 [REDACTED]

Model Year: 2006

Make/Model: DODGE
CHARGER RWD
LXDH48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6129610228)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J139661583)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 052913

Report#: SSV010281938

Open Date: 10/27/2009

Mileage: 50689

Warr Built Dt: 05/29/2006

Supplier RP:

Zone/Cd: 71-61595

Name: MC PEEK'S DODGE ANAHEIM

Address: 1221 S AUTO CENTER DR
ANAHEIM, CA 928065634

Phone: 714 635-2340

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLED, WON T START. POLICE VEHICLE. TECH STATES HAS CODES P0300, P0307. TECH STATES ENGINE RAN ROUGH, STATES HAS NO COMPRESSION ON CYL #7. STATES REMOVED THE L/CYL.HEAD AND FOUND CYL#7 INTAKE VALVE SEAT FELL OUT DAMAGING THE #7 PISTON AND #7 CYLINDER WALL. STATES HAS RATTLE IN INTAKE MANIFOLD, PART STUCK INSIDE. STATES OIL AND COOLANT LEVELS WERE CORRECT AND OIL WAS CLEAN.

Service Action: TECHNICIAN TO DISASSEMBLE ENGINE AS NECESSARY, INSPECT, DIAGNOSE AND ESTIMATE. THE 70% RULE APPLIES TO REPAIR. TECH TO REPAIR AS NECESSARY. TECH TO REPLACE THE INTAKE MANIFOLD IF ANYTHING IS STUCK IN IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010270091

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158510265)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J166560088)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062407

Report#: SSV010270091
Open Date: 10/19/2009
Mileage: 31753
Warr Built Dt: 06/24/2005
Supplier RP:

Zone/Cd: 71-68707
Name: MICHAEL STEAD'S HILLTOP CHRYSL
Address: 3291 AUTO PLAZA DR
 RICHMOND, CA 94806
Phone: 510 243-6100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL DURING WARM-UP AT IDLE DATA RECORDING SHOW PCM DROP OUT..PCM REPLACED..CUST STATE VEHICLE STILL DIE.\r\nNO BODII MIDFIRE DETECTED-STOCK PLUGS.\r\nDATA RECORDINGS UPLOADED TO CYRYSLER

Service Action: PAUL, REVIEWED RECORDINGS AND LOOKS LIKE PCM IS GOING TO SLEEP. IS THE VEHICLE AN EASY RESTART TRY SWAPPING ALL COILS WITH A LIKE VEHICLE AND SEE IF THIS WILL CORRECT THIS ISSUE. COIL SWAP NEVER CAUSES ANY ISSUES WITH DONOR VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010264245

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6102610783)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089660027)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051109

Report#: SSV010264245
Open Date: 10/13/2009
Mileage: 23451
Warr Built Dt: 05/11/2006
Supplier RP:

Zone/Cd: 71-45381
Name: SUSANVILLE AUTO CENTER
Address: 704-485 RICHMOND RD
 SUSANVILLE, CA 961305063
Phone: 530 257-5092

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: COMPLAINT OF CHECK ENGINE LIGHT IS ON. WILL NOT MOVE WHEN PUT INTO GEAR. SOMETIMES WILL STALL. CODE U0100 FOUND ACTIVE WHEN IT STALLED.

Service Action: ADVISED TECH TO LOAD TEST THE POWERS AND GROUNDS AT THE PCM. IF OK, REPLACE THE PCM. TECH STATES THE DATA RECORDING DID INDICATE THE BATTERY FEED WAS BEING INTERRUPTED. HE LOAD TESTED THE POWERS AND GOUNDS AND THEY PASS. ADVISED REPLACE THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010264886

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178511550)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J204560395)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080601

Report#: SSV010264886
Open Date: 10/13/2009
Mileage: 53840
Warr Built Dt: 08/06/2005
Supplier RP:

Zone/Cd: 71-68858
Name: SOUTH BAY CHRYSLER JEEP DODGE
Address: 20900 HAWTHORNE BLVD
 TORRANCE, CA 905034612
Phone: INACTIVE
 310 542-0900

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES WHILE DRIVING.\r\nNO FAULT CODES.

Service Action:ADVISED TECH TO SEE SOL CASE K14443423.DATA RECORD THE DIE OUT.\r\nSWAP THE COILS AND PLUGS WITH A KNOWN GOOD RUNNING LX WITH A 5.7 HEMI.\r\nLAB SCOPE THE CMP/CKP SENSORS.\r\nMONITOR THE FUEL PRESSURE AND CHECK THE FUEL QUALITY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010258001

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6062510192)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J068560117)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040121

Report#: SSV010258001
Open Date: 10/09/2009
Mileage: 20880
Warr Built Dt: 04/01/2005
Supplier RP:

Zone/Cd: 51-65120
Name: KRAHENBUHL CHRYSLER-JEEP INC
Address: 1380 N 7TH ST
 ROCHELLE, IL 610682300
Phone: 815 562-7066

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:NO DTCS. GOES INTO GEAR HARD. IDLE DRAGS DOWN. RUNS FINE WHEN IN NEUTRAL OR PARK. STALLS WHEN PUT INTO GEAR.

Service Action:TRANSFERRED ADVISED TECH TO CHECK FOR WATER INTRUSION. ADVISED TECH TO CHECK THE PAN FOR DEBRIS. ADVISED TECH POSSIBLE VB ISSUE. TECH STATES HE REPLACED VALVEBODY ASSEMBLY AND IT STILL WANTS TO STALL WHEN PUT INTO GEAR.TECH STATES ACTUAL AND DESIRED SLIP RATE WHEN YOU PUT IT INTO GEAR SHOWS ZERO.\n\nSTAR ADVISES TECH TO START VEHICLE AND UNPLUG TRANS ADAPTOR.PUT IT INTO GEAR AND SEE IF IT STILL STALLS.IF IT S OK AND DOESN T STALL THEN REPLACE TCM.IF IT STILL STALLS THEN REPLACE CONVERTER AND FLUSH COOLER. TECHNICIAN STATES THAT HE HAS REPLACED THE TORQUE CONVERTER AND THE CONCERN IS REPAIRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010259621

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145610387)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157660816)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061217

Report#: SSV010259621
Open Date: 10/09/2009
Mileage: 42952
Warr Built Dt: 06/12/2006
Supplier RP:

Zone/Cd: 35-60369
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 7308 CEDAR RUN DR
 WARRENTON, VA 201872212
Phone: 540 347-6622

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER COMPLAINS OF THE VEHICLE STARTING AND STALLING. THE CODE SETS IN THE TCM.

Service Action:ADVISED TECHNICIAN TO OBTAIN A DATA RECORDING OF THE EVENT WITH A FULL ENGINE TEMPLATE. ADVISED TECHNICIAN POSSIBLE EMF INTERFERENCE ISSUE. CUSTOMER STATES THE VEHICLE STALLS AT TIMES. TECH STATES HAS NO CODES AND HAS DUPLICATED/HARD TO CONFIRM. TECH STATES HAS CHECKED ALL SPARK PLUGS FOR CRACKS/NONE FOUND. \r\nTECHNICIAN TO CHECK FOR EMF INTERFERENCE ISSUE, TO READ SOL CASES K05558363, K94202871, K90834894, K14443423. TO CHECK FOR VOLTAGE SPIKES, CHECK PCM FOR UPDATES, CHECK THE ASD RELAY SENSE IF GOES FALSE ON SCANNER. TO DATA RECORD EVENT AND REVIEW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010258130

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510188)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560429)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122103

Report#: SSV010258130
Open Date: 10/07/2009
Mileage: 32722
Warr Built Dt: 12/21/2005
Supplier RP:

Zone/Cd: 70-26676
Name: LARRY H MILLER CHRYSLER JEEP
Address: 755 N 500 W
 WEST BOUNTIFUL, UT 840106977
Phone: 801 298-3417
 801 693-2200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS VEHICLE STALLS AT TIMES. TECH HAS NOT DUPLICATED STALLING. TECH STATES HE HAS VERIFIED THE CLUSTER LIGHTING UP. TECH STATES NO CODES. TECH STATES THE MIL COMES ON BUT SHOWS NO CODES.

Service Action: ADVISED TECH TO MONITOR IGN SWITCH INPUTS IN ALL RELATED MODULES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010253711

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6067610296)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660755)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033101

Report#: SSV010253711
Open Date: 10/05/2009
Mileage: 90703
Warr Built Dt: 03/31/2006
Supplier RP:

Zone/Cd: 66-68181
Name: QUALITY CHRYSLER DODGE JEEP IN
Address: 187 BENJAMIN H HILL DRIVE W
 FITZGERALD, GA 31750
Phone: 229 423-5720

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: VEHICLE STALLS AT TIMES, CUSTOMER IS ABLE TO RESTART AFTER STALLING. TECH STATES HE CAN NOT DUPLICATE THE CONCERN.
 U0100,B1859,B1BBC,B2223D,B1864,C121C,C1506 STORED.

Service Action:ADVISED TECH DUPLICATE THE CONCERN. MONITOR THE IGN FEED AND 5V SUPPLIES TO PCM WHEN ISSUE IS PRESENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010224057

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6284510591)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J293561280)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102707

Report#: SSV010224057
Open Date: 09/28/2009
Mileage: 89452
Warr Built Dt: 10/27/2005
Supplier RP:

Zone/Cd: 63-44914
Name: AUTOMAX DODGE-CHRY-JEEP LLC
Address: 4141 N HARRISON AVE
 SHAWNEE, OK 748041414
Phone: 405 275-1104

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A START AND STALL CONDITION. TECH STATES THAT THERE ARE NO FAULTS. TECH STATES THAT THE MOTOR WILL RANDOMLY DIE.

Service Action: ADVISED TECH TO MONITOR FUEL PRESSURE WHEN THE CONDITION HAPPENS. ADVISED TECH TO CHECK THE FUEL TRIM MONITOR FOR A RESET CONDITION. ADVISED TECH TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. TECHNICIAN REPLACED A PCM. RUNS AND THEN IT BUCKS. FUEL ADAPTIVES LOOK GOOD. HAS A LONG CRANK TIME. FUEL PRESSURE HOLDS A 60 PSI. ADVISED TO CHECK FOR AN IGNITION SWITCH OR WCM DROP OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010243176

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6308510402)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J324560318)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112817

Report#: SSV010243176
Open Date: 09/25/2009
Mileage: 50942
Warr Built Dt: 11/28/2005
Supplier RP:

Zone/Cd: 51-67753
Name: TYSON MOTOR CORPORATION
Address: 1 SW FRONTAGE RD
 SHOREWOOD, IL 604044731
Phone: 815 741-5530

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECH STATES THE VEHICLE HAS A INTERMITTENT DIE OUT CONDITION .

Service Action:ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO CHECK FOR A HARNESS RUB THRU ON THE PARKING BRAKE ASSY .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010231788

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510496)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123560675)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051401

Report#: SSV010231788
Open Date: 09/23/2009
Mileage: 6777
Warr Built Dt: 05/14/2005
Supplier RP:

Zone/Cd: 66-44898
Name: BEAMAN DODGE CHRYSLER JEEP
Address: 1705 S CHURCH ST
 MURFREESBORO, TN 37130
Phone: 615 895-5092

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT DIES AT IDLE. 15 TO 30 SECONDS IT WILL DIE COLD OR HOT. NO DTCS. ABS: C121C. CHECKED PURGE OPERATION.

Service Action:ADVISED TO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS AND IF IT DOES REPLACE THE FCM MODULE. ADVISED TO CHECK POWERS AND GROUNDS TO THE PCM. ADVISED TO CHECK AND DOCUMENT FUEL ADAPTIVES. ADVISED TO CHECK ALL COILS AND COMPARE TO SPECS. CHECK PLUGS FOR ISSUES. TECH STATES THAT THE VEHICLE STILL DIES OUT. TECH STATES THAT HE HAS GRAPHED THE INGNITION SWITCH SENSE CIRCUIT AND FOUND THAT THE GRAPH DROPS TO NORMAL CYLINDER KILL. TECH STATES THAT THE FUEL TRIM IS NORMAL. TECH STATES THAT WHEN THE VEHICLE DIES THE MIL AND ETC LIGHTS COME ON. TECH STATES THAT THERE ARE NO FAULTS. ADVISED TECH TO MONITOR THE 5V SUPPLY FROM THE PCM. STAR SCAN INFORMATION: PCM SCREEN VALUE LINE. CYCLE KEY AND THE VALUES POST. VALUES ARE MISSING AFTER ISSUE OCCURANCE. NOTHING FOUND IN THE 5V DISCONNECTS.\n\nADVISED TO MONITOR IGNITION FEEDS TO THE PCM C1

CONNECTOR PINS:\r\n11. F202 20PK/GY FUSED IGNITION SWITCH OUTPUT (RUN-START) \r\n12. F902 20PK (RLE) IGNITION UNLOCK-RUN-START TECH HAS FOUND THAT THE PCM IS GOING TO SLEEP, EASY RESTART, \r\n\r\n\r\nADVISED TECH TO TRY A COIL SWAP WITH A KNOWN GOOD VEHICLE. TECH ADVISED WHEN I SWAP THE COILS FROM ANOTHER CAR IT FIXED MY ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010231190

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510380)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660282)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021320

Report#: SSV010231190
Open Date: 09/16/2009
Mileage: 61643
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 70-68840
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 2675 WASHBURN WAY
 KLAMATH FALLS, OR 97603
Phone: 541 885-8000

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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE WILL STUMBLE AND STALL INTERMITTENTLY ON ACCELERATION. TECH STATES THERE ARE STORED CODES .

Service Action: ADVISED TECH TO CONCENTRATE ON THE POWER FEEDS TO THE PCM, CHECK THE GROUNDS AND TERMINAL TENSION AND PIN CONTACT IN THE CONNECTORS, ADVISED TECH TO VIEW STAR CASE K59540930.MAY TRY INSTALLING INLINE BULB TO MONITOR THE FEED CIRCUITS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010222140

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV572X6F-XXXXXXXXXX
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510568)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066560868)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033102

Report#: SSV010222140
Open Date: 09/10/2009
Mileage: 52337
Warr Built Dt: 03/31/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE HAS A BUCKING CONDITION AND STALL OUT INTERMITTENTLY . TECH STATES THE CRANK SENSOR HAS BEEN REPLACED FOR THIS CONDITION .
 TECH STATES THE VEHICLE IS EQUIPPED WITH HEADERS , K&N COLD AIR INTAKE AND A THROTTLE BODY SPACER .

Service Action: ADVISE TECH TO HAVE THE CUSTOMER RETURN THE VEHICLE TO THE STOCK CONFIGURATION BEFORE ANY FURTHER DIAGNOSTICS ARE TO BE PERFORMED .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010206399

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610052)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J150661376)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060723

Report#: SSV010206399
Open Date: 09/08/2009
Mileage: 20984
Warr Built Dt: 06/07/2006
Supplier RP:

Zone/Cd: 51-42971
Name: HAVILL-SPOERL MOTOR SALES LTD
Address: 1121 SOUTH MAIN STREET
 JEFFERSON, WI 535492046
Phone: 920 674-7070

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: TECH STATES AN INTERMITTENT STALL CONCERN, PLUGS WERE REMOVED NO PROBLEM FOUND PCM WAS REPLACED CANNOT DUPLICATE.

Service Action: ADVISED TECH CHECK POWER AND GROUNDS AT THE PCM AND IGNITION RUN CIRCUIT VOLTAGE IF ABLE TO DUPLICATE. TECH STATES VEHICLE IS BACK 21755 IN FOR THE SAME CONCERN. TECH HAS A U0100 STORED IN THE TCM,ESM,FCM AND ABS SET AT 21540. ADVISED TECH CHECK POWER AND GROUNDS AT THE PCM AND IGNITION RUN CIRCUIT VOLTAGE IF ABLE TO DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010192452

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57216 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6115610677)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089660086)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060608

Report#: SSV010192452
Open Date: 09/04/2009
Mileage: 92189
Warr Built Dt: 06/06/2006
Supplier RP:

Zone/Cd: 32-43523
Name: MADISON CHRYSLER INC
Address: 203 BOSTON POST
 MADISON, CT 06443
Phone: 203 245-0451

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THE VEHICLE HAS A INTERMITTENT DIE OUT CONDITION . TECH STATES THE DIE OUT CONDITION HAS BEEN DUPLICATED .

Service Action:ADVISE TECH TO READ STAR ONLINE CASE # K94202871 . ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND INSPECT THE SPARK PLUGS . CC: THE VEHICLE SEEMS LIKE IT WANTS TO CUT OUT AND THEN THE VEHICLE STARTS TO RUN OK AND THE RADIO CUTS OUT TOO. ADVISED THE TECH TO DUPLICATE THE COMPLAINT SEE IF THE PCM IS ACTIVE ON THE BUS. IF NOT, CHECK ALL POWERS, GROUNDS AND CAN C VOLTAGES TO TH PCM. TECH ADVISED HAS NEW COILS, AND CUSTOMER SAID WHEN HE PUTS IT IN PARK IT STALLS AND WHEN I OPEN THE HOOD IT STALLS AND I HAVE DONE A WIRE WIGGLE TEST WITH NO HELP AND UPDATE THE MODULES ALSO.\r\n\r\nADVISED THE TECH TO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES THEN REPLACED THE FCM MODULE. ALSO PERFORMING A RESTORE VEHICLE CONFIGURATION, AND THEN INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR RUBBING THE PARKING BRAKE

ASSEMBLY. TECH STATES THAT HE HAS REPLACED THE FCM AND THE ISSUE IS STILL PRESENT. TECH STATES THAT HE HAS INSPECTED THE WIRING AND FOUND NO ISSUES. ADVISED TECH TO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. ADVISED TECH TO UNPLUG THE A/C PRESSURE TRANSDUCER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010197543

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145610242)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J167661379)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061917

Report#: SSV010197543
Open Date: 08/27/2009
Mileage: 40266
Warr Built Dt: 06/19/2006
Supplier RP:

Zone/Cd: 63-45160
Name: LANDERS DODGE CHRYSLER JEEP RA
Address: 2701 BENTON RD
 BOSSIER CITY, LA 711112309
Phone: 318 797-1233

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: TECH HAS REPLACED THE CAB MODULE AND PCM, SHUTTER 1 TO 2 SHIFT.

Service Action: ADVISED THE TECH TO RECORD THE EVENT. ****REFER TO CASE 10190827 AND 10196863(BOTH CASES FOR THE SAME CONCERN)****\r\nTECH STATES HE IS ABLE TO DUPLICATE THE CONCERN. TECH STATES IF HE QUICKLY ACTUATES THE THROTTLE THE VEHICLE WILL STALL AND THE PCM DROPS OFFLINE FOR A SHORT TIME. TECH STATES HE HAS INSPECTED THE HARNESS AND IT IS GOOD. TECH STATES THE POWER AND GROUND STAY CONSTANT WHEN CONCERN IS PRESENT. TECH STATES THE ESM SET A FAULT FOR LOSS OF COMM WITH PCM. \r\n\r\nADVISE TECH TO MONITOR THE CAM AND CRANK SENSORS WHEN CONCERN IS PRESENT. TECH STATES ON HARD ACELL PCM WILL DROP OUT , ABS,TIPM,PCM AND THROTTLE BODY WAS REPLACED. BUS WILL STAY UP ON LIGHT ACELL OIL LIGHT WILL COME ALL 5 VOLT REFERENCE WILL STAY STEADY.\r\nADVISED TECH START REMOVING ALL PCI BUS VOLTAGE MODULES AND NOTE ANY CHANGES. TECH STATES ON HARD ACELL PCM WILL DROP OUT ,

ABS,TIPM,PCM AND THROTTLE BODY WAS REPLACED. BUS WILL STAY UP ON LIGHT ACELL OIL LIGHT WILL COME ALL 5 VOLT REFERENCE WILL STAY STEADY.
TECH START REMOVING ALL PCI BUS VOLTAGE MODULES AND NOTE ANY CHANGES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010178395

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6158510298)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J168561239)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062513

Report#: SSV010178395
Open Date: 08/07/2009
Mileage: 29318
Warr Built Dt: 06/25/2005
Supplier RP:

Zone/Cd: 42-26742
Name: CHRYSLER-JEEP OF NORTH OLMSTED
Address: 27500 LORAIN ROAD
 NORTH OLMSTED, OH 440704081
Phone: INACTIVE
 440 777-8200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS OUT.\r\nSPARK PLUGS HAVE BEEN REPLACED.

Service Action: STAR ADVISED TECH TO SWAP COILS WITH ANOTHER LX TO RULE OUT THE COIL KILLER ISSUE POSSIBLY.\r\nSEE SOL CASE K14443423.\r\nMAY NEED TO DATA RECORD THE DIE OUT IF IT CAN BE DUPLICATED,LOOK FOR DASH LINES IN THE RECORDING IF EVENT IS CAPTURED.\r\nMAY ALSO HAVE A CONTROLLER ISSUE IF THE COIL KILLER ISSUE IS NOT PRESENT ON THIS VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010050880

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6322510339)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J341560532)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121312

Report#: SSV010050880
Open Date: 08/06/2009
Mileage: 21998
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 32-25002
Name: CARBONE DODGE CITY
Address: 5017 COMMERCIAL DR
 YORKVILLE, NY 13495
Phone: 315 736-0729
 315 736-3371

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A DIE OUT. TECH STATES THAT THE OIL LIGHT WILL COME ON AND THE VEHICLE WILL START BUCKING. TECH STATES THAT THERE ARE NO FAULTS.

Service Action: ADVISED TECH TO CHECK THE PURGE SSTEM FOR RAW FUEL. ADVISED TECH TO UNPLUG THE OIL PRESSURE SWITCH. ADVISED TECH TO DATA RECORD THE INJECTOR PULE WIDTH WHEN THE CONDITION IS PRESENT. TECH STATES THAT THE OIL PRESSURE SWITCH HAS BEEN REPLACED AND CORRECTED THE OIL LIGHT ISSUE. TECH STATES THAT THERE ARE NO FAULTS. TECH STATES THAT THIS HAPPENS AT ANY TIME. TECH STATES THAT THE PCM HAS BEEN REPLACED. ADVISED TECH TO MONITOR THE FUEL TRIM MONITOR FOR A REST CONDITION. ADVISED TECH TO DATA RECORD THE INJECTORS. REVIEWED THE DATA RECORDINGS. ADVSIED TECH TO INSPECT THE WIRING FOR THE ASD CIRCUIT. ADVISED TECH TO INSPECT ALL SPLICES AND INTERMIDEATE CONNECTORS. HAPPENS MOSTLY WHEN COOLER OUT SIDE, NO CODES ARE

SETTING AND IS AN EASY RESTART. ADVISED THE TECH TO SWAP COILS WITH COILS OFF OF ANOTHER 5.7 AND ROAD TEST THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010168999

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6236510272)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090801

Report#: SSV010168999
Open Date: 08/05/2009
Mileage: 40264
Warr Built Dt: 09/08/2005
Supplier RP:

Zone/Cd: 51-54623
Name: CASSENS & SONS INC
Address: 3333 S HIGHWAY 159
 GLEN CARBON, IL 62034
Phone: 618 656-6070

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: AT TIMES WILL DIE WITH EITHER KEY. HAS PERFORMED A PCM REPLACEMENT PROCEEDURE. CURRENTLY WCM IN LOCK OUT.

Service Action: ADVISED TO CHECK THE IGNITION SWITCH STATUS IN TIPM. CHECK THE POWERS AND GROUNDS TO WCM. IF THESE OK REPLACE WCM. HAS A MOPAR REMOTE ADDED. CAN CALL 800-34-MOPAR TOO FOR ANY OTHER RELATED ISSUES. TIPM IGNITION SWITCH STATUS IS CORRECT. REPLACED WCM AND PCM. WCM REPLACED WAS A NO START. NEXT REPLACED PCM AND HAD SAME. REPLACED WITH ORIGINAL PARTS AND STARTS. TECH STATES ORIGINALLY HAD DISCONNECTED WCM AS A NO START AND STARTED. CURRENTLY WCM NEEDS TO SEE IF ORIGINAL AND NEW PART ARE CORRECT. SOUNDS AS A WCM ISSUE. ON THE PCM(IF USED) HE CAN TRY TO FLASH WITH TECH TOOLS AND VIN MAKE SURE ORIGINAL AND CURRENT FLASH SAME. TECH UNABLE TO PROGRAM WCM AND HAS LOAD TESTED THE POWER FEEDS AND GROUND. TECH HAS REPLACED 3 WCMS AND CONCERN STILL PRESENT. ADVISED TO REMOVE REMOTE START SYSTEM FROM VEHICLE AND THEN CAPACITOR DISCHARGE. PCM REPLACEMENT,

WCM REPLACEMENT THEN PROGRAM. NOW THE VTSS WARNING LIGHT WILL STAY ON WHEN THE ENGINE IS RUNNING. NO CODES ARE PRESENT. I HAD THE TECH REMOVE THE REMOTE STARTER TRANSPONDER AND THE CONDITION IS STILL PRESENT. I HAD THE TECH TRY THE OTHER KEY AND THE CONDITION IS STILL PRESENT. ADVISED THE TECH TO LOAD TEST ALL POWERS AND GROUNDS TO THE WCM AND MAKE SURE THAT THE CORRECT KEYS AND WCM ARE BEING USED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010151206

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6279510505)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J285561576)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102222

Report#: SSV010151206
Open Date: 07/22/2009
Mileage: 45569
Warr Built Dt: 10/22/2005
Supplier RP:

Zone/Cd: 70-56440
Name: WITHNELL DODGE
Address: 2650 COMMERCIAL SE
 SALEM, OR 97302
Phone: 800 888-0791
 503 364-0184

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE VEHICLE STALLED WHILE DRIVING. REPLACED WCM. THE VEHICLE IS A NO RESPONSE. WHEN TURNING ON THE IGNITION, THE BULB CHECK OCCURS AND THE CLUSTER GOES BLANK. THE VEHICLE IS EQUIPPED WITH AN AFTERMARKET ALARM.

Service Action:ADVISED TO REMOVE THE AFTER MARKET ALARM. ADVISED IF STILL NO COMMUNICATION ISOLATE CAN B, AND C IN AN ATTEMPT TO ESTABLISH COMMUNICATION WITH THE FCM. TECH ADVISED NO CRANK ISSUES AND COMMUNICATION ISSUE. TECH HAS SAME CONCERN. ADVISED TO CHECK FUSED IGN SWITCH VOLTAGE AND INSPECT ALL RELATED GROUNDS AT IPM TO START WITH. TECH IS ASKING TO HAS ES. CALL HIM BACK IN THE MORNING. ADVISED THE TECH I WILL LET HIM KNOW. EXT 139 SPOKE WITH TECHNICIAN ZEAK AND HE STATES THE ALARM HAS NOT BEEN REMOVED. TECHNICIAN STATES THE CAN B AND C AND THE VEHICLE IS STILL A NO RESPONSE. TECHNICIAN IS GOING TO VERIFY THE DLC CIRCUITS AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010150454

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6322510339)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J341560532)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121312

Report#: SSV010150454
Open Date: 07/20/2009
Mileage: 23477
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 32-25002
Name: CARBONE DODGE CITY
Address: 5017 COMMERCIAL DR
 YORKVILLE, NY 13495
Phone: 315 736-0729
 315 736-3371

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE WILL BUCK AND STALL , NO CODES. TECH WILL FAX VEHICLE REPORT.

Service Action: TRANSFER TO DRIVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010132652

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6054611513)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J072661175)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032303

Report#: SSV010132652
Open Date: 07/08/2009
Mileage: 43949
Warr Built Dt: 03/23/2006
Supplier RP:

Zone/Cd: 63-44454
Name: ALLEN SAMUELS DODGE CHRYSLER J
Address: 1515 SOUTH LOOP WEST
 HOUSTON, TX 77054
Phone: 713 343-8000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ENGINE SHUTS OFF AT RED LIGHTS. OTHER DEALER INSTALLED NEW PCM, ALL COILS AND PLUGS. I INTENTIONALLY SET FAULTS IN PCM (DISCONNECTED COIL AND 1 INJECTOR) AFTER VEHICLE SHUT OFF FAULTS WERE CLEARED. WnNO STORED OR ACTIVE FAULTS

Service Action: ADVISED TO SWAPP THE IGNITON COILS. ADVISED TO INSPECT FOR CRACKED SPARK PLUGS. ADVISED TO REFFER TO STAR ONLINE K94202871 REGARDING EMF INTERFERENCE CAUSING STALLING CONCERNS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010133713

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57256 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6217510260)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J288560650)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102405

Report#: SSV010133713
Open Date: 07/08/2009
Mileage: 19388
Warr Built Dt: 10/24/2005
Supplier RP:

Zone/Cd: 32-44781
Name: DANBURY CHRYSLER JEEP DODGE RA
Address: 100B FEDERAL ROAD
 DANBURY, CT 06810
Phone: 203 730-5737

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECHNICIAN STATES AT TIMES 30-40 MPH BUCKS CHIME CODES ON, ENGINE LIGHT ON FOR SPLIT SECOND THEN SHUTS OFF, NO CODES ARE SETTING, COSTUMER REPORTS VEHICLE IS STALLING AT TIMES.

Service Action: ADVISE TO CHECK STAR ON LINE CASE K94202871 FOR MORE INFORMATION, TAKE RECORDINGS AND MONITOR SENSOR DATA FOR BROKEN GRAPH, POSSIBLE EMF RESETTNG PCM, SWAP COILS AND PLUGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010134579

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H66H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C AWD
LXFS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6171510637)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J122560075)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 093005

Report#: SSV010134579

Open Date: 07/08/2009

Mileage: 74104

Warr Built Dt: 09/30/2005

Supplier RP:

Zone/Cd: 74-68250

Name: AUTONATION CHRYSLER JEEP BROAD

Address: 5445 SOUTH BROADWAY
LITTLETON, CO 801218002

Phone: 303 761-1720

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MIL LIGHT IS ON.\r\nENGINE SHUTS OFF AND ETC LIGHT COMES ON.

Service Action: REVIEW STAR ON LINE CASES K14443423 & K18363958 & K94202871. ADVISED TECH MAY HAVE A POSSIBLE PCM ISSUE IF THE STAR ON LINE CASES DO NOT HELP. LOAD TEST THE PCM POWER AND GROUND SUPPLIES. STAR HAS HAD REPORTS OF COILS AND PLUGS AND AFTERMARKET SPARK PLUGS CAUSING THE ISSUES WITH STALLING.\r\nSUGGESTED TECH SWAP COILS & PLUGS WITH ANOTHER LX TO RULE OUT \ COIL KILLER ISSUE\

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010125761

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610471)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J153660202)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060905

Report#: SSV010125761
Open Date: 07/02/2009
Mileage: 74326
Warr Built Dt: 06/09/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES (STATE POLICE VEHICLE) THE VEHICLE WILL STALL AT TIMES AND RESTARTS AND BUCKS. TECH STATES HAS CODE P0700 IN PCM, U0100 IN PCM, TIPM, ABS. HAS NEW SPARK PLUGS.,

Service Action: TECHNICIAN TO DIAGNOSE USING FLOW CHART, TO REVIEW FREEZE FRAME DATA, CHECK FOR RELATED TSB. CHECK FOR PCM UPDATES. REVIEW STAR ONLINE & QUICK HITS FOR SIMILAR ISSUES. TO CHECK WIRING HARNESS AT PARK BRAKE, TO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE, POSS FCM. TO CHECK IF PCM IS RE-SETTING, CHECK POWER AND GROUNDS, PCM 5 VOLT SUPPLY SENSORS FOR SHORTING OUT. READ SOL CASES ON DIE-OUTS: K14443423, K90834894, K94202871, K14738841, K05558363, K02012545. ADVISE TECH TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND THEN ROAD TEST AND VERIFY IF THE STALLING CONDITION CAN BE DUPLICATED .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010104655

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122510948)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J103560587)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051804

Report#: SSV010104655
Open Date: 06/25/2009
Mileage: 22962
Warr Built Dt: 05/18/2005
Supplier RP:

Zone/Cd: 74-60062
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 5001 GRIZZLY CT
 MISSOULA, MT 598088672
Phone: 406 721-5000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING, WILL START RIGHT BACK UP. CEL ON WITH CODE P0700 ACTIVE AND UO100 STORED.CUST STATES HAPPENS UP TO 20 TIMES IN A TEN MILE DRIVE. MONITOR MODULES WHILE DRIVING. VEHICLE NEVER DIED FOR TECH. WIGGLE TEST WIRING AND CHECKED CONNECTORS AT PCM/TCM. OKAY. CODE P0700 ACTIVE AND U0100 STORED. CLEAR CODES AND DID NOT COME BACK ON.

Service Action:ADVISED TO CHECK FOR EVIDENCE OF THE PCM RESETING. ADVISED POSSIBLE EMF INTERFERENCE CAUSING A STALLING CONCERN. ADVISED TO REVIEW STAR ONLINE CASE K94202871. ADVISED POSSIBLE IGNITION COIL ISSUE. ADVISED TO INSPECT FOR CRACKED SPARK PLUGS. TECH: DIES AT TIMES WHEN SLOWING TO STOP OR AT IDLE. NO ACTIVE CODES IN SYSTEM.STORED CODE U0019. INSPECTED PLUGS AND COILS AS PER STAR-ONLINE CASE. NO PROBLEMS FOUND, REPLACED PLUGS AT CUST REQUEST. NO CHANGE. CONCERN IS INTERMITANT. TEST BATTERY, PASSES LOAD TEST.\n\nROBERT,\nA CAN B BUS FAULT WILL NOT CAUSE A DIE OUT. DID YOU LOOK

AT THE FUEL TRIM MONITOR TO SEE IF THE PCM IS RESETTING. POSSIBLE THAT A 5V SUPPLIED SENSOR IS SHORTING THE 5V SUPPLY TO GROUND AND CAUSING THE PCM TO SHUT DOWN. ALSO CHECK FOR RAW FUEL IN THE PURGE CANNISTER. PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010107440

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6185510261)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J223560322)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081819

Report#: SSV010107440
Open Date: 06/18/2009
Mileage: 36203
Warr Built Dt: 08/18/2005
Supplier RP:

Zone/Cd: 32-42885
Name: SECURITY DODGE CHRYSLER JEEP R
Address: 345 MERRICK RD
 AMITYVILLE, NY 117013412
Phone: 631 789-2255
 631 691-9331

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS INTERMITTENTLY STALLING.TECH STATES THE PCM WAS REPLACED.

Service Action:ADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE.ADVISED TECH TO MONITOR COIL OPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010096377

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510763)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560873)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011010

Report#: SSV010096377
Open Date: 06/17/2009
Mileage: 80456
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 74-68807
Name: PERFORMANCE CHRY JEEP DODGE, I
Address: 7010 SOUTH 124TH CIRCLE
 LA VISTA, NE 68128
Phone: 402 339-3131

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN AT IDLE AND THE THROTTLE BODY WILL THEN OPEN AND THEN WILL CLOSE AND STALL AND THROTTLE LIGHT COMES ON AND NO CODES AND NEW PCM. ANY ISSUES.

Service Action: ADVISED TECH TO SWAP THROTTLE BODY AND APP AND LOOK FOR CHANGES POSSIBLE WIRE ISSUES AT THE THROTTLE BODY CONNECTOR. POLICE VEHICLE. CUSTOMER STATES WHEN AT IDLE, THE THROTTLE BODY WILL THEN OPEN AND THEN WILL CLOSE AND STALL AND THROTTLE LIGHT COMES. TECH STATES HAS NO CODES. THE THROTTLE OPENS THAT FAST THAT THE RPM DOESN T CHANGE. HAS NEW PCM, NEW ENGINE WIRING HARNESS, MAP, AND A GOOD THROTTLE BODY. STATES WHEN DISCONNECTED THE APP SENSOR IT STILL HAS CONCERN. HAS SWEEP TESTED THE APP SENSOR, HAS PERFORMED THE ETC RELEARN AND ETC THROTTLE FOLLOWER TEST AND IT PASSED. HAS NO REMOTE START.
 TECHNICALIAN TO CHECK IF THROTTLE PLATE DOES THE OPEN AND CLOSE TEST AT START UP. TO CHECK/LOAD TEST THE

APP SENSOR TO PCM CIRCUITS, IF NEEDED TO HARD WIRE. CHECK C105, C104, C100 CONNECTORS AND SPLICES. TECH TO CALL BACK WITH FINDINGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010099142

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6153510416)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132560186)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061923

Report#: SSV010099142
Open Date: 06/12/2009
Mileage: 81402
Warr Built Dt: 06/19/2005
Supplier RP:

Zone/Cd: 42-44811
Name: TYLER AUTOMOTIVE
Address: 1100 S 11TH STREET
 NILES, MI 49120
Phone: 269 683-9004
 269 684-8200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE MIL IS ON AND THE ENGINE STALLS. TECH STATES THERE IS AN ACTIVE CODE IN THE PCM, AND THERE WAS A STORED CODE IN THE TCM, TECH STATES HE HAS REPLACED THE TCM AND CODE P0700 IS STILL ACTIVE IN THE PCM, TECH CANNOT DUPLICATE STALL CONDITION.

Service Action: TRANSFER TO DRIVE GROUP.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010096320

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510763)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560873)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011010

Report#: SSV010096320
Open Date: 06/10/2009
Mileage: 80456
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 74-68807
Name: PERFORMANCE CHRY JEEP DODGE, I
Address: 7010 SOUTH 124TH CIRCLE
 LA VISTA, NE 68128
Phone: 402 339-3131

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THAT VEHICLE ENGINE AT IDLE WILL STALL.

Service Action:TERANSFER TO DRIVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010084157

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122610786)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J152661064)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060812

Report#: SSV010084157
Open Date: 06/02/2009
Mileage: 40046
Warr Built Dt: 06/08/2006
Supplier RP:

Zone/Cd: 71-41080
Name: CARL BURGER'S DODGE CHRYSLER J
Address: 8355 HERCULES ST
 LA MESA, CA 919422921
Phone: 619 463-9321

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS, SETS FAULT IN TCM FOR LOSS OF COMMUNICATION ECM/PCM U0100 VERIFIED POWER AND GROUNDS GOOD AT TCM, INSPECTED WIRING AT PARK BRAKE ASSY,

Service Action:MICHAEL,REVIEW STAR ON LINE CASES K18363958 & K94202871.YOU MAY HAVE A POSSIBLE PCM ISSUE IF THE STAR ON LINE CASES DO NOT HELP YOU.LOAD TEST THE PCM POWER AND GROUND SUPPLIES.\r\nSTAR HAS HAD REPORTS OF COILS AND PLUGS AND AFTERMARKET SPARK PLUGS CAUSING THE ISSUES WITH STALLING.\r\nTHANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010061235

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6073610201)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J083661006)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 040423

Report#: SSV010061235

Open Date: 05/27/2009

Mileage: 21160

Warr Built Dt: 04/04/2006

Supplier RP:

Zone/Cd: 71-42947

Name: AUTONATION CHRYSLER DODGE JEEP

Address: 200 AUTOMALL DR
ROSEVILLE, CA 956613001

Phone: 800 872-2800
916 781-8100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STUMBLE WHILE DRIVING AND WILL SOMETIMES STALL AT A STOP. TECH STATES HE FOUND NO CODES, TECH STATES HE TOOK A FLIGHT RECORDING AND FOUND THE PCM AND WCM , SYSTEM, BATTERY AND IGNITION VOLTAGE DATA WILL DROP TO 9.5 VOLTS WHEN CONCERN OCCURS, TECH STATES THE PCM HAS BEEN REPLACED TO NO AVAIL.

Service Action: ADVISED TECH TO MONITOR THE SWITCHED IGNITION FEED , NO RELATED CASES. VEHICLE HAS 21560 MILES. CUSTOMER STATES THE VEHICLE STALLS WITH THE FUEL TANK FULL. TECH STATES HAS 2 RECORDINGS ON ISSUE. STATES THE STALL OUT OCCURS WHEN THE PURGE VALVE OPENS/CYCLES. NO CODES. TECH STATES THE PURGE VALVE LINES AND CANISTER HAVE NO SIGNS OF FUEL CONTAMINATION. TECHNICIAN TO BLOCK OFF PURGE SOLENOID AND RE-CHECK IF VEHICLE STALLS. WILL CHECK ON THE 2 RECORDINGS THE TECH SENT IN. IF FIND ANY PROBLEMS WILL CALL TECH BACK. REVIEWED THE 2 RECORDINGS THE TECH SENT IN ON THE STALLING ISSUE.

CALLED TECH AND SUGGESTED TO HOOK UP A FUEL PRESSURE GAUGE, FUEL FILL THE VEHICLE AND DRIVE, CHECK FUEL PRESSURE RUNNING AND IF ENGINE WANTS TO STALL. TO CHECK CANISTER, PURGE VALVE FOR FUEL CONTAMINATION. BLOCK OFF PURGE VALVE AND DRIVE. READ SOL CASE #K14738841.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010054610

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175511697)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J208560622)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081008

Report#: SSV010054610
Open Date: 05/12/2009
Mileage: 39000
Warr Built Dt: 08/10/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS DIED & STALLS AT TIMES. MOSTLY AT IDLE OR STOP SIGNS. AND CODES OF P0700 U0100 HAS NEW PCM. HAVE CHECK THE WIRES BY THE PARKING BRAKE ASSY.

Service Action: ADVISED TECH TO SWAP COILS AND PLUG WITH ANOTHER CAR AND ALSO POSSIBLE A ESIM CANISTER ASSY THAT HAS WATER INTRUSION OR FUEL. TECH ADVISED HAS NEW TCM NOT A PCM. HAVE SWAP COILS AND UNHOOK EVAP SYSTEM AND STILL STALLS. ADVISED TECH SWAP PLUGS AND IF NO CHANGE POSSIBLE PCM ISSUES AND ALSO UPDATE THE TIPM. TECH HAS REPLACED THE PCM AND UPDATED THE TIPM. TECH STATES THE WI-TECH WENT DOWN WHILE FLASHING THE TIPM AND NOW THE VEHICLE DOES NOT RECOGNIZE THE WCM. ADVISED TECH TO REPLACE YHE FCM AND RECONFIGURE THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010017314

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510509)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010615

Report#: SSV010017314
Open Date: 04/22/2009
Mileage: 5474
Warr Built Dt: 01/06/2006
Supplier RP:

Zone/Cd: 35-60011
Name: ERTLEY CHRYSLER JEEP DODGE, L
Address: 4225 BIRNEY AVE
 MOOSIC, PA 18507
Phone: INACTIVE
 570 457-6600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A INTERMITTENT STALL OUT. TECH STATES THAT HE FEELS THAT THIS MAY BE RELATED TO EMF. TECH STATES THAT THE PCM RESETS.

Service Action: ADVISED TECH POSSIBLE 5V SUPPLY ISSUE. ADVISED TECH POSSIBLE EMF. ADVISED TECH TO DATA RECORD THE INJECTOR PULSE WIDTH. DIES AT TIMES WHILE DRIVING, SETTING U0100, TECH CAN NOT DUPLICATE THE DIE OUT ISSUE. ADVISED THE TECH TO SWAP COILS WITH A DONOR VEHICLE AND ROAD TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009987732

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510867)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147561189)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060603

Report#: SSV009987732
Open Date: 04/17/2009
Mileage: 36941
Warr Built Dt: 06/06/2005
Supplier RP:

Zone/Cd: 51-08299
Name: BOSAK MOTORS OF MERRILLVILLE,
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C/C-INTERMITTENT DIE OUT....T/S...ALOT RADIO CODES FROM AFTERMARKET RADIO...NO PERFORMANCE CODES...DIES OUT-CAN VERIFY CONCERN.. DOES IT WHEN ITS COLD...WILL START BACK UP...PCM REPLACED TWICE...NEW SPARK PLUGS..

Service Action: STAR ADVISES TECH TO CHECK COILS... NO CONTACT ...CLOSED CASE..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010019676

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57296 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6304510527)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349561573)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010314

Report#: SSV010019676
Open Date: 04/17/2009
Mileage: 78927
Warr Built Dt: 01/03/2006
Supplier RP:

Zone/Cd: 32-66940
Name: PAMBY CHRYSLER JEEP DODGE
Address: 665 DANBURY RD
 RIDGEFIELD, CT 068772715
Phone: 203 438-6231

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: C.C. STALLING INTERMITTENT. THE TECH CANNOT DUPLICATE . THE TECH STATED MANY STORED FAULT CODES.

Service Action: ADVISED THE TECH TO CHECK THE SPARK PLUGS AND COILS FOR CARBON TRACKING. TECH CALLING FOR STALLING CONCERN.
 TRANSFERRED TO DRIVE. TECH PULLED THE PLUGS AND HAS NOT FOUND NO CARBON, STALLS AT STOPS, TECH CAN NOT DUPLICATE STALLING.
 ADVISED THE TECH TO TRY SWAPPING COILS WITH ANOTHER VEHICLE, CHECK THE TRANS FLUID LEVEL, TRY TO DUPLICATE THE STALLING ISSUE. TECH STATES THAT THE COILS WERE REPLACED. TECH STATES THAT THE ISSUE STILL PRESENT ACCORDING TO THE CUSTOMER. ADVISED TECH TO DUPLICATE THE ISSUE. ADVISED TECH TO DATA RECORD THE EVENT. ADVISED TECH POSSIBLE RAW FUEL IN THE PURGE CANNISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010023725

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6314510171)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J336561153)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120705

Report#: SSV010023725
Open Date: 04/16/2009
Mileage: 37622
Warr Built Dt: 12/07/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF THE VECHICLE STALLING. TECH STATES THAT HE FOUND A SOL K94202871 RELATED TO A INTERMITTENT DIE OUT.

Service Action: ADVISED TECH TO FOLLOW THE INSTRUCTIONS IN THE SOL CASE. ADVISED TECH TO DATA RECORD THE ISSUE AND WATCH FOR INJECTOR PULSE DROP OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010017304

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GV57266H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT RWD LXDP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6326510509)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J111111111)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 010615</p>	<p>Report#: SSV010017304</p> <p>Open Date: 04/10/2009</p> <p>Mileage: 5104</p> <p>Warr Built Dt: 01/06/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-60011</p> <p>Name: ERTLEY CHRYSLER JEEP DODGE, L</p> <p>Address: 4225 BIRNEY AVE MOOSIC, PA 18507</p> <p>Phone: INACTIVE 570 457-6600</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: INTERMITTENT STALL ON HIGHWAYS
TECH STATES THE PCM MEMORY IS RESET. TECH STATES THE CONCERN HAS BEEN DUPLICATED ONE TIME. TECH STATES THE PCM POWERS AND GROUNDS ARE GOOD. TECH STATES HE HAS INSPECTED THE COILS AND THE PLUGS.

Service Action:ADVISE TECH OF NO KNOWN ISSUES. ADVISE TECH TO VOLTAGE DROP TEST THE BATTERY CABLES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010009668

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H96H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6252510155)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J269561124)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 100110</p>	<p>Report#: SSV010009668</p> <p>Open Date: 04/06/2009</p> <p>Mileage: 31342</p> <p>Warr Built Dt: 10/01/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-45188</p> <p>Name: UNDERWOOD MOTORS INC</p> <p>Address: 2626 CLEVELAND RD WOOSTER, OH 446911734</p> <p>Phone: 330 345-8700</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
25	EMISSION CONTROL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE WILL STALL 6-7X AFTER FILLING THE FUEL TANK. JOHN STATES NO DTC\u0092S PRESENT. \u0026nTECH STATES NO PARTS HAVE BEEN REPLACED. HE IS INQUIRING ON ANY INFORMATION FOR THIS CONCERN.

Service Action: ADVISED TO CHECK FOR A OVER FILL OF THE TANK CONDITION. ADVISED TO CHECK THE CANISTER FOR RAW FUEL, POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT, POSSIBLE FUEL MANAGEMENT VALVE IF NO BLOCKAGE IN THE FUEL EVAP SYSTEM. POSSIBLE POSSIBLE FUEL MANAGEMENT VALVE, CHARCOAL CANISTER, AND PURGE VALVE. ADVISED TO SEE IF THE CUSTOMER IS OVERFILLING THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010008560

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6153510394)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132560445)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061923

Report#: SSV010008560
Open Date: 04/03/2009
Mileage: 35075
Warr Built Dt: 06/19/2005
Supplier RP:

Zone/Cd: 32-68950
Name: MCDONAGH CHRYSLER-JEEP-DODGE
Address: 400 ROUTE 18
 EAST BRUNSWICK, NJ 088162303
Phone: INACTIVE
 732 254-2300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT TIMES THE VEHICLE WILL DIE WHILE DRIVING, AND IS AN EASY RESTART, SETTING CODES ON DIE OUT OF C2101,C2100,C2115.

Service Action: ADVISE THE INSPECT AND CLEAN ALL POWERS AND GROUNDS, SWAP COILS WITH A KNOWN GOOD VEHICLE AND ROAD TEST THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010006496

Vehicle Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
CHARGER R/T RWD
LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6320510254)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J340560929)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121411

Repair Information

Report#: SSV010006496
Open Date: 04/02/2009
Mileage: 24356
Warr Built Dt: 12/14/2005
Supplier RP:

Dealer Information

Zone/Cd: 63-67703
Name: HUFFINES CHRYSLER JEEP DODGE
Address: 4500 W PLANO PKWY
PLANO, TX 750935607
Phone: 972 867-6000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT WILL DIE AT STOPS AT TIMES, WILL NEED TO BE RESTARTED TECH IS UNABLE TO DUPLICATE.

Service Action: ADVISED THE TECH TO INSTALL THE STAR MOBIL FOR THE CUSTOMER TO TRIGGER, TRY TO DUPLICATE THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010007056

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57206 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143610020)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J159661124)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061318

Report#: SSV010007056
Open Date: 04/02/2009
Mileage: 19887
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 51-44680
Name: HUDSON MOTOR CO INC
Address: 1055 CROSSING PL
 MADISONVILLE, KY 424318067
Phone: 270 821-3372

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CRANK NO START, DIED WHILE DRIVING - HEARD A POPPING SOUND AND WILL NOT RESTART,
Service Action:TECH STATES THAT NOW WILL NOT SET PCM CODES, \r\n\r\nREPLACE THE PCM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009987758

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6271511147)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J283561321)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101713

Report#: SSV009987758
Open Date: 03/19/2009
Mileage: 66104
Warr Built Dt: 10/17/2005
Supplier RP:

Zone/Cd: 66-23963
Name: EDDIE ACCARDI JEEP CHRYSLER
Address: 909 SOUTH FEDERAL HIGHWAY
 POMPANO BEACH, FL 330627096
Phone: INACTIVE
 954 943-6700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS VEHICLE WILL STALL. TECH HAS REPLACED THE FUEL PUMP. TECH HAS REPLACED THE PCM. TECH STATES THE THROTTLE BODY HAS BEEN REPLACED.

Service Action: ADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE. ADVISED TO DATA RECORD COIL OPERATION POSSIBLE INTERFERENCE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009870609

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6016611435)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J054660390)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022708

Report#: SSV009870609
Open Date: 03/16/2009
Mileage: 26374
Warr Built Dt: 02/27/2006
Supplier RP:

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 6500 OKEECHOBEE BLVD
 WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AND JERKS ON ACCEL.\r\nTRANSMISSION WAS WORKED ON LAST WEEK.\r\nETC LIGHT AND MIL LIGHT ARE ON.SETS NO DTC S\r\nTHROTTLE BODY AND APPS
 SENSOR REPLACED.

Service Action:ADVISED TECH TO LOAD TEST THE APPS CIRCUITS,PIN DRAG TEST TERMINALS.REFER TO WIRING DIAGRAM.\r\nLAB SCOPE CMP/CKP SIGNALS.\r\nRECHECK ALL POWER
 FEEDS AND GROUNDS TO ALL MODULES.\r\nCHECK HARNESES FOR ISSUES AND INSPECT ALL UNDERHOOD CONNECTORS.\r\nDATA RECORD THE CONCERN. DEALER
 DISCONNECT... TECH STATES THE ENGINE HARNESS WAS REPLACED.STILL HAS ISSUE WITH DIE OUT AND P0520 SETTING WHICH HE DID NOT HAVE BEFORE.PCM WAS
 REPLACED IN THE PAST ALSO.HAS VERIFIED ENGINE OIL PRESSURE STAYS STEADY NOT A MECHAINCAL ISSUE WITH OIL PRESSURE.\r\nADVISED TECH POSSIBLE EOP
 SENSOR ISSUE,ALSO CHECK ANY OTHER SENSORS THAT ARE SHARED WITH THE 5 VOLT SUPPLY AND GROUND CHECK C100 S105 S110 S111.\r\nCHECK THE CKP SENSOR

LAB SCOPE THE SENSOR.ALSO SEE SOL CASE K14443423 FOR HEMI COIL ISSUE.\r\nLOOK AT THE POSSIBLE CAUSE LIST:\r\n(G6) EOP SIGNAL CIRCUIT SHORTED TO VOLTAGE
\r\n(G6) EOP SIGNAL CIRCUIT SHORTED TO GROUND \r\n(G6) EOP SIGNAL CIRCUIT SHORTED TO THE (K900) SENSOR GROUND CIRCUIT \r\n(F855) 5-VOLT SUPPLY CIRCUIT
HIGH RESISTANCE \r\n(G6) EOP SIGNAL CIRCUIT HIGH RESISTANCE \r\n(K900) SENSOR GROUND CIRCUIT HIGH RESISTANCE \r\nENGINE OIL PRESSURE SENSOR
\r\nPOWERTRAIN CONTROL MODULE (PCM) TECH STATES THE PCM,ENGINE HARNESS AND MAP SENSOR HAVE BEEN REPLACED.TECH STATES THE OIL PRESSURE SWITCH
HAS BEEN REPLACED.TECH STATES THE EGR HAS BEEN REPLACED.TECH STATES THE ADAPTIVES ARE +33.\r\n\r\n\r\nADVISED TECH TO READ CASE#999922655.ADVISED
TECH TO CHEK POWERS AND GROUNDS TO THE PCM.WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE.
T/S-CURRENT MILEAGE-29122....STILL STALLING ...TECH HAS REPLACED ENGINE WIRING AND HEADLAMP TO DASH WIRING,PCM (TWICE),KNOCK SENSORS,THROTTLE BODY /
APPS SENSOR/OIL PRESSURE SENSOR,EGR,MAP SENSOR...CODES ARE RESETTING ..OIL PRESSURE OK...ADAPTIVES GOING BACK TO ZERO...HAS UNPLUGGED ALL
SENSORS NOT REPLACED...ALL SENSORS /POWERS GROUNDS OK...5 VOLT REF THERE ALL THE TIME...STILL HAS PROBLEM...STARTS AND RUNS... WHEN GETS WARM-
STALLS...STAR ADVISED TECH TO REPLACE ALL SPARK PLUGS...AND TEST COILS...(TECH CALLED BACKFOUND #2 COIL BAD)...CAR FIXED...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009982302

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6335510278)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017660012)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 013018

Report#: SSV009982302
Open Date: 03/16/2009
Mileage: 64400
Warr Built Dt: 01/30/2006
Supplier RP:

Zone/Cd: 51-60245
Name: BEMBENEK CHRYSLER - DODGE - JE
Address: 2226 N STEVENS
 RHINELANDER, WI 545019505
Phone: INACTIVE
 715 365-7600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT INTERMITTENTLY. IS A POLICE VEHICLE.

Service Action: ADVISED TECH TO SEE SOL CASES K18363958 & K65518499 ,CHECK WIRING HARNESS NEAR PARKING BRAKE ACTUATOR. ALSO SEE SOL CASE K94202871 FOR COIL EMF ISSUE AS BEING THE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009377388

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6256510564)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J269560190)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092803

Report#: SSV009377388
Open Date: 03/06/2009
Mileage: 34911
Warr Built Dt: 09/28/2005
Supplier RP:

Zone/Cd: 63-59853
Name: KILLEBREW INC
Address: 2108 HOUSTON HIGHWAY
 VICTORIA, TX 779015796
Phone: 361 575-0483

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE ENGINE WILL INT STALL. THE TECH HAS HAD IT STALL FOR HIM WHILE IDLING IN THE SHOP. WHEN IT COMES IN IT HAS CODE P0339,B1859,B222C,B2206,B1864,C121C,C107D,C1506,C0077,U1408. THE PCM WAS REPLACED LAST WEEK AND THE CODE AMD CONDITON HAVE COME BACK.

Service Action: THE TECH TO CHECK THE CRANK SENSOR AND ITS WIRING FOR DAMAGE. POSSIBLE WIRING ISSUE OF FCM CONDITION FOR THE OTHER CODES. TECH ADVISED BUCK WIDE OPEN THROTTLE. AND HAVE SENT 6 RECORDING. WHEN I CHANGED THE CRANKS SENSOR IT WENT AWAY FOR 800 MILES AND 10000 MILES BEFORE THAT. TECH HAD A TECH ADVISOR INVOLVED IN JAN 09. HAVE REPLACED THE APP SENSOR. FUEL PRESSURE IS OK WHEN THIS OCCURS. ITS LIKE A REAL QUICK ON AND OFF BUCK. THE TECH PHONE NUMBER IS 501-276-5208 TECH SAYS THE APP 2 VOLTAGE GOES TO ZERO EVERYTIME.
 ADVISED TECH WILL LOOK OVER AND CALL BACK. LOOK AT CHAD RECORDINGS AND FOUND THE CAM AND CRANK DIFFERANCE JUMPING TO 20 DEGREES WHEN THE CUT OUT OCCURS AND POSSIBLE CAUSING HIS ISSUES. CHAD SAID

THAT THEY HAVE HAD A TECH ADVISED INVOLVED IN THIS CAR AND ADVISED CHAD TO GET WITH HIS TECH ADVISOR FOR THIS ISSUE AGAIN. SUGGESTION TO CHAD
POSSIBLE LOOSE CRANK BOLT OR KEY WAY - TIMING ISSUE - END PLAY ISSUE - TONE RING ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009956622

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510028)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J006660154)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011922

Report#: SSV009956622
Open Date: 03/04/2009
Mileage: 19252
Warr Built Dt: 01/19/2006
Supplier RP:

Zone/Cd: 71-42947
Name: AUTONATION CHRYSLER DODGE JEEP
Address: 200 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS WHILE DRIVING - EASY RESTART, NO DRIVE CODES ARE SETTING, TECH HAS INSPECTED THE SPARK PLUGS

Service Action: ADVISED THE TECH TO SWAP THE COILS WITH ANOTHER VEHICLE AND ROAD TEST THE VEHICLE AND REROUTE WIRING. THE CUSTOMER COMPLAINS OF INTERMITTENT STALLING, NO DTC\u0092S PRESENT. TECHNICIAN INSPECTED THE SPARK PLUGS, AND SWAPPED THE COILS. TECHNICIAN OBSERVED A BUCK WHEN DRIVING. ADVISED TO CHECK THE MONITORS AND ADAPTIVES FOR RESETTING. ADVISED POSSIBLE SPARK PLUGS. ADVISED TO OBTAIN A DATA RECORDING, IF DASHED LINES ARE PRESENT IN THE DATA DISPLAY, SUSPECT EMF INTERFERENCE. ADVISED IF THE SYMPTOMS NO LONGER EXIST REMOVE THE COLD AIR KIT AND RETURN TO STOCK. TECH STATES THE ENGINE HAS STALLED OUT AND NO CODES HAVE SET , THE COILS HAVE BEEN SWAPPED AND THE SPARK PLUGS HAVE BEEN REPLACED . TECH STATES THE COLD AIR KIT IS STILL ON THIS VEHICLE K N .TECH STATES THE VEHICLE STALLED AT A LANE CHANGE AT 35 MPH. ADVISE TO MONITOR , POWER , GROUND AND IGNITION FEEDS TO THE

PCM . ADVISE TECH TO RETURN THE VEHICLE TO STOCK BEFORE PROCEEDING WITH THE STALL OUT DIAGNOSTICS . ADVISE TECH POSSIBLE PCM ISSUE . ADVISE TO GET A DATA RECORDING OF THE CUSTOMERS COMPLAINT / DIE OUT STALL CONDITION .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009959330

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510024)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J025661656)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020718

Report#: SSV009959330
Open Date: 02/26/2009
Mileage: 33076
Warr Built Dt: 02/07/2006
Supplier RP:

Zone/Cd: 66-26653
Name: MAROONE CHRYSLER JEEP DODGE
Address: 4250 N STATE ROAD 7
 CORAL SPRINGS, FL 330733803
Phone: INACTIVE
 954 917-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING CONCERN.\r\nESM WAS REPLACED TWICE.\r\nPCM WAS REPLACED.

Service Action: ADVISED TECH TO SEE SOL CASE K14443423 FOR HEMI COIL ISSUE, SWAP COILS WITH A DONOR VEHICLE.\r\nALSO CHECK WIRING HARNESS NEAR PARKING BRAKE ACTUATOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009901349

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6032610350)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J048661198)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022414

Report#: SSV009901349
Open Date: 02/17/2009
Mileage: 25281
Warr Built Dt: 02/24/2006
Supplier RP:

Zone/Cd: 70-44621
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 2121 MARTIN LUTHER KING JR BLV
 EUGENE, OR 974012470
Phone: 541 343-1700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A INTERMITTENT DIE OUT. TECH STATES THAT HE HAS NOT BEEN ABLE DO DUPLICATE THE CONDITION. TECH STATES THAT THERE ARE NO FAULTS PRESENT.

Service Action: ADVISED TECH POSSIBLE FUEL IN THE EVAP SYSTEM. ADVISED TECH TO MAKE SURE THAT THE TANK CAN VENT IF THERE IS FUEL FOUND IN THE EVAP SYSTEM. CALLED TECH BACK, TECH STATES THAT HE REPLACED THE CANNISTER AND THE PURGE SOLENOID AND THE VEHICLE IS REPAIRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009941229

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA73W26H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER SRT8 RWD LXCX48</p> <p>Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6025620093)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J014661392)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 021007</p>	<p>Report#: SSV009941229</p> <p>Open Date: 02/13/2009</p> <p>Mileage: 34524</p> <p>Warr Built Dt: 02/10/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-60313</p> <p>Name: CRYSTAL CHRYSLER, JEEP, DODGE</p> <p>Address: 36-444 AUTO PARK DRIVE CATHEDRAL CITY, CA 922346500</p> <p>Phone: 760 324-4557</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT STOPPING, AND WILL NOT GEAR FOR A WHILE AN TECH HAS NOT DUPLICATED CONCERN, SETTING P0100,U140A,U1409,U140B, HAS HAD TRANS WORK DONE WILL NOT GO INTO GEAR AFTER DIE OUT AT TIMES.

Service Action: ADVISED THE TECH TO DO A RECORDING AND REVIEW, TRY TO DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009938728

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6047610374)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J054661528)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032402

Report#: SSV009938728
Open Date: 02/12/2009
Mileage: 31364
Warr Built Dt: 03/24/2006
Supplier RP:

Zone/Cd: 74-64409
Name: BOLTON CHRYSLER DODGE JEEP
Address: 11 EAST MAIN STREET
 COUNCIL GROVE, KS 668461323
Phone: 620 767-5545

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLS INTERMITTENTLY. TECH STATES HAS NO CODES. TECH TESTED SYSTEMS AND REPLACED THE PCM. VEHICLE STALLED OUT AGAIN AND TECH STATES HAD CODES P0051, P0031, O0037, P0057. TECH TESTED SYSTEMS AND REPLACED THE PCM, CODES GONE. STILL STALLED. TECH REPLACED ALL THE IGNITION COILS AND THE VEHICLE IS NOT STALLING. TECH STATES ITS A CONFIRMED REPAIR.

Service Action: TECHNICIAN TO CHECK THE PCM WIRING HARNESS ROUTING, NOT TO BE CLOSE TO IGNITION COIL WIRING, CHECK SPARK PLUGS FOR CRACKS, SPARK PLUG BOOTS , TO READ SOL CASE #K14443423.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009938304

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6033610153)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J069660038)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032010

Report#: SSV009938304
Open Date: 02/11/2009
Mileage: 31911
Warr Built Dt: 03/20/2006
Supplier RP:

Zone/Cd: 35-44519
Name: WALDORF DODGE
Address: 2450 CRAIN HWY
 WALDORF, MD 20601
Phone: 301 645-4900

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: TECH STATES- \ VEHICLE CAME IN AT 31101 MILES--LEAKING TRANS FLUID FROM ADAPTER BUSHING...FLUID LOW...REPLACED BUSHING...TOPPED OFF FLUID...NO CODES AT THAT TIME-RELEASED TO CUSTOMER...CAME BACK AT 31828 MILES CUSTOMER COMPLAINT- STALLING AT TRAFFIC LIGHT ...BOGGING DOWN WHILE DRIVING DOWN ROAD...P0700 CODES ...4 TRANS CODES 1 FOR SHIFTER/INCORRECT GEAR RATIO ...2CND GEAR ERROR ...FLUID OK/CLEAN...SERVICE WRITER ERASED CODES AND DID NOT WRITE THEM DOWN...ALL CODES WERE STORED...TECH COULD NOT DUPLICATE CONCERN...

Service Action: TECHNICIAN TO ROAD TEST VEHICLE WITH CUSTOMER TO DUPLICATE CONCERN...DO PROPER DIAGNOSIS WHEN CODES ARE ACTIVE...CALL BACK AS NEEDED....(Q&A HISTORY-CUSTOMER ATTEMPTED LEMON LAW BUY BACK AT 6000 MILES FOR BRAKE CONCERN)...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009922954

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6026620005)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J023660843)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021002

Report#: SSV009922954
Open Date: 02/04/2009
Mileage: 23842
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 63-43378
Name: SALSBURY'S DODGE CITY LLC
Address: 9550 AIRLINE HIGHWAY
 BATON ROUGE, LA 708155552
Phone: 225 926-5755
 225 926-5211

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS AT IDLE...

Service Action:TRANSFER TO DRIVE.. ADVISED TECH POSSIBLE PCM ISSUE FOR U0100,ALSO SWAP ALL 8 COILS FROM ANOTHER LX TO THIS ONE ,SEE IF IT HELPS TO CORRECT THE CONCERN. TECH NEEDS TO LOAD TEST OR HARDWIRE THE CMP/CKP SENSORS,LABSCOPE CHECK BOTH SENSORS ALSO. LOAD TEST PCM POWER AND GROUNDS,CHECK THE 5 VOLT SUPPLY FOR INTERMITTENT SHORT TO GROUND. \nCHECK FOR WIRING HARNESS CONCERNS NEAR PARKING BRAKE ACTUATOR. TECHCHECKED FOR CHAFFING WIRES...NPF...SWAPPED COILS...MADE NO DIFFERENCE...STALLED OUT WHILE TESTING...CAM SENSOR WENT ERRATIC(ONLY ON COLD START)..U100 WENT AWAY WITH TCM MODULE REPLACEMENT....STAR ADVISES TECH TO REPLACE CAM SENSOR... TECH REPLACED CAM SENSOR...VEHICLE STALLED OUT AGAIN IN STALL (WHEN COLD)...NO FIX...ONCE ITS WARM...RUN ALL DAY LONG..NO CODES/NO MIL NO ENVIRONMENTAL DATA ...NO FREEZE FRAME DATA...HAS TEST LOADED WIRES BETWEEN

SENSOR AND PCM...CUTS OFF LIKE TURNING OFF KEY..RESETS ALL ADAPTIVES.... REPLACED CAM SENSOR CRANK SENSOR AND REPROGRAMMED PCM}...HAS SWAPPED CAM SENSOR WITH KNOWN GOOD SENSOR...STILL STALLED...TECH TO CHECK SPARK PLUGS FOR CRACKS/CARBON TRACKING...IF OK....REPLACE PCM..... TRANSFER TO DRIVE. SWAPPED COILS ALSO. ADVISED TO COLD SOAK THE PCM AND RETEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009919051

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610743)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660023)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051302

Report#: SSV009919051
Open Date: 01/30/2009
Mileage: 8860
Warr Built Dt: 05/13/2006
Supplier RP:

Zone/Cd: 32-62457
Name: CENTRAL AVE. CHRYSLER JEEP DOD
Address: 1839 CENTRAL PARK AVENUE
 YONKERS, NY 107102828
Phone: 914 961-5400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A STALLING CONDITION. TECH STATES THAT THIS HAPPENS AFTER FILL UP.

Service Action: ADVISED TECH TO TEST THE TANK FOR PROPER VENTING. ADVISED TECH POSSIBLE OVERFILL AT THE PUMP. TECH FOUND FUEL IN THE PURGE-SYSTEM WAS FLOODED. ADVISED TECH TO REPLACED THE FUEL TANK AND CANISTER, ADVISE THE CUSTOMER NOT TO OVER FILL THE FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009902155

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6340520068)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J351560253)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122013

Report#: SSV009902155
Open Date: 01/21/2009
Mileage: 29499
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 35-60327
Name: PELLEGRINO CHRYSLER JEEP
Address: 241 GLASSBORO RD
 WOODBURY HEIGHTS, NJ 080971014
Phone: 856 848-7474

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: UNDER MODERATE ACCELERATION AROUND 4500RPMS THE VEHICLE DECELLS AS IF THE TRACTION CONTROL IS COMING ON. TECH STATES THE TRACTION CONTROL IS NOT COMMING ON WHEN THIS HAPPENS. VEHICLE STALLS AT TIMES WHEN STOPPED. TECH STATES WHEN THE ENGINE STALLS MOST OF THE DATA IS LOST IN THE PCM. TECH HAS DATA RECORDINGS.

Service Action:TRANSFERRED TO DRIVE. TECHNICIAN HAS NOTICED AT 4500 RPMS IT LURCHES. CUSTOMER CONCERN IS IT STALLS AT IDLE. STATES THAT HE HAS SENT IN DATA RECORDINGS THIS MORNING. DATA RECORDINGS HAVE NOT ARRIVED AS OF YET. TECHNICIAN STATES THAT IT SEEMS THAT WE ARE LOSING A MODULE. HAD A LOSS OF COMMUNICATION WITH ECU AND REPLACED THE TCM THE LAST TIME IN. TECHNICIAN STATES THAT HE BELIEVES THAT IT IS THE PCM BECAUSE OF A NO REQUEST. ADVISED TO CALL BACK THIS AFTERNOON WHEN THE DATA RECORDINGS HAVE HAD TIME TO GET HERE. JOHN IS CALLING TO FIND OUT IF THE 5 DATA RECORDING HE HAS

SENT EARLIER IN THE DAY HAVE SHOWN UP YET THE PCM IS DROPPING OUT ON 2 OF THE RECORDING. ONE AT AN IDLE IN GEAR AND ONE OUT OF GEAR. THE ENGINE JUST TURNS OFF. THE OTHER IS MED. TO MOD. ACCELERATION THE PCM DROPS OUT. THE CAM AND CRANK MONITORS RESET. ADVISED THE 5 DATA RECORDINGS HAVE ARRIVED. ADVISED WILL REVIEW THE RECORDINGS AND WILL CONTACT WITH THE RESULTS ON 21 JAN 09. TECHNICIAN STATES THE VEHICLE INTERMITTENTLY STALLS. TECHNICIAN STATES THE PCM APPEARS TO BE RESETTING WHEN THE CONCERN OCCURS. ADVISED TECHNICIAN THE DATA RECORDINGS INDICATE POSSIBLE EMF INTERFERENCE CAUSING THE PCM TO SHUT DOWN RESULTING IN A DIE OUT. ADVISED TO INSPECT FOR CRACKED SPARK PLUGS. ADVISED TO MANIPULATE ANY HARNESSSES NEAR THE IGNITION COILS AND ATTEMPT TO DUPLICATE THE DIE OUT. TECHNICIAN STATES THE SPARK PLUGS HAVE BEEN REPLACED. TECHNICIAN MOVED ALL THE HARNESSSES NEAR THE COILS TO NO AVAIL. TECHNICIAN PLACED A GROUND ON THE PCM CASE. ADVISED TECHNICIAN TO MONITOR THE PCM POWER AND GROUND FEEDS WHEN THE CONCERN OCCURS. ADVISED TO SHIELD THE ENGINE HARNESS FROM THE IGNITION COILS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009895787

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510444)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147560071)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060618

Report#: SSV009895787
Open Date: 01/19/2009
Mileage: 70988
Warr Built Dt: 06/06/2005
Supplier RP:

Zone/Cd: 71-44797
Name: CUTTER DODGE-CHRY-JEEP OF PEAR
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: INACTIVE
 808 564-9640

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS IN REV FAULT U0100, TRANS STORED FAULT IN TCM CHK FOR FAULTS U0100,REPLACE TCM PER DIAGNOSTIC PROCEDURES.REINTIALIZE AND CHK OEPRATION, VEHICLE STALLS INTERMITTANTLY, HAPPENED 5 TIMES OUT OF ALL WHILE SHIFTER IS IN REVERSE POSITION, VEHICLE DIDNT STALL IN ANY FOWARD GEARS.WHEN VEHICLE DOES STALL FAULTS DOESNT APPEAR ALL THE TIME.AND WHEN IT DOES,FAULT GOES IMMEDIATLEY INTO STORED.INSPECT WIRING LOOK OK.CHK WIRING BY PARKING BRAKE LOOKS OK.**HELP ME*** BIG MAHALO!!!!

Service Action:DOUBLE CHECK YOUR TIPM AND PCM CONNECTIONS. MAKE SURE YOU HAVE NO BUS CIRCUIT ISSUES. SEVERAL CALL INS ON THIS ISSUE SHOWING PCM REPLACEMENTS CORRECTED THE ISSUE. ADVISE TO CHECK WIRING AT RIGHT CYLINDER HEAD FOR CHAFING, CHECK WIRING AT PCM FOR CHAFING AT A/C LINE, CHECK POWER AND GROUND TO PCM, POSSIBLE MODULE PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009897472

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6252510297)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J272560117)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100304

Report#: SSV009897472
Open Date: 01/15/2009
Mileage: 41126
Warr Built Dt: 10/03/2005
Supplier RP:

Zone/Cd: 32-44961
Name: FLEMINGTON DODGE-CHRY-JEEP
Address: 204 US ROUTE 202 / 31
 FLEMINGTON, NJ 08822
Phone: 908 788-5858

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE RUNS POORLY. BUCKING AND STALLING ANY TIME FUEL IS ADDED TO THE TANK.NO DTCS SET. HAPPENS REGARDLESS OF WHETHER YOU JUST ADD A FEW GALLONS OR FILL TANK. CHECK FOR LIQUID FUEL AT VAPOR CANNISTER AND PURGE SOLENOID. NO FUEL FOUND.

Service Action:DALE, v\nCHECK TO SEE IF THEY ARE FILLING THE TANK WHEN THE VEHICLE IS RUNNING OR OFF. NEED TO CHECK CONDITION WHEN IT IS RUNNING ROUGH. CHECK THE FUEL ADAPTIVES TO SEE IF THERE IS AN PCM LEAN OUT AFTER THE CONDITION EXISTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009878574

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510802)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560116)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120507

Report#: SSV009878574
Open Date: 01/07/2009
Mileage: 34509
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 66-43652
Name: ORANGE PARK CHRYSLER JEEP DODG
Address: 7233 BLANDING BOULEVARD
 JACKSONVILLE, FL 32244
Phone: 904 777-5500
 904 771-7203

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE HAS NO POWER AND STALLS OUT. HE STATES DTC OF U0100 IN THE ESM. HE STATES THE DIAG FOR THE TRANS CONTROLLER HAS BEEN PERFORMED. HE STATES THE WIRING WAS CHECKED FOR THE TRANS. HE HAS REPLACED THE ESM. HE STATES WHEN THE ESM IS INSTALLED THE CONCERN OF THE STALL OUT CONCERN.

Service Action: ADVISED TO CHECK THE WIRING AT THE RIGHT CYLINDER HEAD FOR CHAFING.
 ADVISED TO CHECK 12 VOLT FEED FROM IGNITION SWITCH TO PCM. ADVISED TO CHECK THE KEY IN VOLTAGE TO THE PCM.
 ADVISED TO CHECK THE TIPM CONNECTIONS. ADVISED TECH TO SEE SOL CASE K14443423.
 SWAP KNOWN GOOD COILS WITH ANOTHER 5.7 LX. POSSIBLE EMI FROM COIL CAUSING PCM RESET.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009883710

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510818)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J126560741)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092614

Report#: SSV009883710
Open Date: 01/07/2009
Mileage: 49123
Warr Built Dt: 09/26/2005
Supplier RP:

Zone/Cd: 42-63747
Name: BIRMINGHAM CHRY PLYM JEEP EAGL
Address: 2100 W MAPLE RD
 TROY, MI 480847128
Phone: INACTIVE
 248 643-7000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT AFTER FUEL FILL UP, THE VEHICLE STALLS WHILE DRIVING. TECH STATES HAS NO CODES.

Service Action: TECHNICIAN TO CHECK FOR OVER FILL THE TANK, CHECK THE CANISTER FOR RAW FUEL, POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT, MAY NEED TANK/CONTROL VALVE IF NO BLOCKAGE IN THE FUEL EVAP SYSTEM. POSS FUEL TANK, CANISTER, AND PURGE VALVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009884305

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6265510309)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J280560922)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101406

Report#: SSV009884305
Open Date: 01/07/2009
Mileage: 15331
Warr Built Dt: 10/14/2005
Supplier RP:

Zone/Cd: 74-43563
Name: BOB HOSS DODGE CHRYSLER JEEP,
Address: 6640 STATE AVENUE
 KANSAS CITY, KS 661023097
Phone: 913 334-2700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE ETC LIGHT AND ESP LIGHT CAME ON AND ENGINE DIED AT 72 MPH AND CRUISE CONTROL ON. ENGINE RESTARTED. TECHNICIAN HAS NOT BEEN ABLE TO REPRODUCE THE CONCERN. STATES THAT HE HAS HAD STORED DTCS: P2118, P2122.

Service Action: ADVISED THAT HE NEEDS TO GET A DATA RECORDING OF THE EVENT. SUGGESTED THAT HE TAKE A DRIVE WITH THE CUSTOMER AND HAVE HIM REPRODUCE THE EVENT WHILE RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009884624

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610872)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J100660189)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051207

Report#: SSV009884624
Open Date: 01/07/2009
Mileage: 63930
Warr Built Dt: 05/12/2006
Supplier RP:

Zone/Cd: 74-43718
Name: AUTONATION DODGE RAM ARAPAHOE
Address: 10743 E ARAPAHOE RD
 CENTENNIAL, CO 801123809
Phone: 303 798-8808

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES INTERMITTENTLY THE WARNING LAMPS COME ON IN THE CLUSTER , GAUGES WILL DROP OUT AND THE ENGINE WILL STALL AND NOT RESTART. TECH STATES HE FOUND NUMEROUS COMMUNICATION CODES AND CANNOT DUPLICATE CONCERN, FCM HAS BEEN REPLACED .

Service Action: ADVISED TECH OF POSSIBLE IGNITION SWITCH ISSUE, MONITOR THE IGNTION SWITCH FEEDS TO THE IPM, WILL NEED TO DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009837600

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6053610054)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J065661324)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031607

Report#: SSV009837600
Open Date: 01/06/2009
Mileage: 6620
Warr Built Dt: 03/16/2006
Supplier RP:

Zone/Cd: 42-26016
Name: JIM RIEHL'S FRIENDLY CHRY JEEP
Address: 32899 VAN DYKE AVE
 WARREN, MI 480938139
Phone: 586 979-8700
 877 559-0811

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLING ON LOW SPEEDS. NO DTCS. INSTALLED PCM AND NOW THE CONVENIENCE CENTER SPAZZES OUT.

Service Action: ADVISED TO INSPECT THE WIRING HARNESS BY THE PARKING BRAKE FOR POSSIBLE CHAFFING CONCERNS. ADVISED TECHNICIAN TO CHECK FOR AN OVER FILL CONDITION FOR THE FUEL TANK. CHECK THE CANISTER FOR RAW FUEL, POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT, MAY HAVE AN ISSUE WITH THE CONTROL VALVE.\n\n ADVISED TO PERFORM A CLUSTER SELF TEST. ADVISED TO CHECK GROUND G200 FOR THE CLUSTER. TECH STATES THE DISPLAY ON THE CLUSTER IS NOT WORKING CORRECTLY AFTER FLASHING THE PCM . TECH STATES THE PCM HAS BEEN FLASHED WITH 04896568AL . ADVISE TECH TO PERFORM A ECU RESET . ADVISE TO PERFORM A BATTERY DISCONNECT WITH BOTH CABLES REMOVED AND TOUCH THEM TOGETHER FOR 30 SECONDS THEN LET THE VEHICLE SIT FOR 10 MINUTES RECONNECT AND CHECK OPERATION . TECH FOUND THE CLUSTER WAS UPDATED TO AI AT THE SAME TIME AS THE PCM, COMPASS DOES NOT DISPLAY. ADVISED TECH ISSUE WITH FLASH

FILE. ADVISED TECH TO REPLACE THE CLUSTER. TECH STATES THE FLASH FILE WAS PROMPTED BY WI TECH TO UPDATE THE CCN.TECH WOULD LIKE TO BE CONTACTED BACK FOR MORE INFO REGARDING THIS FILE CONCERN. 586-405-1563. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009863134

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510444)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147560071)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060618

Report#: SSV009863134
Open Date: 12/17/2008
Mileage: 69396
Warr Built Dt: 06/06/2005
Supplier RP:

Zone/Cd: 71-44797
Name: CUTTER DODGE-CHRY-JEEP OF PEAR
Address: 905 KAMEHAMEHA HWY
 PEARL CITY, HI 967822501
Phone: INACTIVE
 808 564-9640

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:U0100 STALL AND RESTARTS, MIL ON DTC U0100. CHECK HARNESS NEAR PARKING BRAKE-OK. ERASE DTC & ROADTEST, VEHICLE STUMBLER AND DTC EXCESS VACUM LEAK SET BUT NO VACUM LEAKS FOUND. ERASE DTC AND ROADTEST, NOW UNABLE TO DUPLICATE CONCERN. ANY RELATED ISSUES I HAVE CHECKED HARNESS NEAR PARK BRAKE. THANKS MITCH

Service Action:MITCHELL, YOU MAY WANT TO TAKE A LOOK AT THESE SOL CASES AND BULLETINS LIKE THIS ONE K80348736-DIE OUT / STALL,ENGINE MISFIRE,HESITATION / SAG / STUMBLE.K66476613-SKIM LIGHT IS FLASHING AFTER THE SECOND SKIM KEY IS USED.K14738841-VEHICLE DIES OUT WHEN COMING TO A STOP. PURGE CANNISTER CONTAMINATION.K94202871-THE VEHICLE EXHIBITS AN INTERMITTENT STALLING CONCERN. NO DTC S PRESENT. THE CONCERN IS TYPICALLY DIFFICULT TO DUPLICATE.ADVISED TO INSPECT THE TIPM CONNECTIONS.ADVISESD YU MAY NEED TO REPLACE THE PCM IF ALL BUS WIRING IS OK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009852102

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6174511850)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J193560663)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080113

Report#: SSV009852102
Open Date: 12/09/2008
Mileage: 35469
Warr Built Dt: 08/01/2005
Supplier RP:

Zone/Cd: 35-60376
Name: WHITTEN BROTHERS OF ASHLAND, I
Address: 11409 WASHINGTON HWY
 ASHLAND, VA 230058008
Phone: 804 798-6071

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS AFTER REFUELING THE VEHICLE IS STALLING. TECH STATES HE HAS REPLACED THE PURGE SOLENOID AND VAPOR CANNISTER.

Service Action: ADVISED TECH TO READ CASE#K17555629.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009839291

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6308510415)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J327560389)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 112821

Report#: SSV009839291

Open Date: 12/01/2008

Mileage: 14597

Warr Built Dt: 11/28/2005

Supplier RP:

Zone/Cd: 66-45091

Name: GREENWAY CHRYSLER-JEEP-DODGE,

Address: 9051 EAST COLONIAL DRIVE
ORLANDO, FL 32817

Phone: 407 306-9400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLS AND DIES INTER AND DIE OUT WHEN IN GEAR. HE HAS NOT DUPLICATED THE CONCERN. THERE ARE NO DTC S PRESENT U0155. HE STATES A SOL #K18363958. HE HAS TRIED DIAG FOR THE EOM FOR THE U0155. HE TRIED TO FLASH THE CLUSTER AND NOW HE HAS NOW THE EOM COMPASS WILL NOT CALIBRATE.

Service Action: ADVISED TO OBTAIN A SANP SHOT OF THE ENGINE DIE OUT CONCERN ONCE THE COMPASS CONCERN IS RESOLVED. \r\n\r\nTRANSFERRED TO ELECTRICAL GROUP FOR ASSISTANCE FOR THE COMPASS INOPERATIVE CONCERN. STAR SCAN SHOWS THE DIRECTION OF THE VEHICLE. TECH TO CHECK THE CLUSTER IF IT SHOWS DIRECTION AND NO FAULTS WOULD TRY RESETTING THE CLUSTER IF NO CHANGE IN REPLACING IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009836074

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6175510237)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J200560195)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080322

Report#: SSV009836074
Open Date: 11/25/2008
Mileage: 24067
Warr Built Dt: 08/03/2005
Supplier RP:

Zone/Cd: 74-37271
Name: BERNARD'S NORTHTOWN INC
Address: 510 DEERE DR
 NEW RICHMOND, WI 540171253
Phone: 715 246-2236

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL S WHILE DRIVING INTERMITTENTLY..CUST HEAR S CHIME GO OFF & CAR STALL S ,SOMETIMES RESTART S SOMETIMES NOT.. UPDATED THE PCM & TIPM , & CCN SOFTWARE... TESTED WIRING UNDERHOOD NPF. HELP!

Service Action: MIKE,SEE STAR ON LINE CASE NUMBER K94202871 & K14738841 .TRY SWAPPING COILS FROM ANOTHER LX SEE IF THE CONCERN GOES AWAY.\r\nSEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.CHECK THE PURGE LINE FOR LIQUID FUEL SIGNS.\r\nCLEAN THE THROTTLE BODY AND PERFORM AN ETC RELEARN ALSO.\r\nLAB SCOPE THE CMP/CKP SENSORS, YOU MAY NEED TO DATA RECORD THE CONCERN.\r\nTHANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009563198

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6058620118)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J061660204)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032014

Report#: SSV009563198
Open Date: 11/11/2008
Mileage: 22433
Warr Built Dt: 03/20/2006
Supplier RP:

Zone/Cd: 66-42298
Name: GAINESVILLE CHRYSLER DODGE JEE
Address: 3000 NORTH MAIN STREET
 GAINESVILLE, FL 32609
Phone: 352 372-4343

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS/DIE OUT WITHOUT WARNING INTERMITTENTLY WHILE COASTING (AT OPERATING TEMPERATURE). STALLED TWICE WHILE IDLING WHEN COLD (75-80 DEGREES F.) COLD RESTART RESULTS IN ROUGH RUNNING THEN STALL AGAIN. RESTART IMMEDIATLY, ALLOW TO STABILIZE, DRIVE SHORT DISTANCE, DECELL AND STALL AGAIN. ONE OCCURANCE OF \ NO CRANK\ CONDITION ETC RELEARN, CLEAN THROTTLE BORE, UPDATE PCM AND TCM. \nDTC U0100 LOGGED AGAINST PCM BY TCM AND ESM\r\nCHECKED PARKING BRAKE AREA FOR CHAFFED HARNESS

Service Action:MARK WHAT ARE YOUR FUEL ADAPTIVES READING WHEN THIS IS GOING ON. IF YOU HAVE A ADAPTIVE PROBLEM READ STAR ON LINE CASE NUMBER 999922890 TO SEE WHAT CAN TELL THE PCM TO CHANGE ADAPTIVES. SOUNDS LIKE YOU HAVE GOT A ENGINE THAT S RUNNING RICH OR LEAN. TRANSFER TO DRIVE GROUP, TECH WILL FAX OVER SCAN REPORT. TECHNICIAN STATES THE VEHICLE STALLS, WILL RE-START. HAS CODES P0700, U0100, U0019, U0002. TECH STATES CAN T SEE ANYTHING DROPPING

OFF WHEN STALLS. TECHNICIAN TO PERFORM DIAGNOSTIC CHECKS USING THE DIAGNOSTIC FLOW CHART, TO REVIEW ANY FREEZE FRAME DATA, AND CHECK FOR TSBu0092S, AND PCM UPDATES. ADVISE TO CHECK POWERS AND GROUNDS TO THE PCM, CHECK FOR 5 VOLT REFERENCE SHORTING TO GROUND, POSSIBLE PCM. TO DATA RECORD AND REVIEW. MARK REPORTED AT TIMES WHILE DRIVING THE ENGINE STALLS. TECH HAS DUPLICATED THE CONCERN AND NOTED U0100 SETS IN VARIOUS MODULES. TECH NOTED THE PCM RESETS. \r\n\r\nTRANSFER TO DRIVE GROUP..... ADVISED TECH POSSIBLE PCM ISSUE FOR U0100,ALSO SWAP ALL 8 COILS FROM ANOTHER LX TO THIS ONE SEE IF IT HELPS TO CORRECT THE CONCERN.\r\n\r\nTECH NEEDS TO LOAD TEST OR HARDWIRE THE CMP/CKP SENSORS,LABSCOPE CHECK BOTH SENSORS ALSO.\r\n\r\nLOAD TEST PCM POWER AND GROUNDS,CHECK THE 5 VOLT SUPPLY FOR INTERMITTENT SHORT TO GROUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009816369

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6251510420)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J264561340)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092404

Report#: SSV009816369
Open Date: 11/10/2008
Mileage: 34975
Warr Built Dt: 09/24/2005
Supplier RP:

Zone/Cd: 71-44542
Name: UNION CHRYSLER JEEP DODGE
Address: 9898 TRASK AVE
 GARDEN GROVE, CA 928442800
Phone: INACTIVE
 714 539-5757

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT AFTER FUEL FILL UP, THE VEHICLE STALLS WHILE DRIVING. TECH STATES HAS NO CODES.

Service Action: TECHNICIAN TO CHECK FOR OVER FILL THE TANK, CHECK THE CANISTER FOR RAW FUEL, POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT, MAY NEED TANK/CONTROL VALVE IF NO BLOCKAGE IN THE FUEL EVAP SYSTEM. POSS FUEL TANK, CANISTER, AND PURGE VALVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009806918

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610861)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660344)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051510

Report#: SSV009806918
Open Date: 11/07/2008
Mileage: 35043
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 32-67772
Name: DANSVILLE CHRY-DODGE-JEEP INC
Address: 149 FRANKLIN ST
 DANSVILLE, NY 144379258
Phone: 585 335-2227

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: TECH STATES POLICE VEHICLE WILL STALL AT TIME WITH SEVERAL CODE WILL STUMBLE AND SHUT OFF.

Service Action: ADVISED TECH OF CHECK ALL IGNITION FEED CIRCUITS AND CAN C BUS FROM THE POLICE INTERFACE MODULE WHEN STALLING
 POSSIBLE INTERFACE MODULE THE
 TECH CANT FIND THE INTERFACE MODULE POLICE INTERFACE MODULE IS LOCATED UNDER THE INSTRUMENT PANEL CENTER STACK AREA AND CAN BE ACCESSED BY
 REMOVING THE PLASTIC COVER LOCATED IN THE FRONT OF THE POLICE EQUIPMENT MOUNTING BRACKET/CENTER CONSULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009805502

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060510942)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J067560197)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033117

Report#: SSV009805502
Open Date: 11/05/2008
Mileage: 53571
Warr Built Dt: 03/31/2005
Supplier RP:

Zone/Cd: 63-44527
Name: FRONTIER DODGE
Address: 5801 SPUR 327
 LUBBOCK, TX 794242703
Phone: 806 798-4500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLS OUT. TECH STATES HAS NO CODES. TECH STATES THE CONCERN IS HAPPENING AFTER THE ENGINE LONG BLOCK WAS REPLACED PREVIOUSLY. HAS NEW PCM, CAM AND CRANK SENSORS. TECH STATES HAS SENT STAR 4 RECORDINGS ON STALL OUT, BUT DIDN T CALL STAR ON IT. TECH IS RE-SENDING AT LEAST 4 RECORDINGS ON ISSUE. TECH HAD WARRANTY REP HELP DIAGNOSING, COULD NOT FIND ANY PROBLEMS IN RECORDINGS. TECH STATES WHEN HAD THE BREAK OUT BOX #8815 CONNECTED TO THE C-1 CONNECTOR THE ENGINE RAN FOR A LONGER TIME. TECH REPLACED THE C-1 CONNECTOR AND ALL THE PINS. STILL HAS SAME CONCERN. TECH STATES HAS BEEN WORKING ON VEHICLE FOR A WEEK AND A HALF AND TESTED ALL APPLICABLE SYSTEMS. TECH NEEDS ASSISTANCE ASKING TO ESCALATE CASE. CAN CALL TECH IN SHOP AT 806-798-4521.

Service Action: TECHNICIAN TO CHECK THE PURGE SYSTEM, ALL POWER AND GROUNDS. CHECK IGNITION COIL OPERATION AND WIRING FOR POSS SHORTING OUT. WILL CHECK ON

RECORDINGS AND REVIEW. WILL CALL TECH WITH ANY FINDINGS. REVIEWED THE 12 RECORDINGS THE TECH SENT IN. IN MANY RECORDINGS SEEING LOSS OF PCM BATTERY VOLTAGE. CALLED TECH AND ADVISED TO CHECK AND LOAD TEST ALL THE POWER AND GROUNDS THAT WERE HANDLED WHEN THE ENGINE WAS REPLACED, POSS LOOSE/STRETCHED CONNECTIONS, AND POWER AND GROUNDS TO THE PCM. TECH STATES THE ENGINE INGESTED WATER AND HYDROLOCKED. TECH TO FIND OUT IF AND WHAT PART OF THE VEHICLE WAS SUBMERGED IN WATER, POSS WATER INTRUSION/DAMAGE/CORROSION. TECH TO CALL BACK WITH FINDINGS. IF WATER DAMAGED, POSS NEED TO REPLACE AS NECESSARY. TECHNICIAN STATES THE BATTERY FEED TO THE PCM HAS BEEN HARDWIRED TO THE BATTERY. ADVISED TO INSPECT FOR CRACKED SPARK PLUGS. ADVISED TO SWAPP THE IGNITION COILS WITH KNOWN GOOD ONES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009805712

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H96 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6181510235)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J222561132)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 081805</p>	<p>Report#: SSV009805712</p> <p>Open Date: 11/03/2008</p> <p>Mileage: 36668</p> <p>Warr Built Dt: 08/18/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 51-44372</p> <p>Name: TAYLOR CHRYSLER JEEP DODGE</p> <p>Address: 1497 N STATE ROUTE 50 BOURBONNAIS, IL 60914</p> <p>Phone: 815 935-7900</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: DIED WONT RESTART
TECH STATES THE VEHICLE WAS OUT OF GAS BUT READ 1/2 TANK. TECH STATES HE FLASHED THE CCN PER A TSB AND NOW THE COMPASS AND TEMP DISPLAY IS MISSING. TECH STATES HE UPDATED THE CLUSTER WIH FLASH NUMBER 04843155AA.

Service Action:ADVISE TECH OF NO KNOWN ISSUES. ADVISE TECH TO VERIFY THIS FLASH IS FOR THIS VEHICLE. ADVISE TECH IF NOT TO REPLACE THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009806518

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6265510322)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J277560917)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101300

Report#: SSV009806518
Open Date: 11/03/2008
Mileage: 40843
Warr Built Dt: 10/13/2005
Supplier RP:

Zone/Cd: 35-67720
Name: BRITT CHRYSLER JEEP
Address: 3427 JEFFERSON-DAVIS HIGHWAY
 FREDERICKSBURG, VA 224014160
Phone: INACTIVE
 540 371-1400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECH STATES THE SKIM MODULE WHILE THE VEHICLE IS RUNNING WILL SHUT DOWN WHEN DRIVING OR PARKED ACCELERATING ,SKIM WAS REPLACED NO CHANGE

Service Action:TRANSFER TO DRIVE. THE WCM , FCM AND PCM HAVE BEEN REPLACED. HE STATES THE VEHICLE IS LOOSING VOLTAGE. THE THROTTLE, O2 AND IGNITION SWITCH ARE SOME OF THE RECORDINGS THAT HE TOOK AND SENT TO STAR A FEW WEEKS AGO. HE STATES THE CONCERN IS LIKE THE ELECTRICAL IS BEING TAKEN AWAY.
 \r\n\r\nADVISED TECH TO MONITOR THE ASD RELAY SENSE VOLTAGE IS IF IT TOGGLES TO FALSE WHEN THE STALL CONCERN HAPPENS.\r\nADVISED TO CHECK THE PCM IGNITION COUNTS IF THEY ARE INCREMENTALLY COUNTING OR REVERTING BACK TO \ 0\ .\r\nADVISED IF THE IGNITION COUNTS ARE AT 0 THEN POSSIBLE 5V REF SIGNAL GROUNDED OR A SENSOR INTERNALLY GROUNDED CONDITION MAY BE THE CONCERN. \r\nADVISED TO PERFROMA LOADED VOLTAGE DROP TEST OUT OF THE IGNITION SWITCH.\r\nADVISED TO CHECK FOR POWER LOSS AT PIN 11 OF THE C1 CONNECTOR AT THE BULK HEAD CONNECTOR FOR MOISTURE OR CORROSION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009805219

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H26H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6017610075)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J024660078)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 020702</p>	<p>Report#: SSV009805219</p> <p>Open Date: 10/31/2008</p> <p>Mileage: 10134</p> <p>Warr Built Dt: 02/07/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-57778</p> <p>Name: NAPLES DODGE CHRYSLER JEEP</p> <p>Address: 6381 AIRPORT PULLING ROAD NAPLES, FL 34109</p> <p>Phone: 239 594-2100</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE HAS A INTERMITTENT STALLING CONDITION . TECH STATES THAT NO PARTS HAVE BEEN REPLACED . TECH STATES THE DIE OUT CONDITION HAS BEEN VERIFIED .

Service Action: ADVISE TECH TO SWAP THE IGNITION COILS FROM A DONOR VEHICLE AND ROAD TEST UNDER THE SAME CONDITIONS THAT CAUSE THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009803015

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6187510031)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560567)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082604

Report#: SSV009803015
Open Date: 10/30/2008
Mileage: 46341
Warr Built Dt: 08/26/2005
Supplier RP:

Zone/Cd: 32-60227
Name: GARDEN CITY JEEP CHRYSLER DODG
Address: 283 N FRANKLIN ST
 HEMPSTEAD, NY 115501310
Phone: 516 483-2700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE CUSTOMER COMPLAINS OF STALLING. NO DTC S PRESENT. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

Service Action:ADVISED TECHNICIAN TO REVIEW STAR ONLINE K94202871 REGARDING INTERMITTENT STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009788157

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6343520134)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J003660016)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011018

Report#: SSV009788157
Open Date: 10/27/2008
Mileage: 28568
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 70-42180
Name: OAK HARBOR MOTORS INC
Address: 75 SE PIONEER WAY
 OAK HARBOR, WA 982773297
Phone: 360 675-5901

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ROUGH IDLE AND DIES AT TIMES. VERIFIED THE CONCERN. NO DTCS. TOOK THREE RECORDINGS.

Service Action:ATTEMPTED TO REVIEW RECORDINGS AND THEY WERE NOT REVIEWABLE. ADVISED TO EMAIL RECORDINGS. RECORDING RECEIVED WERE ONLY THE TEMPLATES. ADVISED OF TUTORIAL ON VEHICLE DATA RECORDINGS FOR INFORMATION. REVIEWED RECORDINGS THAT WERE RESENT AND ADVISED TO CHECK THE BARO READINGS AND COMPARE TO ANY VEHICLE THAT RUNS GOOD. NOTICED THAT ON WOT THE BARO READING WOULD DROP OUT AT THE POINT OF THE STALL. TECH STATED THAT HE SPOKE TO A JOE AT THE STAR CENTER,WAS ADVISED OF A POSSIBLE FCM ISSUE.WANTED TO SPEAK TO HIM.\r\nSTAR ADVISED THE TECH TO TRY SWAPPING COILS FROM ONE BANK TO ANOTHER OR FIND A DONOR VEHICLE THAT USES THE SAME TYPE OF COIL AND SWAP THEM.ALSO SEND A DATA RECORDING AND LAB SCOPE CMP/CKP SENSORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009795359

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110610861)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660344)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051510

Report#: SSV009795359
Open Date: 10/24/2008
Mileage: 34761
Warr Built Dt: 05/15/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINIG OF OF THE VECHICLE WILL STALL WHILE IDLING. TECH STATES THAT HE HAS NEVER BEEN ABLE TO DUPLICATE THE CONDITION. TECH STATES THAT THERE ARE NO FAULTS BEEING SET. TECH STATES THAT THIS IS A POLICE VECHCLE. TECH STATES THAT THE CUSTOMER CLAIMS THAT THE CAR STALLED OUT TWICE LAST NIGHT. TECH STATES THAT THE FUEL LEVEL IS JUST BELOW FULL. TECH PULLED THE PURGE SOLENOID HOSE OFF AND CAN SMELL FUEL.

Service Action: ADVISED TECH THAT THE GAS TANK IS BEING OVER FILLED AND THE PURGE SYSTEM IS PURGING RAW FUEL TO THE INTAKE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009790946

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV47286 [REDACTED]
Model Year: 2006
Make/Model:
 MAGNUM RWD
 LXDH49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510383)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J356561013)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011113

Report#: SSV009790946
Open Date: 10/21/2008
Mileage: 44216
Warr Built Dt: 01/11/2006
Supplier RP:

Zone/Cd: 66-68883
Name: GWINNETT CHRYSLER DODGE JEEP R
Address: 5054 HIGHWAY 78
 STONE MOUNTAIN, GA 30087
Phone: INACTIVE
 770 972-7767

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS VEHICLE STALLING.TECH STATES THE VEHICLE HAS BEEN MODIFIED.TECH HAS NOT DUPLICATED THE CONCERN.

Service Action:ADVISED TECH TO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009785482

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6292510329)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J283560753)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110504

Report#: SSV009785482
Open Date: 10/16/2008
Mileage: 65132
Warr Built Dt: 11/05/2005
Supplier RP:

Zone/Cd: 63-68940
Name: BANKSTON CHRYSLER JEEP DODGE
Address: 6600 HIGHWAY 121
 FRISCO, TX 75034
Phone: INACTIVE
 972 668-9600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: VEHICLE DIED OUT. NO RESPONSE FROM ALL THE MODULES. TERMINAL 16 AT THE DLC DOES NOT HAVE POWER AT THE DLC.

Service Action:FUSE 8 WAS BLOWN IN THE REAR PDC, ADVISED THE TECH TO REMOVE THE AFTERMARKET AMP THAT IS TAPPED INTO THE IGNITION SWITCH AND RETEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009765006

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510224)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J110560992)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050416

Report#: SSV009765006
Open Date: 10/14/2008
Mileage: 50670
Warr Built Dt: 05/04/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CAR WILL SPATTER AND STALL.VERY INTERMITTENT CONCERN.\r\nSETS NO CODES.

Service Action:ADVISED TECH TO CHECK THE BASE SENSOR INPUTS.VERIFY FUEL PRESSURE/FUEL QUALITY.\r\nCHECK MAP/BARO DATA.LAB SCOPE CMP/CKP SIGNALS.WIGGLE TEST AND INSPECT WIRING HARNESSSES.\r\nMAY NEED TO SWAP COILS/REPLACE COILS WITH ANOTHER VEHICLE.\r\nMAY ALSO NEED TO PERFROM DATA RECORDING. TECH ADVISED DIES AND NO CODES AND RESETS PCM. CAR DIES WHEN THE RAINS SENSE WIPERS COME ON. THIS IS THE ONLY TIME IT DOES IT IS WITH THE WIPERS.\r\n\r\nADVISED TECH TO PULL STEERING COLUMN COVERS OFF AND INSPECT WIRES AND CONNECTORS IF OK CHECK FCM AND IPM FOR CONNECTION PROBLEMS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009712832

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H8 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6089610399)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J108660921)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042814

Report#: SSV009712832
Open Date: 10/10/2008
Mileage: 15054
Warr Built Dt: 04/28/2006
Supplier RP:

Zone/Cd: 71-67870
Name: AUTOWORLD
Address: 1370 AUTO CENTER DR
 PETALUMA, CA 94952
Phone: 707 762-2712
 707 795-2436

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT STOPS AT TIMES SETTING CODES OF P0700,U0100,C121C, NO PARTS HAVE BEEN REPLACED.

Service Action: ADVISED THE TECH TO SWAP COIL WITH ANOTHER VEHICLE AFTER BLOCKING THIS VEHICLE STALLS SEVERAL MINUTES AFTER STARTING UP ON A COLD START. LATELY IT DIES EVERY DAY ONE TIME IF YOU START IT AND LET IT IDLE. DEALER HAS REPLACED PLUGS AND SWAPPED COILS FROM ANOTHER CAR. MARKS PAGE DATA LOOKS GOOD. THE TECHNICIAN SAID IT IS ALMOST LIKE A TIMER GOES OFF AND SHUTS IT DOWN BECAUSE IT IS CONSISTENT IN THE TIME RUNNING BEFORE IT DIES. I HAVE HIM MAKING A NEW TEMPLATE THAT HAS IGNITION DATA FROM MULTIPLE MODULES. IT IMMEDIATELY RESTARTS AND USUALLY WILL NOT DIE AGAIN UNTIL THE NEXT COLD START.

REPORTS BACK SAY REPLACEMENT PCM FIXED THE STALLING CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009743130

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6210511727)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J229560045)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090920

Report#: SSV009743130
Open Date: 10/06/2008
Mileage: 24204
Warr Built Dt: 09/09/2005
Supplier RP:

Zone/Cd: 71-68858
Name: SOUTH BAY CHRYSLER JEEP DODGE
Address: 20900 HAWTHORNE BLVD
 TORRANCE, CA 905034612
Phone: INACTIVE
 310 542-0900

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE IS IN LIMP MODE. THE VEHICLE IS STALLING AND THE ETC LIGHT IS ON. THE PCM WAS REPLACED 1X. THE PCM INJECTORS VOLTAGE IS 0V ON INJECTORS 1,4,6 AND 7. THE 1/1 .0.02V. THE TPS IS AT 7% AND WILL NOT CHANGE. THE APP IS NOT RESPONDING. THERE IS A STORED DTC PRESENT IN THE ABS OF C121C. HE IS INQUIRING ON ANY INFORMATION FOR THIS CONCERN.

Service Action: ADVISED TO CHECK THE THE 5V FOR A SHORT TO VOLTAGE. \r\nADVISED TO CHECK FOR THE IGNITION CYCLE COUNTER RESETTING TO \ 0\ COUNTS.\r\nADVISED TO TAKE A DATA RECORDING OF THE CAM AND CRANK SENSOR WHEN THE CONCERN HAPPENS TO SEE IF EITHER ONE OF THEM DROP OFF. \r\nADVISED TO CHECK THE IGNITION FEEDS TO THE PCM AND ALSO POWER AND GROUNDS. \r\nADVISED TO CHECK THE BATTERY CONNECTIONS. \r\nADVISED TO PERFORM A ETC RELEARN AFTER UPDATING PCM WITH LATEST CALIBRATION.\r\nADVISED TO CHECK C100 FOR POSSIBLE WATER INTRUSION PAST OR PRESENT. TECHNICIAN STATES PCM IS RESETTING, ADVISE TO DISCONNECT EACH COIL AT TIME AND MONITOR CHANGES OR SWAP COIL FROM ANOTHER VEHICLE, CHECK ALL SPARK PLUGS FOR CRACKS. FIXED: NUMBER 1 COIL WAS REPLACED CAUSING ALL PROBLEMS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009755783

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6154510083)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560016)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062010

Report#: SSV009755783
Open Date: 10/03/2008
Mileage: 76597
Warr Built Dt: 06/20/2005
Supplier RP:

Zone/Cd: 74-68898
Name: JOHN HIRSCH'S CAMBRIDGE MOTORS
Address: 700 S GARFIELD
 CAMBRIDGE, MN 55008
Phone: 763 689-7600
 763 691-6305

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE HAS A INTERMITTENT STALLING CONDITION . TECH STATES THE STALLING CONDITION HAS NOT BEEN VERIFIED .

Service Action: ADVISE TO VERIFY THE CUSTOMERS COMPLAINT BEFORE ATTEMPTING TO REPAIR . ADVISE TO SWAP THE IGNITION COILS TO A DONOR VEHICLE . ADVISE TO PULL THE SPARK PLUGS FOR INSPECTION .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009669316

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6181511942)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220560922)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081623

Report#: SSV009669316
Open Date: 09/30/2008
Mileage: 26863
Warr Built Dt: 08/16/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES CODE U0100 AND P0700, CAN T FIND WIRING PROBLEM CHAFING BY PARK CABLE.

Service Action:HICLE BUCKS AND JERKS.\r\n\r\nADVISED TECH POSSIBLE ISSUE WITH THE PCM.ADVISE TO INSPECT WIRING BY LEFT KICK PANEL BY PARK BRAKE, CHECK WIRING AT RIGHT CYLINDER HEAD FOR CHAFING, CHECK BY A/C LINES BY PCM. CHAFE FOUND AT THE EMERGENCY BRAKE. REPAIRED AND RESECURED. NOW IT ACTS LIKE IT WANTS TO GO INTO LIMP MODE BUT AT THE LAST SECOND IT PULLS ITSELF OUT OF A LIMP TYPE DRIVE MODE AND WORKS NORMAL. THIS IS INTERMITTENT BUT CAN BE DUPLICATED WITH SOME TIME ON THE ROAD. TECH ALSO STATES WHEN HE VIEWS HIS SOLENOID STATES USING THE STAR SCAN, THEY ALL READ NOT SET.\r\n\r\nADVISED TECH TO GO INTO THE EVENT DATA BANK OF THE CONTROLLER AND SEE IF THERE IS ANY NEW DATA STORED THERE. CAN ATTEMPT AN EGS-52. TECH STATES THE VEHICLE CONCERN IS THE SAME. TECH STATES HE HAS DUPLICATED THE CONCERN. TECH STATES THE CONCERN ISEXACTLY THE SAME AS STAR ONLINE CASE K18363958. TECH STATES THE

VEHICLE ACTS LIKE SOMEONE WERE PUTTING IT IN PARK WHILE MOVING. TRANSFERRED TO TRANS. TECH STATES WHEN DRIVING, 25-30MPH THE TRANS WAS IN 3RD GEAR THEN SUDDENLY THE TRANS SHIFTED INTO WHAT FELT LIKE PARK. WHILE DRIVING THE VEHICLE WENT DEAD WITHOUT WARNING. LOST ALL POWER TO THE VEHICLE. ROLL TO THE SIDE OF THE ROAD AND FOUND THAT IT HAD NO IGNITION, NO CLUSTER, NO CHIMES, NO CRANK, NO NOTHING!!!! ADVISED THE TECH THAT I AM HANDING THIS CASE OFF TO THE ELECTRICAL MASTER CONSULTANT. THIS TRANS ISSUE IS A SECONDARY RESULT OF THE POWER LOSS AND SUBSEQUENT SURGE WHILE DRIVING. BASICALLY THE THE POWER PLANT LOSING VOLTAGE AND SHUTTING DOWN, THEN SUDDENLY COMES BACK. TECH REPORTED AT TIMES ALL ELECTRICAL POWER IS LOST, ENGINE STALLED. TECH REPORTED U0100 SET STORED IN MANY MODULES ON PREVOUS ACCOUNTS BUT DID NOT RETURN AFTER STALLING. TECH HAS UPDATED CAN C MODULES WITH NO CHANGE. ADVISED TECH THERE ARE NO KNOWN ISSUES TO REPORT. INSPECT ENGINE HARNESS AND ALL CHASSIS GROUNDS. INSPECT IPM AND JUNCTION BLOCK CONNECTIONS. MONITOR POWER AND GROUND TO THE PCM AND NOTE WHATS LOST WHEN THE STALL OCCURS, MONITOR IGNITION POWER. TECH STATES IT SEEMS LIKE SOMEONE IS TURNING OFF THE KEY AND NO CODES BEING SET. CLUSTER LIGHTS WERE NOT ON WHEN THIS HAPPENED. TECH KEPT ASKING ABOUT WHAT THE IGNITION SENSE WOULD DO FOR POWERING UP THE CLUSTER. I NOTIFIED REPEATEDLY THE CLUSTER HAS SEPERATE POWER FEEDS INCLUDING IGNITION SWITCH FEEDS AND THIS WOULD NOT BE A POWER FEED. I MENTIONED PAST INFORMATION COVERED BY THE MASTER CONSULTANT TO REVIEW. TECH STATES THE VE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009729304

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108610049)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051008

Report#: SSV009729304
Open Date: 09/23/2008
Mileage: 17820
Warr Built Dt: 05/10/2006
Supplier RP:

Zone/Cd: 71-43174
Name: TUTTLE-CLICK'S TUSTIN CHRYSLER
Address: 40 AUTO CENTER DRIVE
 TUSTIN, CA 92782
Phone: 714 730-4600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE CUSTOMER COMPLAINS OF STALLING. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE. NO DTC S PRESENT. THE MIL IS ILLUMINATED AT THIS TIME. THE CUSTOMER STATES THE CONCERN OCCURRED 1 TIME AFTER A FUEL FILL UP.

Service Action:ADVISED TO CHECK THE CANISTER FOR FUEL. ADVISED THE CUSTOMER MAY BE OVERFILLING THE VEHICLE. ADVISED TO SEE IF THE PCM IS RESETTING. ADVISED TECHNICIAN TO INSPECT FOR CRACKED SPARK PLUGS. ADVISED POSSIBLE COIL ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009733157

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6329510531)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J350560277)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010914

Report#: SSV009733157
Open Date: 09/24/2008
Mileage: 35715
Warr Built Dt: 01/09/2006
Supplier RP:

Zone/Cd: 35-68374
Name: PASSPORT CHRYSLER OF ALEXANDRI
Address: 5990 DUKE ST
 ALEXANDRIA, VA 22304
Phone: INACTIVE
 703 751-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS STALLING AND JERKING WHILE DRIVING.TECH STATES HE HAS REPLACED THETCM.TECH STATES HE IS GETTING CODE U0100 IN TCM.
Service Action:ADVISED TECH TO LOAD TEST WIRING AND IF OK REPLACE THE PCM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009716301

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6333510012)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010660987)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012311

Report#: SSV009716301
Open Date: 09/17/2008
Mileage: 15279
Warr Built Dt: 01/23/2006
Supplier RP:

Zone/Cd: 74-41938
Name: LITHIA DODGE OF CHERRY CREEK
Address: 2727 SOUTH HAVANA
 AURORA, CO 800142899
Phone: INACTIVE
 303 751-1104

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER COMPLAINS OF INTERMITTENT STALLING. NO DTC S PRESENT. TECHNICIAN OVERFILLED THE FUEL TANK AND ATTEMPTED TO DUPLICATE THE CONCERN.

Service Action: ADVISED TO INSPECT FOR CRACKED SPARK PLUGS. ADVISED IF THE CONCERN CAN BE DUPLICATED SWAPP THE IGNITION COILS WITH KNOWN GOOD ONES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009700253

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57296H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6237510553)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J255560015)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091423

Report#: SSV009700253
Open Date: 09/10/2008
Mileage: 30511
Warr Built Dt: 09/14/2005
Supplier RP:

Zone/Cd: 71-43012
Name: CERRITOS DODGE INC
Address: 18803 STUDEBAKER RD
 CERRITOS, CA 907035332
Phone: 562 402-5848
 562 402-5335

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHEN FULL TANK OF FUEL VEHICLE STALL WHEN DRIVING NO FAULT CODES VEHICLE OPERATING OK AT THIS TIME. CUSTOMER STATES EVERYTIME FUEL TANK FULL VEHICLE STALL WHEN DRIVING .STARTS WRIGHT UP.

Service Action: JOSE, PLEASE SEE AND REVIEW STAR ONLINE CASE NUMBER K14738841. REMOVE THE PURGE LINE AND SEE IF THERE IS ANY RAW FUEL IN THE LINE. ALSO REMOVE THE CANISTER AND CHECK FOR RAW FUEL CONTAMINATION. IF THE CANISTER IS SATURATED, REPLACE THE CANISTER AND PURGE SOLENOID AND CHECK THE FUEL TANK CONTROL VALVE AND LIQUID CHECK TO BE SURE THEY ARE FUNCTIONING PROPERLY. MAKE SURE CUSTOMER IS NOT OVERFILLING OR FORCING FUEL INTO VEHICLE. THANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009673840

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150610618)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J157660912)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061312

Report#: SSV009673840
Open Date: 09/04/2008
Mileage: 27789
Warr Built Dt: 06/13/2006
Supplier RP:

Zone/Cd: 66-45330
Name: KINSTON CHRYSLER/JEEP/DODGE
Address: 4050 W VERNON AVE
 KINSTON, NC 285049675
Phone: INACTIVE
 252 522-1616

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS VEHICLE STALLING OUT.TECH HAS FLASHED THE FCM.

Service Action:ADVISED TECH ADVISED TECH TO WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE.ADVISED TECH TO GET A DATA RECORDING. POLICE CAR, REPLACED THE FCM SETTING COMMUNICATION CODES IN WCM AND OTHER MODULES.\n\n\nTRANSFERRED CALLER TO THE ELECTRICAL GROUP. TECH STATES HE NOW HAS STORED DTC S B2105,U0100,U0151,STATES HE CAN NOT CLEAR THE U0151, U0100, HAD OVER 15 STORED FAULTS IN THE OCM. (DID NOT DOCUMNET DTC S) ISSUE PRESENT AFTER REPLACING THE FCM. ADVISED TECH TO CHECK VIN # S IN CCN PCM AND FCM AND COMPARE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009686358

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132610642)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J140660010)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052918

Report#: SSV009686358
Open Date: 09/04/2008
Mileage: 18873
Warr Built Dt: 05/29/2006
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALLING. NO CODES.

Service Action:ADVISED TO CHECK PARKING BRAKE AND ENGINE HEAD FOR HARNESS RUB THROUGH ISSUES. ADVISED TO MONITOR FUEL PRESSURES AND CHECK FOR RAW FUEL IN THE
 CANNISTER. ADVISED TO DATA RECORD EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009676056

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133511225)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J090561200)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061612

Report#: SSV009676056
Open Date: 08/29/2008
Mileage: 32187
Warr Built Dt: 06/16/2005
Supplier RP:

Zone/Cd: 35-67463
Name: MANASSAS CHRYSLER DODGE JEEP R
Address: 8100 CENTREVILLE RD
 MANASSAS, VA 201112220
Phone: 703 631-1166
 703 368-5300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLS IN THE RAIN WHEN TRAVELING 70 MPH. TECH STATES NO PARTS HAVE BEEN REPLACED. HE IS UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. HE IS INQUIRING ON ANY INFORMATION FOR THIS CONCERN.

Service Action: ADVISED TO CHECK FOR A POSSIBLE LOSS OF THE IGNITION RUN TO THE PCM. \r\nADVISED TO PERFORM A ETC RELEARN. \r\nADVISED TO LOAD TEST THE CRANK SENSOR CIRCUITS. \r\nADVISED TO MONITOR THE PURGE SOLENOID OPERATION.\r\nADVISED TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER. \r\nADVISE TO MONITOR THE FUEL PRESSURE WHEN THE STALL OCCURS. \r\nADVISED TO CHECK FOR POSSIBLE HARNESS CHAFFING AT PARKING BRAKE ACTUATOR AND CHECK WIRING HARNESS BEHIND CYLINDER HEADS FOR CHAFFING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009648989

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610325)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132661603)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051619

Report#: SSV009648989
Open Date: 08/28/2008
Mileage: 29602
Warr Built Dt: 05/16/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:(POLICE VEHICLE)ENGINE STALLS UNDER HARD BRAKEING CONDITIONS.NO CODES.

Service Action:STUART, ADVISE TO CHECK THE TRANS FLUID . ADVISE TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER . ADVISE TO MONITOR THE FUEL PRESSURE WHEN THE STALL OUT OCCURS . ADVISE TO VERIFY THE STALLING CONDITION AND DATA RECORD TECHNICIAN INSPECTED THE CANISTER FOR FUEL TO NO AVAIL. TECHNICIAN STATES THE VEHICLE IS HEAVILY MODIFIED FOR K-9 USE (NO BACK SEAT, EQUIPPED WITH DOOR POPPERS). ADVISED TECHNICIAN TO INSPECT FOR DAMAGED WIRING CAUSED BY THE UP FIT WORK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009674901

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6118610519)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138660276)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052623

Report#: SSV009674901
Open Date: 08/28/2008
Mileage: 13071
Warr Built Dt: 05/26/2006
Supplier RP:

Zone/Cd: 35-64103
Name: TOM MASANO CHRYSLER JEEP, INC.
Address: 1600 LANCASTER AVEN
 READING, PA 196071597
Phone: INACTIVE
 610 775-0311

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE CAR WILL DIE AT TIMES AND HE HAS P2172.

Service Action: TRANSFER TO DRIVE. WCM: C1506, PDM: B1864, (POWER SUPPLY HIGH), DDM: B1859 (DRIVER POWER SUPPLY HIGH),TCM: U0100, P2638. ABS: C121C. ADVISED TO CHECK SUNROOF FOR LEAKS, DRAIN TUBES ECT., CHECK FLOOR CARPETING FOR MOISTURE AND TO CHECK THE PARKING BRAKE LEVER AREA FOR HARNESS RUB THROUGHES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009672876

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510770)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J059560127)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042621

Report#: SSV009672876
Open Date: 08/27/2008
Mileage: 63765
Warr Built Dt: 04/26/2005
Supplier RP:

Zone/Cd: 66-24001
Name: STUART-BOWMAN AUTO CENTRE INC
Address: 1709 E DIXIE DR
 ASHEBORO, NC 27203
Phone: INACTIVE
 336 625-6123

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS CHECK ENGINE LIGHT IS ON AND HAS CODES OF P0300 P0335 P1417 P1411 P0315 RUNS ROUGH AND STALLING. DID ECU RESET AND MOST WENT AWAY. SHOWS MISFIRES. SHOWS 2 & 3 ARE WORST. HAS NEW CRANK SENSOR.

Service Action: ADVISED TECH TO CHECK THE FUEL ADAPTIVES TO BE SURE THEY ARE NOT LEAN. POSSIBLE FUEL QUALITY. ADVISED TO CHECK FOR CHAFFED MDS WIRING HARNESS. ALSO CHECK CAM AND CRANK DIFFERENCE AND THEN PERFORM AN ENGINE DECARB USING MOPAR COMBUSTION CLEANER-SOAK AND LET SIT FOR 2-2.5 HOURS AND THEN DRIVE, DOING SEVERAL WIDE-OPEN THROTTLE TO BLOW OUT CARBON.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009603554

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6312510632)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560486)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122003

Report#: SSV009603554
Open Date: 08/26/2008
Mileage: 49672
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 51-23592
Name: KEN NELSON AUTO PLAZA
Address: 1000 NORTH GALENA AVENUE
 DIXON, IL 61021
Phone: 815 288-4455

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ABS U0100 C121C - ESM U0100 - PCM 0700 - TCM U0100 - DDM B1859 - FCMCG U0100 - PDM B1864 TCM REPLACED

Service Action:KEN, WHAT DID THE VEHICLE COME IN FOR WHY DID YOU REPLACE THE TCM AND DO YOU HAVE COMMUNICATION WITH ALL THE MODULES. YOU MAY WANT TO CALL IN ON THIS ONE. WENT THROUGH FLOW CHART WHICH LET TO TCM REPLACEMENT. NOW HAS SAME ISSUE. DTC: U0100. ADVISED TO MAKE SURE TCM SOFTWARE IS 04692392AK AND PCM IS UP TO DATE ALSO. ADVISED TO CHECK WIRING HARNESS FOR CHAFING AT PARKING BRAKE AND CHECK WIRING BY RIGHT CYLINDER HEAD FOR CHAFING. ADVISED TO CHECK SUNROOF DRAIN TUBES FOR LEAKAGE AROUND A-PILLARS. TECH ADVISED WHEN STARTING IT WILL DIE AND WILL DIE WHEN PULLING OUT OF DRIVEWAY. HAS NEW TRANS CONTROLLER. AND CODES OF P0700 U0100 P0730 U0100.\r\n\r\nADVISED TECH TO REPLACE THE FCM AND UPDATE THE PCM TO LATEST LEVEL AND THEN RE-DRIVE. ADVISED TECH TO DATA RECORD THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009669316

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6181511942)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220560922)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081623

Report#: SSV009669316
Open Date: 08/26/2008
Mileage: 26863
Warr Built Dt: 08/16/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES CODE U0100 AND P0700, CAN T FIND WIRING PROBLEM CHAFING BY PARK CABLE.

Service Action:ADVISE TO INSPECT WIRING BY LEFT KICK PANEL BY PARK BRAKE, CHECK WIRING AT RIGHT CYLINDER HEAD FOR CHAFING, CHECK BY A/C LINES BY PCM. CHAFE FOUND AT THE EMERGENCY BRAKE. REPAIRED AND RESECURED. NOW IT ACTS LIKE IT WANTS TO GO INTO LIMP MODE BUT AT THE LAST SECOND IT PULLS ITSELF OUT OF A LIMP TYPE DRIVE MODE AND WORKS NORMAL. THIS IS INTERMITTENT BUT CAN BE DUPLICATED WITH SOME TIME ON THE ROAD. TECH ALSO STATES WHEN HE VIEWS HIS SOLENOID STATES USING THE STAR SCAN, THEY ALL READ NOT SET.
 ADVISED TECH TO GO INTO THE EVENT DATA BANK OF THE CONTROLLER AND SEE IF THERE IS ANY NEW DATA STORED THERE. CAN ATTEMPT AN EGS-52.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009664045

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA43H86F [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER RWD LXDH48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6340510400)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J006661361)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 012003</p>	<p>Report#: SSV009664045</p> <p>Open Date: 08/21/2008</p> <p>Mileage: 33214</p> <p>Warr Built Dt: 01/20/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-44413</p> <p>Name: FAMILY CHRYSLER JEEP DODGE</p> <p>Address: 6735-39 ESSINGTON AVENUE PHILADELPHIA, PA 191533410</p> <p>Phone: 215 492-8600</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAR STALLS ON RIGHT TURNS AND WHEN HITTING BUMPS. THIS IS A POLICE CAR AND SYMTOM OCCURS DURING \ PURSUIT\ FLASHED ENGINE CONTROLLER TO 4896869AL

Service Action: RICHARD: SOFTWARE SHOULD BE 04896569AL(2006 LX 5.7L A5 RWD 50S POLICE) PERFORM ETC RELEARN. ADVISE TO CHECK THE TRANSMISSION FLUID LEVEL. CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER. ADVISE TO MONITOR THE FUEL PRESSURE WHEN THE STALL OUT OCCURS. CHECK FOR HARNESS CHAFFING AT PARKING BRAKE ACTUATOR AND CHECK WIRING HARNESS BEHIND CYLINDER HEADS FOR CHAFFING. ADVISE TO DATA RECORD EVENT AS PER TSB 08-017-06. LOOK AT TSB NUMBER: 08-043-06.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009656541

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6159610265)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660153)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062604

Report#: SSV009656541
Open Date: 08/18/2008
Mileage: 25593
Warr Built Dt: 06/26/2006
Supplier RP:

Zone/Cd: 66-68002
Name: CARL GREGORY CHRYSLER JEEP DOD
Address: 3000 NORTHLAKE PKWY BLDG 100
 COLUMBUS, GA 31909
Phone: 706 568-4900

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES VEHICLE STALL AT TIME, HAS STORED CODES FOR CAN B BUS, DID NOT HAVE CODE NUMBERS, CAN T DUPLICATE AT THIS TIME.

Service Action:ADVISE TO CHECK WIRING AT PARKING BRAKE FOR CHAFING, CHECK WIRING AT AC LINES BY PCM FOR CHAFING, CHECK WIRING AT RIGHT CYLINDER HEAD FOR CHAFING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009652763

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6068610437)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660693)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033101

Report#: SSV009652763
Open Date: 08/14/2008
Mileage: 18406
Warr Built Dt: 03/31/2006
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: ETC LIGHT COMES ON\r\n\r\nTECH STATES HE HAS YET TO DUPLICATE THE CONCERN. TECH STATES WHEN THE VEHICLE WAS SITTING IN THE SHOP AND DIED. TECH STATES HE HAS SEVERAL STORED CODES. TECH STATES THE VIN IN THE PCM IS CORRECT. TECH STATES THERE ARE NO CODES IN THE PCM.

Service Action:ADVISE TECH TO OBTAIN A MORE DETAILED DESCRIPTION FROM THE CUSTOMER. ADVISE TECH TO INSPECT THE REAR PDC FOR ANY SIGNS OF CORROSION AND WATER INTRUSION. ADVISE TECH TO MONITOR ALL POWERS AND GOUNDS TO THE PCM AND NOTE IF ANY DROP OFF WHEN CONCERN IS PRESENT. ADVISE TECH TO ALSO CHECK THE WIRING BY THE PARKING BRAKE. TECH STATES WHEN THE ISSUE OCCURS THE ONLY DTC PRESENT IS THE U0100. ENGINE DIES WHEN ISSUE OCCURS. ADVISED TECH TO CHECK 5V SUPPLIES TO THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009653797

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6031610429)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J059660271)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030807

Report#: SSV009653797
Open Date: 08/14/2008
Mileage: 42600
Warr Built Dt: 03/08/2006
Supplier RP:

Zone/Cd: 66-45157
Name: WINTER PARK DODGE, INC.
Address: 1050 NORTH ORLANDO AVE.
 WINTER PARK, FL 32789
Phone: INACTIVE
 407 644-1919

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER 45 MINUTES OF DRIVING THE VEHICLE STALLED. TECHNICIAN HAS CHECKED POWERS AND GROUNDS TO PCM. \r\nPCM: P0700, ABS: C121C, ESM: U0100, TCM: U0100, P2638. HAS REPLACED TCM ON 8/5/08.

Service Action: ADVISED TO LOOK AT STAR ON LINE SOLUTIONS K59540930 AND K18363958. CHECK AT PARKING BRAKE ACTUATOR FOR HARNESS CHAFFING. USE THE STARSCAN IN THE TCM DATA DISPLAY MENU TO CHECK SIGNALS FROM INPUT SPEED SENSOR #1 AND #2. IN ONE RECENT CASE WE FOUND THAT #2 SIGNAL WIRE (YL/OR) FROM TCM WAS CHAFED BY THE SHARP EDGE OF PARKING BRAKE CONTACT SWITCH & THE STRANDS WERE SHORTED TO GROUND. THIS WAS DUE TO IMPROPERLY ROUTED TCM WIRING HARNESS THAT WAS BEING RUBBED EVERY TIME THE PARKING BRAKE WAS APPLIED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009654490

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6285510239)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J298561197)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110218

Report#: SSV009654490
Open Date: 08/14/2008
Mileage: 31549
Warr Built Dt: 11/02/2005
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT TIMES WHILE IDLING\r\nTECH HAS UPDATED THE PCM.\r\nNO DTC S SET.

Service Action: ADVISED TECH TO SWAP COILS FROM ONE SIDE TO THE OTHER, DO NOT GO GET 8 NEW COILS FROM PARTS!\r\nALSO CLEAN THROTTLE PLATE AND PERFORM A ETC
 RELEARN.\r\nCHECK FOR LIQUID FUEL IN THE EVAP LINES AND CANISTER. ASK CUSTOMER IF HAPPENS AFTER FUEL FILL EVENT. HOT OR COLD STALL. MONITOR FUEL
 PRESSURE/CHECK FUEL QUALITY ALSO. CHECK MAP & BARO DATA ALSO.\r\nMAY NEED TO DATA RECORD THE STALLING CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009643525

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6094510463)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089561084)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042817

Report#: SSV009643525
Open Date: 08/12/2008
Mileage: 58870
Warr Built Dt: 04/28/2005
Supplier RP:

Zone/Cd: 51-44507
Name: LARRY HILLIS CHRYSLER DODGE JE
Address: 3211 NORTH WESTWOOD BLVD
 POPLAR BLUFF, MO 639018656
Phone: 573 785-5769

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE CUTS OUT DRIVING HOT. TECH STATES HAS NO CODES, AND THE VEHICLE JERKS DRIVING. TECH REPLACED THE THROTTLE BODY ASSEMBLY.

Service Action: TECHNICIAN TO PERFORM DIAGNOSTIC CHECKS USING THE DIAGNOSTIC FLOW CHART, AND CHECK FOR TSB\00092S. TECH TO CHECK CANISTER FOR FUEL, CHECK PURGE AND EGR FOR STICKING. TECHNICIAN TO CHECK THE THROTTLE BODY FOR CONTAMINATION, BINDING, PERFORM THE ETC FOLLOWER TEST, AND PERFORM AN ETC RELEARN. \r\nTECHNICIAN TO MONITOR MAP, BARO, AND FUEL ADAPTIVES / TRIM READINGS. CHECK SPARK PLUGS FOR CRACKS, CHECK IGNITION COILS FOR BREAKING UP, WIRING TO COILS. TECHNICIAN TO LAB SCOPE THE CAM AND CRANK SENSORS, TO LOAD TEST THE WIRING WHEN CHECKING AND IF NEEDED HARD WIRE THE SENSORS TO THE PCM. TO DATA RECORD EVENT AND REVIEW. TECH STATES HE HAS CHECKED FUEL QUALITY AND ITS NORMAL. TECH STATES HE HAS POWERS AND GROUNDS.\r\n\r\nADVISED TECH POSSIBLE PCM ISSUE. ADVISED TECH WATCH THE ASD RELAY SENSE AND SEE IF IT GOES FALSE WHEN IT STALLS. IF IT DOES REPLACED THE FCM MODULE. ADVISED TECH TO BACKPROBE 12 VOLTS AT IGN SWITCH WHEN VEHICLE STALLS POSSIBLE IGN SWITCH TECH STATES THE FUEL PRESSURE IS AT 48 PSI . ADVISE TECH THE SPEC IS 58 PSI +- 5 PSI. ADVISE TO RECHECK THE FUEL PRESSURE .ADVISE TO SWAP THE IGNITION COILS WITH A DONOR VEHICLE AND EVALUATE THE

STALLING CONDITION .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009408664

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57296 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6010610089)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J016661111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012715

Report#: SSV009408664
Open Date: 08/07/2008
Mileage: 31960
Warr Built Dt: 01/27/2006
Supplier RP:

Zone/Cd: 71-44646
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 4901 MARSH DR
 CONCORD, CA 94520
Phone: INACTIVE
 925 798-4000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE INTERMITTENTLY DIES AT A STOP AND HARD TO START AT TIMES CHECK FOR DTC S FOUND CODE FOR TRANS.U0100 LOST COMMUNICATION ECM/PCM (STORED)

Service Action:JOHN CHECK THE POWERS AND GROUND ON THE PCM WITH A HALOGEN LIGHT BULB IF OK THEN REPLACE PCM AND TEST DRIVE FOR FIX. PLEASE CALL US WHEN YOU GET THIS CAR FIXED AND TELLS US WHAT YOU DID. TECH ADVISED HE REPLACED PCM AND FIXED. ENGINE STALLING AT TIMES. SOMETIMES HAS A STORED FAULT FOR U0100. HAVE DATA RECORDINGS. WILL REVIEW AND CALL TA BACK. TA INDICATES VEH IS HAVING PLUGS REPLACED AND COILS SWAPPED FROM KNOWN GOOD VEH. CONTACTED BRANDON. ABS U0141, U0429. ESM U0002, PCM P0700, TCM U0100, P0002, P0103, FCM P0001. ESM, TCM, COILS AND PLUGS. INTERMITTENTLY THE ENGINE WANTS TO HUNT AT IDLE. CELL 925-435-8082. I NOTED SOME CODES WRONG. U0002, U0001.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009636164

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6322510251)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J339561006)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120811

Report#: SSV009636164
Open Date: 08/04/2008
Mileage: 32944
Warr Built Dt: 12/08/2005
Supplier RP:

Zone/Cd: 71-56371
Name: IVERSEN MOTOR CO INC
Address: 1918 S BROADWAY
 SANTA MARIA, CA 93454
Phone: INACTIVE
 805 925-9545

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATE ENGINE DIED DRIVING 40 MPH, RESTARTS RIGHT AWAY, HAS BEEN 10,000 MILES SINCE CONDITION LAST TIME UPDATED PCM TO 5094779AL FROM 5094779AJ, CLEANED THROTTLE BODY, 1-21-2008 REPLACED IGNITION SWITCH

Service Action: KIRK, TRY SWAPPING ALL COILS WITH ANOTHER 5.7 AND ROAD TEST THE VEHICLE. TRY YOUR BEST TO DUPLICATE THIS EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009633667

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6027610409)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095661455)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042504

Report#: SSV009633667
Open Date: 07/31/2008
Mileage: 46668
Warr Built Dt: 04/25/2006
Supplier RP:

Zone/Cd: 42-68790
Name: HAROLD ZEIGLER DODGE JEEP
Address: 1186 EAST M-89
 PLAINWELL, MI 490801134
Phone: 269 685-5800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES HE CUSTOMER COMPLAINS OF THE VEHICLE STALLING. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE.

Service Action:ADVISED TO SEE IF ALL 4 TIRES ARE OF THE SAME SIZE. ADVISED TO ATTEMPT AN ETC RELEARN. ADVSED TECHNICAN OF POSSIBLE COIL ISSUE. ADVISED TO INSPECT FOR HARNESS CHAFFING BEHIND THE HEADS. ADVISED POSSIBLE DATA RECORDING CANDIDATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009408664

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GV57296H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT RWD LXDP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6010610089)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J016661111)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 012715</p>	<p>Report#: SSV009408664</p> <p>Open Date: 07/28/2008</p> <p>Mileage: 31960</p> <p>Warr Built Dt: 01/27/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-44684</p> <p>Name: ANTIOCH CHRYSLER JEEP DODGE IN</p> <p>Address: 1810 AUTO CENTER DR ANTIOCH, CA 945091353</p> <p>Phone: 925 778-9700</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE INTERMITTENTLY DIES AT A STOP AND HARD TO START AT TIMES CHECK FOR DTC S FOUND CODE FOR TRANS.UO100 LOST COMMUNICATION ECM/PCM (STORED)

Service Action:JOHN CHECK THE POWERS AND GROUND ON THE PCM WITH A HALOGEN LIGHT BULB IF OK THEN REPLACE PCM AND TEST DRIVE FOR FIX. PLEASE CALL US WHEN YOU GET THIS CAR FIXED AND TELLS US WHAT YOU DID. TECH ADVISED HE REPLACED PCM AND FIXED. ENGINE STALLING AT TIMES. SOMETIMES HAS A STORED FAULT FOR U0100. HAVE DATA RECORDINGS. WILL REVIEW AND CALL TA BACK. TA INDICATES VEH IS HAVING PLUGS REPLACED AND COILS SWAPPED FROM KNOWN GOOD VEH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009627290

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510156)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560413)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122102

Report#: SSV009627290
Open Date: 07/28/2008
Mileage: 36270
Warr Built Dt: 12/21/2005
Supplier RP:

Zone/Cd: 70-54433
Name: ROBERT H HINCKLEY INC
Address: 2810 WASHINGTON BLVD
 OGDEN, UT 844014299
Phone: INACTIVE
 801 394-8844

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WOULD DIE VERY INTERMITANTLY, DASH LIGHTS CAME ON. RESTARTS FINE. CHECKED WIRING BY BRAKE PEDAL IT IS ROUTED CORRECTLY AND NO CHAFFING. U0100, VEHICLE CAME IN WITH MANY CODES, CLEARED ALL, DTC U0100 LOSS COMMUNICATION WITH ECM/PCM RETURNED, PERFORMED DIAG CHARTS, REPLACED TCM. VEHICLE IS BACK WITH SAME CODE, STILL NO SIGNS OF BAD WIRING. MIL IS NOT ON AND HAS NOT BEEN ON. PCM SET CODE OF P0700, MIL REQUEST. IS THERE ANY OTHER COMMON PROBLEMS YOU ARE SEEING WITH THIS CODE

Service Action:TRAVIS,\nADVISE TO CHECK FOR TCM UPDATES AND CHECK WIRING BY RIGHT CYLINDER HEAD AND TRANSMISSION FOR CHAFING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009620335

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6208511170)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J181561226)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081910

Report#: SSV009620335
Open Date: 07/23/2008
Mileage: 28504
Warr Built Dt: 08/19/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLED OUT ON FREEWAY AND MAKING RIGHT TURNS.\r\nNO DTC S STORED IN ANY MODULES.

Service Action: ADVISED TECH. TO INSTALL DATA RECORDER PERFORM AN ETC RELEARN. \r\nCLEAN THROTTLE BODY,CHECK MAP AND BARO DATA.LAB SCOPE CAM/CRANK SIGNALS.\r\nCHECK FUEL PRESSURE AND FUEL QUALITY ALSO.SWAP COILS BETWEEN BANKS.\r\nMAKE SURE PCM IS UP TO DATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009615333

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6163610202)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J173660306)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 070610

Report#: SSV009615333

Open Date: 07/21/2008

Mileage: 29129

Warr Built Dt: 07/06/2006

Supplier RP:

Zone/Cd: 70-68737

Name: CHAPMAN CHRYSLER JEEP LLC

Address: 930 AUTO SHOW DR
HENDERSON, NV 89014

Phone: 702 558-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE VEHICLE DIES AT TIMES, TECH NOT ABLE TO DUPLICATE THE STALLING, STATES THAT HE SENT IN RECORDINGS-SEE IF THEY ARE IN OUR INBOX.

Service Action:ADVISED TECH TO RESEND THE RECORDINGS FOR REVIEW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009610342

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510125)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J217560367)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081616

Report#: SSV009610342
Open Date: 07/17/2008
Mileage: 17598
Warr Built Dt: 08/16/2005
Supplier RP:

Zone/Cd: 32-41461
Name: DOAN DODGE
Address: 4477 RIDGE RD W
 ROCHESTER, NY 146263549
Phone: 585 352-6600
 585 225-8000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLED IN REVERSE. NO ACTIVE CODES. STORED. TCM: U0100, ABS:C121C STORED.

Service Action: ADVISED TO CHECK FOR MODULE UPDATES, THEN CLEAR DTCS AND RETEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009603554

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6312510632)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560486)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122003

Report#: SSV009603554
Open Date: 07/14/2008
Mileage: 49672
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 51-44471
Name: DODGE CITY OF ROCHELLE, INC
Address: 981 S 7TH ST
 ROCHELLE, IL 610689389
Phone: INACTIVE
 815 562-2029

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ABS U0100 C121C - ESM U0100 - PCM 0700 - TCM U0100 - DDM B1859 - FCMCG U0100 - PDM B1864 TCM REPLACED

Service Action: KEN, WHAT DID THE VEHICLE COME IN FOR WHY DID YOU REPLACE THE TCM AND DO YOU HAVE COMMUNICATION WITH ALL THE MODULES. YOU MAY WANT TO CALL IN ON THIS ONE. WENT THROUGH FLOW CHART WHICH LET TO TCM REPLACEMENT. NOW HAS SAME ISSUE. DTC: U0100. ADVISED TO MAKE SURE TCM SOFTWARE IS 04692392AK AND PCM IS UP TO DATE ALSO. ADVISED TO CHECK WIRING HARNESS FOR CHAFING AT PARKING BRAKE AND CHECK WIRING BY RIGHT CYLINDER HEAD FOR CHAFING. ADVISED TO CHECK SUNROOF DRAIN TUBES FOR LEAKAGE AROUND A-PILLARS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009602124

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6086610370)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660861)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042418

Report#: SSV009602124
Open Date: 07/11/2008
Mileage: 25017
Warr Built Dt: 04/24/2006
Supplier RP:

Zone/Cd: 71-61339
Name: JACK POWELL CHRYSLER JEEP DODG
Address: 1625 AUTO PARK WAY
 ESCONDIDO, CA 920292008
Phone: 760 745-2880

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE WILL STALL AT TIME AND SEVERAL COMMUNICATION CODES AND CLUSTER FLICKERING TECH CANNOT DUPLICATE THE CONCERN

Service Action: ADVISED TECH TO MONITOR ALL IGNITION SWITCH STATES AND VOLTAGE DROP ON THE BATTERY CABLES, POSSIBLE IGNITING SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009578080

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510776)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J215561245)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081318

Report#: SSV009578080
Open Date: 07/03/2008
Mileage: 28437
Warr Built Dt: 08/13/2005
Supplier RP:

Zone/Cd: 66-57511
Name: WESTSIDE DODGE INC
Address: 1672 CASSAT AVENUE
 JACKSONVILLE, FL 322101695
Phone: INACTIVE
 904 384-6561

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF THE VEHICLE STALLING ALL THE TIME. TECH STATES THAT THERE ARE NO FAULTS AND THE VEHICLE KEEPS STALLING. TECH STATES THAT THE OIL LIGHT WILL FLICKER AND THE ETC LIGHT WILL FLICKER RIGHT BEFORE THE STALL.

Service Action: ADVISED TECH TO CHECK FOR FUEL PRESSURE. ADVISED TECH TO VERIFY OIL PRESSURE WITH A MANUAL GAUGE. ADVISED TECH TO GRAPH THE TPS SENSORS. CC: VEHICLE STALLS WHEN COMING TO A STOP AND THEN HAS AN EXTENDED CRANK.\n\nTECH STATES HE HAS DUPLICATED THE CONCERN WHILE SITTING IN THE SHOP ONLY.\n\nTECH STATES THE FUEL PRESSURE IS GOOD FROM 59-61 PSI. TECH STATES WHEN THE VEHICLE STALLS ALL VALUES GO TO -- AS IF THE KEY WAS CYCLED OFF. TECH STATES THE LONGER THE VEHICLE RUNS THE WORSE THE CONCERN GETS. TECH STATES HE REPLACED THE PCM AND SKIM WITH NO CHANGE. TECH STATES THE 5 VOLT FEED TESTED GOOD.\n\nTRANSFERRED TO DRIVE. ADVISE TECH TO VIEW STAR ONLINE CASE K14738841. ADVISE TO SWAP PLUGS AND COIL FROM ANOTHER

VEHICLE, POSSIBLE EMF FROM BED COIL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009584339

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57266 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6020610787)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J019660454)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021506

Report#: SSV009584339
Open Date: 07/03/2008
Mileage: 50638
Warr Built Dt: 02/15/2006
Supplier RP:

Zone/Cd: 70-45022
Name: BRENT BROWN CHRYSLER JEEP DODG
Address: 1825 N UNIVERSITY PARKWAY
 PROVO, UT 846041548
Phone: INACTIVE
 801 373-2570

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CHECK ENG LIGHT ON AND DIES...CODE SET IN TCM AND FCM.

Service Action:ADVISED TO CHECK CONNECTORS AND PINS AT EACH MODULE PCM TCM AND FCM.... HE HAS CHECKED THE PINS AT THE MODULES. HE STATES THE ENGINES STALLS AT ALL TURNS. THE ESP LIGHT AND THE OIL LIGHT COMES ON. THE STALLING CONCERN HAPPENS WHEN TURNING RIGHT. HE IS UNABLE TO FIND THE CONCERN.\r\n\r\nADVISED TO VISUALLY INSPECT AND ISOLATE THE CAN C CIRCUITS D64 AND D65 IN THE ENGINE WIRING HARNESS THAT RUN TO THE FCM, PCM, ABS, NAG 1 CONTROLLER AND THE ELECTRONIC SHIFT COLUMN MODULE AND EVALUATE THE STALL CONCERN ON THE RIGHT TURNS. IF THE CONCERN STILL OCCURS THEN DISCONNECT ALL ENGINE GROUNDS AND ENGINE TO CHASSIS GROUNDS THEN CLEAN AND RETORQUE THEM ALL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009589482

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV773X6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6019620001)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660765)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020718

Report#: SSV009589482
Open Date: 07/02/2008
Mileage: 40979
Warr Built Dt: 02/07/2006
Supplier RP:

Zone/Cd: 71-44088
Name: HUNTINGTON BEACH DODGE INC
Address: 16555 BEACH BOULEVARD
 HUNTINGTON BEACH, CA 926474882
Phone: INACTIVE
 714 847-5515

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WIRING REPAIR ISSUE PREVIOUSLY FOR SAME PROBLEM. VEHICLE IS NOW BACK. STALLED AGAIN. DTC: C121C.\r\n ABS MODULE AND PCM REPLACED .

Service Action: TRANSFERRED TO BODY ADVISE TECH THE ABS MODULE WILL NOT CAUSE A VEHICLE TO STALL. TRANSFERRED TO DRIVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009587470

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610414)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660089)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020917

Report#: SSV009587470
Open Date: 07/01/2008
Mileage: 46440
Warr Built Dt: 02/09/2006
Supplier RP:

Zone/Cd: 71-68765
Name: FAIRFIELD CHRYSLER
Address: 2955 AUTOMALL PARKWAY
 FAIRFIELD, CA 94533
Phone: INACTIVE
 707 425-6403

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT WHEN HITTING BUMPS SCANED FOR CODES, NONE FOUND IN ANY CONTROLER, DUPLICATED LAST NITE, NOT TODAY, ALL GAUGES DROP, ABS AND BRAKE LIGHTS COME ON AND NO THROTTLE RESPONSE, CHECKED FUSES, OK, ANY IDEAS WHERE TO START

Service Action: DAVID, START WITH THE BASICS SUCH AS MONITORING FUEL PRESSURE AND CHECKING FUEL QUALITY. LAB SCOPE CAM/CRANK SENSORS. WIGGLE TEST THE WIRING. CHECK ALL MAIN POWER AND GROUNDS TO THE MODULES. CHECK ALL MAJOR UNDERHOOD CONNECTORS FOR MOISTURE CORROSION ISSUES. VISUAL INSPECTION OF MAIN HARNESSES. IF YOU CAN DUPLICATE IT THEN DATA RECORD IT AND SEE WHATS BEING LOST AS FAR AS INPUTS. SEE IF THE PCM RESETS AFTER THE DIE OUT. HARDWIRE THE CAM/CRANK SENSORS. THANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009570161

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H56H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6308510598)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J324560470)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112922

Report#: SSV009570161
Open Date: 06/19/2008
Mileage: 4810
Warr Built Dt: 11/29/2005
Supplier RP:

Zone/Cd: 35-57325
Name: QUIGLEY CHRYSLER DODGE JEEP RA
Address: ROUTE 100 NORTH
 BOYERTOWN, PA 19512
Phone: 610 367-2193
 610 367-2191

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT AT TIMES THE VEHICLE WHILE DRIVING, EASY RESTART, TECH HAS REPLACED THE IGN SWITCH, NOT ABLE TO DUPLICATE THE DIE OUT, HAS SWAPPED, MIC GAUGES ARE ERRATIC AT TIMES.

Service Action: ADVISED THE TECH TO REPLACE THE PCM IF ALL WIRING AND CONNECTORS TEST OUT GOOD. TRANSFERRED CALLER TO THE ELECTRICAL GROUP FOR MIC ISSUES. B2109 CODE IS PRESENT. ADVISED THE TECH TO CHECK THE WIRING FROM THE IGNITION SWITCH TO THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009566176

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77336 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6165520004)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J144561363)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072010

Report#: SSV009566176
Open Date: 06/17/2008
Mileage: 29944
Warr Built Dt: 07/20/2005
Supplier RP:

Zone/Cd: 63-44433
Name: BONHAM CHRYSLER DODGE JEEP RAM
Address: 2122 N CENTER ST
 BONHAM, TX 754182628
Phone: 903 583-8877

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT IDLE AND LOW SPEEDS ENGINE WILL SHUT OFF. SOMETIMES DIES. WILL START BACK UP. NO CODES CRANK SENSOR, CK. ALL WIRING

Service Action: KEVIN, \r\nPOSSIBLE SHORT ON THE 5 VOLT CIRCUITTRY DATA RECORDING THE DIE OUTMAYBE ABLE TO PICK UP WHAT CIRCUIT IS AT FAULT. TECH TO MONITOR ALL ADAPTIVES AT STALL OUT, TO CHECK FOR WIRE/HARNES CHAFFING, IGNITION COILS AND WIRING, CHECK MAP AND BARO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009561870

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6097610637)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J097661575)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042705

Report#: SSV009561870
Open Date: 06/16/2008
Mileage: 17249
Warr Built Dt: 04/27/2006
Supplier RP:

Zone/Cd: 42-67243
Name: GOLLING CHRYSLER DODGE JEEP RA
Address: 2405 S TELEGRAPH RD
 BLOOMFIELD HILLS, MI 483020256
Phone: 248 334-3600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS THE MIL IS ON, AND WHILE DRIVING THE WARNING LIGHTS CAME ON, GAUGES FELL TO \ 0 \ , AND LOST POWER OR STALLED. TECH STATES HAS MULTIPLE COMMUNICATION CODES. IN ABS U0002, U0401, U0141, U0101, U0126, U0100, U0429, U140E, IN ESM U0002, IN TCM U0002, U0121, U0100, IN FCM ALSO U110A, NO CODES IN PCM, CAN T COMMUNICATE WITH PCM. TECH STATES VEHICLE RUNS.

Service Action: TECHNICIAN TO DIAGNOSE CONCERN AND CODE USING THE DIAGNOSTIC FLOW CHART, CHECK FOR TSB\ u0092S, TECH TO CHECK POWER AND GROUNDS TO ALL CONTROLLERS, TO PERFORM A BATTERY DISCONNECT, BOTH CABLES TOGETHER FOR 5-10 MINUTES, RE-CONNECT AND RE-CHECK WHAT CODES COME BACK. TRANSFERRED TECH TO THE ELECTRICAL GROUP. ADVISED TO PERFORM A WIGGLE TEST UNDER THE HOOD, ALSO NOTE THE CAN C BUS VOLTAGES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009553281

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510310)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660141)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021014

Report#: SSV009553281
Open Date: 06/10/2008
Mileage: 27339
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 70-24140
Name: CAMPBELL MOTORS INC
Address: 1550 NORTH FIRST STREET
 HERMISTON, OR 97838
Phone: INACTIVE
 541 567-6461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: WHILE DRIVING THE VEHICLE/ENGINE STALLS. TECH STATES HE HAD THE FOLLOWING DTC S STORED U0100 AND ACTIVE U0121 IN THE ESM. TECH DUPLICATED STALL CONCERN, STATES THE ESM GOES INACTIVE ON THE BUS AND THEN COMES BACK ACTIVE AND SETS A U0121. TECH STATES ONCE THE U0121 CODE GOES STORED IT CLEARS OUT OF THE ESM AND IS NO LONGER PRESENT.

Service Action:ADVISED TECH TO MONITOR POWERS AND GROUNDS TO ESM AND ABS. ADVISED TO MONITOR IGN FEEDS, POSSIBLE IGN FEED RELATED CAUSING VEHICLE TO STALL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009542182

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510454)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560451)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081513

Report#: SSV009542182
Open Date: 06/03/2008
Mileage: 35988
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 66-23926
Name: SOUTHEAST CHRYSLER JEEP DODGE
Address: 2800 NOLENSVILLE ROAD
 NASHVILLE, TN 372112240
Phone: INACTIVE
 615 255-7000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A STALLING CONDITION WHEN THE VEHICLE IS AT A QUARTER TANK. TECH STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

Service Action: ADVISED TECH TO VERIFY THE COMPLAINT. ADVISED TECH TO GET MORE INFORMATION FROM THE CUSTOMER I.E. DOES THE CAR RESTART AFTER THE EVENT. ADVISED TECH THAT WE MAY HAVE TO GET A DATA RECORDING TO HAVE A PATH TO FOLLOW. ADVISED TECH OF A POSSIBLE RAW FUEL IN THE EVAP CANISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009543337

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6293510449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J299560196)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110316

Report#: SSV009543337
Open Date: 06/03/2008
Mileage: 29460
Warr Built Dt: 11/03/2005
Supplier RP:

Zone/Cd: 71-43436
Name: POWER CHRYSLER JEEP DODGE VALE
Address: 23820 CREEKSIDE ROAD
 VALENCIA, CA 913551719
Phone: INACTIVE
 661 259-8770

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS THE VEHICLE STALLING OUT IN STOP AND GO TRAFFIC. TECH STATES HAS NO CODES AND CAN T DUPLICATE. THE PCM IS UP TO DATE.

Service Action: TECHNICIAN TO DIAGNOSE CONCERN USING THE DIAGNOSTIC FLOW CHART, CHECK FOR TSB\u0092S, TO PERFORM AN ETC RE-LEARN, TO CHECK AND MONITOR MAP AND BARO AND ALL ADAPTIVES, CHECK THE MAP SENSOR BUILD CODE NO. IF LOWER THAN 2944, REPLACE. CAN TRY NEW MAP AND RE-CHECK. POSS DATA RECORD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009508406

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510460)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147560014)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060419

Report#: SSV009508406
Open Date: 06/02/2008
Mileage: 23510
Warr Built Dt: 06/04/2005
Supplier RP:

Zone/Cd: 35-64356
Name: DON WHITE'S TIMONIUM CHRYSLER
Address: 10300 YORK RD
 COCKEYSVILLE, MD 210303203
Phone: 410 666-9600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINS THE VEHICLE STALLS DRIVING AND COMING TO A STOP. TECH STATES HAS CODES C121C, U0100, P0700,

Service Action:TECHNICIAN TO DIAGNOSE CONCERN AND CODE USING THE DIAGNOSTIC FLOW CHART, CHECK FOR TSB#0092S, TO CHECK FOR MDS WIRING FOR CHAFFING, CHECK THE MAP SENSOR BUILD CODE: IF LOWER THAN 2944 REPLACE, TO CHECK THE MAP AND TO CHECK LOAD TEST WIRING TO PCM, LAB SCOPE CAM AND CRANK SENSORS, READ CASE ON LINE #K7965387. CHECK TRANS FLUID LEVEL POSS LOW, CHECK PURGE AND CANISTER. TECH STATES THE TCM WAS WAS REPLACED . ADVISE TO INSPECT THE B+ FEEDS TO THE PCM AND THE FRONT CONTROLLER. ADVISE TO SWAP THE THROTTLE BODY AND MAP SENSOR FROM A KNOWN GOOD VEHICLE. TECHNICIAN STATES VEHICLE STILL WILL STALL, HAS CODE U0100. TECH PERFORMED ALL RECOMMENDATIONS. TECH TO RE-CHECK AND LOAD TEST THE POWER AND GROUNDS AT PCM AND FCM, TO TRY A NEW PCM. TO CHECK IF VEHICLE STARTS IN GEAR. TECH ALSO STATED THAT IN SCANNER DATA WHEN IN GEAR IT SHOWED THE GEAR LEVER POSITION IN

PARK. TECH CALLING TO FIND OUT WHAT FLASH TO USE IN THE NEW PCM. ADVISED TECH THAT THE PROPER PART NUMBER FOR THIS VEHICLE IS 5094779AK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009524577

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6030610438)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087660583)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041005

Report#: SSV009524577
Open Date: 05/21/2008
Mileage: 16678
Warr Built Dt: 04/10/2006
Supplier RP:

Zone/Cd: 66-42310
Name: GULF COAST DODGE INC
Address: 15565 S TAMiami TRAIL
 FT MYERS, FL 33908
Phone: INACTIVE
 239 482-2200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE WILL STALL DURING TURNS . TECH STATES HE HAS NOT BEEN ABLE TO VERIFY THE CUSTOMERS COMPLAINT AT THIS TIME .

Service Action: ADVISE TO VERIFY THE CUSTOMERS COMPLAINT BEFORE ATTEMPTING TO REPAIR. ADVISE TO CHECK ALL MAJOR UNDERHOOD CONNECTORS FOR MOISTURE AND CORROSION. ADVISE TO CHECK THE CHARCOAL CANISTER FOR RAW FUEL. ADVISE TO CHECK FOR A FAULTY PURGE VALVE. ADVISE TO CHECK THE THROTTLE BODY AND PERFORM A ETC RELEARN ,ADVISE TO CHECK FOR UPDATES TO THE PCM. TRANSFER TO DRIVE GROUP. CALLER WAS LOST DURING THE LAST CALL .UPDATE CALLER WITH SUGGESTIONS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008981691

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77336H [REDACTED] Model Year: 2006 Make/Model: DODGE MAGNUM SRT8 RWD LXDX49 Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6165520004) Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J144561363) Plant: BRAMPTON ASSEMBLY PLANT MDH: 072010	Report#: SSV008981691 Open Date: 05/19/2008 Mileage: 27078 Warr Built Dt: 07/20/2005 Supplier RP:	Zone/Cd: 63-43497 Name: JOHNNY ROBERTS MOTORS INC Address: 1706 E BROADWAY ALTUS, OK 73521 Phone: 580 482-1901
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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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE INTERMITTENTLY CUT OUT AND DIESCONTROLLER RESETSNO CODES . NEW CONTROLLER ALREADY INSTALLED FOR THIS CONCERN .

Service Action:POSSIBLE SHORT ON THE 5 VOLT CIRCUITTRY DATA RECORDINGS THE DIE OUTMAYBE ABLE TO PICK UP WHAT CIRCUIT IS AT FAULT. CUSTOMER COMPLAINTS THE VEHICLE STALLS OUT. TECH STATES HAS NO CODES, AND HAS SAME PAST CONCERNS. TECHNICIAN TO DIAGNOSE CONCERN AND CODE USING THE DIAGNOSTIC FLOW CHART, CHECK FOR TSB’S, POSSIBLE SHORT ON THE 5 VOLT CIRCUITTRY DATA RECORDINGS THE DIE OUTMAYBE ABLE TO PICK UP WHAT CIRCUIT IS AT FAULT. TECH TO MONITOR ALL ADAPTIVES AT STALL OUT, TO CHECK FOR WIRE/HARNESS CHAFFING, IGNITION COILS AND WIRING, CHECK MAP AND BARO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009495337

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6017611521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J052661268)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022520

Report#: SSV009495337
Open Date: 05/09/2008
Mileage: 36662
Warr Built Dt: 02/25/2006
Supplier RP:

Zone/Cd: 66-67920
Name: GALEANA CHRYSLER JEEP INC
Address: 180 GREYSTONE BLVD
 COLUMBIA, SC 292108003
Phone: 803 779-7300

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLING OUT

Service Action:LUTHER, WE WILL BE GLAD TO ASSIST YOU IN RESOLVING THIS SITUATION!!!! COULD YOU PLEASE PROVIDE MORE DETAILED INFORMATION ON THE CONDITIONS THAT THE VEHICLE IS IN WHEN IT DIES OUT/STALLS ALSO IF YOU COULD PROVIDE MORE INFORMATION SUCH AS IF YOU CAN DUPLICATE THE CONCERN, AS WELL AS ANY PARTS THAT THE VEHICLE HAS HAD REPLACED, AND ANY ACTIVE DTC S OR STORED CODES AS WELL AS WORK THAT HAS BEEN PERFORMED ON THE VEHICLE TO AID IN CORRECTING THIS CONCERN, ALSO PLEASE SEND THE DATA RECORDING THAT HAS BEEN TAKEN ON THE CONCERN SO THAT WE CAN REVIEW IT. THANK YOU. TECH IS CALLING TO SEE IF THE RECORDINGS SENT IN , HAVE BEEN REVIEWED. ADVISE TECH THE RECORDINGS ARE IN AND WILL BE REVIEWED TODAY AFTER 3:00 PM. WILL RETURN CALL WITH FINDINGS IF ANYTHING CAN BE DETERMINED. TECH STATES THE PCM,OIL PRESSURE SENDER AND THE MAP SENSOR HAS BEEN REPLACED. TECH STATES THAT WHEN

REVIEWING THE RECORDINGS,HE CAN NOT FIND A REASON FOR THE STALLING CONDITION. AFTER REVIEW OF THE RECORDINGS ,ADVISE TECH TO MONITOR THE B+ FEEDS FROM THE IGNITION TO THE PCM AND THE B+ FEEDS FOR THE PCM AND THE FCM .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009242521

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6311510468)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J327560351)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112509

Report#: SSV009242521
Open Date: 05/08/2008
Mileage: 17235
Warr Built Dt: 11/25/2005
Supplier RP:

Zone/Cd: 66-66204
Name: DOUGLAS COUNTY CHRYSLER DODGE
Address: 1251 THORNTON ROAD
 LITHIA SPRINGS, GA 301223226
Phone: 770 942-1102

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE STALLS OUT AT HIGHWAY SPEEDS NO CODES ARE STORED HAS REPLACED NO PARTS .

Service Action: ADVISE THE TECH TO INSTALL A FUEL PRESSURE GAUGE AND MONITOR FUEL PRESSURE WHEN THE STALL EVENT OCCURS, CHECK THE POWER AND GROUND FEEDS TO THE PCM , CHECK THE IGNITION FEEDS TO THE PCM CHECK THE PCM FOR UPDATES AND CHECK FOR RAW FUEL IN THE EVAP SYSTEM,CHARCOAL CANISTER. LAB SCOPE THE CAM AND CRANK SENSORS . CHECK THE ENGINE HARNESS FOR RUB THRUS. TECHNICIAN UPDATED THE PCM. TECHNICIAN HAS DUPLICATED THE CONCERN 1 TIME. TECHNICIAN STATES THE DATA RECORDING SHOWS THE PCM TO DROP OUT WHEN THE CONCERN OCURRED. ADVISED TO LOAD TEST PCM POWER AND GROUNDS. VEHICLE HAS BEEN BOUGHT BACK. NEW DEALERSHIP CALLING FOR REPAIR INFO. WALKED THROUGH SETTING UP FLIGHT RECORDER TO CAPTURE DATA. TEMPLETS MADE. ENGINE WILL RUN FOR 4-30 SECONDS AFTER FIRST START IN AM THEN STALL. ALSO HAS AN ABNORMAL CRANK SPEED WHILE CRANKING OVER JUST BEFORE PROBLEM

OCCURS. ALMOST SEEMS TO BE OUT OF TIME. AT TIMES IDLE SPEED FLUCTUATES AFTER START, JUST BEFORE DIE OUT. TYPICALLY ONLY DUPLICATED ONCE OR TWICE A DAY WHEN COLD. DURING THE LAST START TECH MADE, FAULT SET IN ABS FOR C121C. BLOCKING PURGE OFF MADE NO DIFFERENCE. TECH SENT RECS UP. FOUND CAM DATA MISSING JUST BEFORE DIE OUT. TECH WILL TRY STARTING ENGINE COLD WITH CAM SENSOR ONLY DISCONNECTED, THEN WITH CRANK SENSOR ONLY DISCONNECTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009483305

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6313510368)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J342561241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121405

Report#: SSV009483305
Open Date: 05/08/2008
Mileage: 42212
Warr Built Dt: 12/14/2005
Supplier RP:

Zone/Cd: 71-68784
Name: TRACY CHRYSLER JEEP DODGE
Address: 3460 NAGLEE RD
 TRACY, CA 953047304
Phone: INACTIVE
 209 820-1800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ETC LIGHT IS ON & HIGH IDLE.ALSO SHAKES 65MPH.STALLS ALSO ON PAST VISITS TO DEALER.\r\nTECH ASKING IF STAR HAS ANY INFO.

Service Action:ADVISED THE TECH TO INSPECT UNDERHOOD CONNECTORS FOR CORROSION/MOISTURE, LOAD TEST THE ETC CIRCUITS IF OK MAY HAVE A ETC ISSUE.\r\nTRY SWAPPING COILS FROM ANOTHER VEHICLE,OR SWAP COILS BETWEEN BANKS.\r\nCHECK FOR INTAKE LEAKS ALSO.\r\nCHECK AT PARKING BRAKE ACTUATOR FOR HARNESS CHAFFING,LOAD TEST POWER & GROUNDS TO PCM IF ALL O.K. MAY HAVE A PCM ISSUE. 1 DIES WHILE DRIVING MOSTLY AFTER WITH COLD ENGINE, TECH HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN.\r\n\r\nADVISED THE TECH TO TRY SWAPPING COILS WITH A USED CAR TO SEE IF WILL CORRECT DIE OUT. TRIED COILS OF ANOTHER VEHICLE-DID NOT FIX THE VEHICLE, HAS REPLACED THE THE TCM.\r\nADVISED THE TECH TO REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009501871

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6058610259)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070660466)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032407

Report#: SSV009501871
Open Date: 05/08/2008
Mileage: 13372
Warr Built Dt: 03/24/2006
Supplier RP:

Zone/Cd: 35-39705
Name: FRED FREDERICK CHRYSLER JEEP
Address: 39 WASHINGTON BLVD
 LAUREL, MD 20707
Phone: 301 776-7373

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT THE VEHICLE AT TIMES WILL STALL AND IS AN EASY RESTART.

Service Action: ADVISED THE TECH PCM UP DATE PCM, SWAPP COILS AND ROAD TEST THE VEHICLE. TECHNICIAN SWAPPED/REPLACED COILS AND RE-CHECKED. HAD NO STALLS. RE-CHECKED AGAIN STALLED, IN PARKING LOT. HAD CODE P2172. ADVISED TECH. TO PERFORM AN ETC RELEARN, PERFORM THROTTLE FOLLOWER TEST.
 CHECK MAP SENSOR WIRING FOR SHORTS, OPENS OR TERMINAL CONNECTION ISSUES. IF OK, POSS FAULTY MAP SENSOR.
 INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR RUBBING THE PARKING BRAKE ASSEMBLY. THE TECH TO MONITOR THE POWERS AND GROUNDS AT THE PCM. IF THE POWERS AND GROUNDS ARE GOOD POSS PCM. CHECK PURGE SYSTEM, EGR FOR STICKING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009497568

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610167)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138660160)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052522

Report#: SSV009497568
Open Date: 05/05/2008
Mileage: 39592
Warr Built Dt: 05/25/2006
Supplier RP:

Zone/Cd: 32-60081
Name: SMITH CHRYSLER JEEP DODGE
Address: 359 ROUTE 31 SOUTH
 WASHINGTON, NJ 07882
Phone: INACTIVE
 908 835-8100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER COMPLAINS OF STALLING WHILE DRIVING. TECHNICIAN STATES THIS IS A POLICE EQUIPPED VEHICLE. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE.

Service Action:ADVISED TECHNICIAN TO MONITOR THE WHEEL SPEED SENSOR INPUTS. ADVISED TO INSPECT THE PCM CONNECTORS. ADVISED POSSIBLE DATA RECORDING CANDIDATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009492933

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6017611521)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J052661268)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 022520

Report#: SSV009492933

Open Date: 04/30/2008

Mileage: 36662

Warr Built Dt: 02/25/2006

Supplier RP:

Zone/Cd: 66-67920

Name: GALEANA CHRYSLER JEEP INC

Address: 180 GREYSTONE BLVD
COLUMBIA, SC 292108003

Phone: 803 779-7300

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: LOSS OF POWER AT HIGHWAY SPEEDS AND WILL CUT OFF OIL PRESSURE SENDING UNIT, MAP SENSOR, PCM

Service Action: ADVISED TO MONITR FUEL PRESSURE WHEN THE CONCERN OCCURS. ADVISED POSSIBLE COIL ISSUE. ADVISED TO SEE IF THE PCM GOES TO A NO RESPONSE WHEN THE STALL OCCURS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009405388

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H22 [REDACTED]

Model Year: 2006

Make/Model: DODGE
CHARGER R/T RWD
LXDP48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6200510136)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J199561251)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 082509

Report#: SSV009405388

Open Date: 04/23/2008

Mileage: 30555

Warr Built Dt: 08/25/2005

Supplier RP:

Zone/Cd: 71-45104

Name: ELK GROVE DODGE CHRYSLER JEEP

Address: 8575 LAGUNA GROVE DR
ELK GROVE, CA 957578711

Phone: 916 405-2600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL ON LAUNCH OR DURING PARKING LOT MANUVERS HARNESS TO TRANS WAS REPLACED DUE TO OIL SOAKING INSUATION NEAR TRANS ELECTRICAL GUIDE BUSHING. HAD STORED DTC P0706 IN PCM AND P0100 IN WCM.

Service Action: MARK, HAVE YOU DUPLICATED THE CONCERN IF NOT I WOULD TRY TO GET A DATA RECORDING BEFORE PROCEEDING. I DO NOT HAVE CASES FOR A P0100, BUT FOUND SEVERAL CASES FOR U0100 AND P0700 WITH STALLING ISSUES. FIRST OFF, MAKE SURE THAT THERE ARE NO AIR INLET MODIFICATIONS, AND ENSURE THE PROPER OIL WEIGHT IS BEING USED. ENSURE THAT THE HARNESS DAMAGE DOES NOT EXTEND PAST THE TRANS HARNESS, OIL CAN WICK UP A HARNESS AN AMAZINGLY LONG WAY. ALSO ENSURE THE CUSTOMER IS USING AT LEAST 89 OCTANE OR HIGHER, AND I WOULD ALSO DO AN ETC RELEARN AND ENSURE THAT THE THROTTLE BODY IS NOT CARBONED UP. FINALLY IF YOU DO ALL THIS AND FIND NO ISSUES, CHECK TO POWER AND GROUNDS TO THE PCM, AND CHECK THE HARNESS BY THE PARKING BRAKE FOR

ANY SIGNS OF CHAFING. TECHNICIAN STATES FINALLY GOT ENGINE TO STALL, COMING TO A STOP, AND DRIVING AT 70MPH. HAS CODES U0100, U1408, P0700, C107D,
TECHNICIAN TO DRIVE VEHICLE AND TO TURN ON FANS AND SEE IF STALLS, TO TRY ANOTHER MAP SENSOR, TO CHECK FOR ANY SPIKES ON SCANNER POSS COILS,
SWAP COILS ON ONE BANK AND CHECK, ALSO POSS CHECK COIL WIRING. CHECKED FOR RECORDINGS SENT. 2 RECORDINGS CAME IN, WERE SENT 4/15 AND 4/16/08. BOTH
RECORDINGS WERE SENT THE WRONG WAY HTM, COULD NOT REVIEW. MARK IS INQUIRING IF THE DATA RECORDINGS HAVE ARRIVED YET ADVISED BOTH
RECORDINGS HAVE BEEN SEND IN THE WRONG FORMAT \ HTML\ . THE FORMAT NEEDS TO BE IN \ XML\ FORMAT FOR SCAN TOOL DECRYPTION TO FUNCTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009481804

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610243)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J156660911)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061223

Report#: SSV009481804
Open Date: 04/23/2008
Mileage: 14425
Warr Built Dt: 06/12/2006
Supplier RP:

Zone/Cd: 35-67797
Name: QUINN CHRYSLER DODGE JEEP
Address: 18727 ELTHAM RD
 WEST POINT, VA 23181
Phone: 804 843-2555

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE CUSTOMER COMPLAINS OF A STALLING INTERMITTENTLY. TECHNICIAN STATES THE PCM DROPS OUT WHEN THE CONCERN STALLS.
Service Action:ADVISED TECHNICIAN TO SWAPP THE IGNITON COILS AND ATTEMPT TO DUPLICATE. ADVISED TECHNICIAN TO CALL BACK WITH RESULTS.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009483032

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA43H96 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER RWD LXDH48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6016610491)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J101661103)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050617</p>	<p>Report#: SSV009483032</p> <p>Open Date: 04/23/2008</p> <p>Mileage: 1</p> <p>Warr Built Dt: 05/06/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-61595</p> <p>Name: MC PEEK'S DODGE ANAHEIM</p> <p>Address: 1221 S AUTO CENTER DR ANAHEIM, CA 928065634</p> <p>Phone: 714 635-2340</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIE OUT. REVIEWED RECORDINGS PER FRED VANPAMEL FOR T2478EG. RECS SHOW ENGINE DIE OUT AFTER PURGE EVENT. DIE OUT ONLY OCCURS AFTER SOLN CLOSES. ALSO SEE SOME DEAD DATA EVENTS IN RECORDING ALSO. PCM SUPPOSEDLY UP TO DATE, NO PN GIVEN. CONDITION CAN BE DUPLICATED.

Service Action: TRY TO DUPLICATE CONDITION WITH PURGE SOLN BLOCKED OFF.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009468889

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H7 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189512607)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J223560244)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081813

Report#: SSV009468889
Open Date: 04/21/2008
Mileage: 29300
Warr Built Dt: 08/18/2005
Supplier RP:

Zone/Cd: 66-60064
Name: CRYSTAL CHRYSLER DODGE JEEP
Address: 14358 CORTEZ BOULEVARD
 BROOKSVILLE, FL 34613
Phone: 352 597-1265

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE QUITS WITH OUT WARNING, NO CODES IN ANY MODULE.

Service Action:TECH TO CHECK CAM AND CRANK SENSORS, GET A RECORDING OF THE EVENT. TECH HAS RECORDED STALLING EVENT, AND SAW PCM BATTERY SENSE DROPPING.\r\n\r\nADVISED TECH TO MONITOR BATTERY FEED FROM IPM TO PCM. TECH TO CALL BACK WITH RESULTS. WILL RETURN CALL TO CELL PHONE. TECH USED A LAB SCOPE ON BATTERY SENSE LINE AND VOLTAGE DOES NOT DROP.\r\n\r\nADVISED TECH TO LABSCOPE CRANK SENSOR AND CAM SENSOR. VEHICLE STILL STALLS WITH OUT WARNING AND WITH OUT CODES. CAM AND CRANK SENSOR LAB SCOPE GOOD.\r\n\r\nTECH TO REPLACE FCM FIRST AND RECHECK. TECH TO RECECK IGNITION SWITCH WITH LAB SCOPE TO LOOK FOR NOISE OR DROP OUTS. CONTACTED DEALER IN ATTEMPT TO MAKE A POINT OF CONTACT WITH THE TECHNICIAN. WAS ADVISED BY JEFF IN THE SERVICE DEPARTMENT THE PAUL LEFT FOR THE DAY. LEFT CONTACT INFORMATION WITH JEFF AND ADVISED STAR WILL BE IN CONTACT 4-21-08. TECHNICIAN STATES

THE IGNITION SWITCH HAS BEEN REPLACED. ADVISED TECHNICIAN TO SWAPP OUT THE IGNITON COILS AND ATTEMPT TO DUPLICATE. TECHNICIAN SWAPPED THE COILS, CONCERN IS REPAIRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009474752

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610473)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J156660811)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061210

Report#: SSV009474752
Open Date: 04/17/2008
Mileage: 24270
Warr Built Dt: 06/12/2006
Supplier RP:

Zone/Cd: 32-08655
Name: MASSENA CHRYSLER DODGE JEEP
Address: 98 CENTER STREET
 MASSENA, NY 13662
Phone: INACTIVE
 315 764-0283

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: THE VEHICLE DIES OUT AT ABOUT 35MPH. THERE MULTI CODES IN THE SYSTEM. THE TECH CANT DUPLICATE THE CONCERN

Service Action: RECOMMEND MONITORING C1 PIN 11 FOR POWER DROPPING OUT. RUN START CIRCUIT KEEPS THE PCM AWAKE. ALSO IS SETTING U0019, OUR SYSTEM WAS DOWN. TECH STATED THAT HE CAN CALL BACK IN 1 HOUR. ADVISED TECH THE UCODES ARE NOT CAUSING THE STALLING CONDITION. TECH NEEDS TO CONTACT THE DRIVE GROUP.
 \n\nADVISE THE TECH TO CHECK THE POWER AND GROUND CIRCUITS FOR THE PCM CHECK THE FCM FOR PIN RETENTION ISSUES,CHECK THE IGNITION SWITCH FEEDS,CHECK THE BATTERY VOLTAGE AND CHECK THE BULKHEAD CONNECTORS FOR WATER ,MOISTUR,CORROSION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009422609

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H76H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6273510939)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J276561161)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 101318</p>	<p>Report#: SSV009422609</p> <p>Open Date: 04/14/2008</p> <p>Mileage: 45167</p> <p>Warr Built Dt: 10/13/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-43058</p> <p>Name: CHILDRE CHRYSLER PLYMOUTH DODG</p> <p>Address: 126 ROBERSON MILL ROAD MILLEDGEVILLE, GA 31061</p> <p>Phone: INACTIVE 478 452-5535</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE ENGINE WILL STALL INTERMITTENTLY COLD OR HOT, THIS VEHICLE IS A BUY BACK VEHICLE FOR THIS CONDITION

Service Action: ADVISE TO SWAP ALL OF THE COILS FROM A USED CAR. ADVISE TO LOAD TEST THE POWER AND GROUND CIRCUITS FOR THE PCM . TECHNICIAN SWAPPED THE COILS.
CONCERN IS REPAIRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009468810

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189512607)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J223560244)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081813

Report#: SSV009468810
Open Date: 04/15/2008
Mileage: 29300
Warr Built Dt: 08/18/2005
Supplier RP:

Zone/Cd: 66-60064
Name: CRYSTAL CHRYSLER DODGE JEEP
Address: 14358 CORTEZ BOULEVARD
 BROOKSVILLE, FL 34613
Phone: 352 597-1265

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES THE VEHICLE WILL STALL . TECH STATES VEHICLE WILL STALL JUST SITTING IN STALL, NO CODES , AND IF GAS PEDAL IS PUSHED , WILL STALL
 IMEDIATELY.
Service Action:TRANSFER TO DRIVE GROUP.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009439543

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610352)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660257)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021402

Report#: SSV009439543
Open Date: 04/01/2008
Mileage: 14885
Warr Built Dt: 02/14/2006
Supplier RP:

Zone/Cd: 51-58934
Name: DEERY DODGE CHRYSLER
Address: 1300 N ROOSEVELT AVE
 BURLINGTON, IA 52601
Phone: INACTIVE
 319 754-8484

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:THE ENGINE INT STALLS AT IDLE. NO CODES. IT HAS HAPPENED FOR THE TECH 4 TIMES IN A ROW AND IT DID STARTED RIGHT BACK UP.

Service Action:THE TECH TO INSPECT THE PASSANGER BANK OF COILS AND PLUGS FOR CARBON TRACKING. SWAP OUT COILS TO SEE IF THE STALLING STOPS. SWAPP COILS AND RAN GOOD FOR 3 DAYS.\r\nADVISED THE TECH TO SWAPP THE COILS WITH ANOTHER VEHICLE AND DRIVE. THE SERVICE MANAGER IS CALLING ON THE VEHICLE NOW. ALL THE COILS WERE SWAPPED WHICH DID NOT HELP. IT HAD A CODE P2172 COME UP BUT IS CLEARED ITSELF. THE MAP WAS SWAPPED OUT. \r\n THE TECH TO SEE IF THE PLUGS HAVE ANY SIGNS OF CARBON TRACKING. TRY REPLACING THE PLUGS. IF THE CONDITION CONTINUES DATA RECORD THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009437895

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6059610329)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J090660460)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041921

Report#: SSV009437895
Open Date: 03/25/2008
Mileage: 31780
Warr Built Dt: 04/19/2006
Supplier RP:

Zone/Cd: 70-24140
Name: CAMPBELL MOTORS INC
Address: 1550 NORTH FIRST STREET
 HERMISTON, OR 97838
Phone: INACTIVE
 541 567-6461

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE DIED WHILE DRIVING. CRANKS WILL NOT START. FUSE 6 IN PDC WAS BLOWN.

Service Action:HAS AN INTERMITTENT SHORT BLOWING FUSE 6. ADVISE TECH TO CHECK WIRING TO THIS CIRCUIT.ADVISED WE HAVE NO RELATED ISSUES.THAT I AM TRANSFERING TO
 DRIVE. BLOWS FUEL PUMP FUSE-INTERMENTLY.\r\n\r\nADVISED THE TECH TO INSPECT THE FUEL PUMP WIRING FROM TANK BACK TO FUSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009436439

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57216H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6164510342)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J179560004)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072622

Report#: SSV009436439
Open Date: 03/24/2008
Mileage: 53000
Warr Built Dt: 07/26/2005
Supplier RP:

Zone/Cd: 66-41234
Name: TOM EDWARDS INC
Address: 1425 WEST MAIN STREET
 BARTOW, FL 338304316
Phone: 863 533-0793

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: NO CODES, ERRATIC IDLE, STALLING SITTING AT IDLE VEHICLE TRIES TO STALL CATCHES AND THEN HUNTS FOR A SSECOND OR TWO. ALL SENSORS SEEM TO BE WITHIN PERIMETERS, NO CODES, NO TSBS. MAP VAC IS 18.4 AT IDLE AND BARO IS 30.86 WITH 0% EGR FLOW. THROTTLE BODY REPLACED WITH LITTLE TO NO AFFECT ON CONCERN. ALSO GOES ERRATIC WHEN SHIFTING FROM REVERSE TO NEUTRAL OR DRIVE OR ANY COMBO OF THAT.

Service Action: CHRIS ARE THE FUEL ADAPTIVES OK AND HAVE YOU CHECKED FOR VACUUM LEAKS WITH THE SMOKE MACHINE. TRY IT WITH THE PURGE SOLENOID OFF IF NO CHANGE POSSIBLE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009395255

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6047610374)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J054661528)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032402

Report#: SSV009395255
Open Date: 03/13/2008
Mileage: 28526
Warr Built Dt: 03/24/2006
Supplier RP:

Zone/Cd: 51-68529
Name: LLOYD BELT CHRYSLER INC
Address: 2007 BUSINESS ROUTE 54 SOUTH
 ELDON, MO 65026
Phone: INACTIVE
 573 392-3333

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE QUITS WHILE DRIVING, NO CODES IN ANY MODULE. TECH IS ABLE TO DUPLICATE.

Service Action:ADVISED TECH TO MONITOR BATTERY POWER FEED TO IPM. CHECK BATTERY CONNECTIONS, POWER AND GROUNDS TO PCM. TECH STATES THE VEHICLE QUITS WHEN DRIVING TECH STATES THE CHIME WILL GO OFF WHEN THE VEHICLE STALLS . ADVISE TO CHECK ALL MAJOR UNDERHOOD CONNECTORS FOR MOISTURE OR CORROSION. ADVISE TO CHECK THE TERMINALS TO THE BATTERY. ADVISE TO CHECK THE IGNITION FEEDS TO THE PCM . ADVISE TO PERFORM WIGGLE TEST ON THE ENGINE HARNESS TO DUPLICATE THE STALL OUT. ADVISE TO SWAP THE IGNITION COILS FROM ANOTHER VEHICLE TO SEE IF THE FAULT CAN BE TRANSFERRED. ADVISE TO CHECK THE BULKHEAD FOR MOISTURE TECH ADVISED WHEN WATCHING IN THE FCM, THE ASD RELAY SENSE WOULD GO TO FALSE AND THEN STALL. REPLACED ASD AND HELP, BUT STILL STALLED. SO INSTALLED FCM AND REDROVE. NO MORE PROBLEMS TECH IS SENDING IN RECORDINGS FOR REVIEW, HE HAS NOT REVIEWED RECORDINGS.\n\nADVISED TECH TO FIRST REVIEW RECORDINGS AND THEN SEND TO STAR. CHECKED AND RECORDINGS ARE NOT HERE YET. TECH IS SENDING IN RECORDINGS.\n\nADVISED TECH THAT THE RECORDING HAS NOT ARRIVED YET, WILL CALL TECH BACK TOMORROW. AFTER REVIEWING RECORDING, CALLED TECH BACK TO ADVISE HIM THAT THE PCM IS RESETING. ADVISED RON THAT WE HAD A SIMILAR CASE THAT HAD A SHORT IN THE IGNITION COIL HARNESS. ADVISED TECH TO

PERFORM A WIGGLE TEST OF THE COIL HARNESS AND SEE IF HE GETS A RESPONSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009420375

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6059510376)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066560818)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033003

Report#: SSV009420375
Open Date: 03/12/2008
Mileage: 1
Warr Built Dt: 03/30/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE CUST COMPLAINT IS THE ENGINE IS STALLING AT STOPS. THE PCM WAS REPLACED AT ANOTHER DEALER FOR THIS. THIS TECH FOUND A EGR CODE AND REPLACED THE EGR VALVE. THE EGR CODE HAS NOT COME BACK BUT IT WILL STILL STALL WHILE IDLING. NO CODES.

Service Action: THE TECH TO CHECK THE COILS PRIMARY WIRING FOR DAMAGE. TRY SWAPPING THE COILS WITH ANOTHER VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009382326

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57206H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6125510317)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J140560787)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053114

Report#: SSV009382326
Open Date: 03/11/2008
Mileage: 36576
Warr Built Dt: 05/31/2005
Supplier RP:

Zone/Cd: 66-45228
Name: DELAND DODGE
Address: 2322 S WOODLAND BLVD
 DELAND, FL 32720
Phone: INACTIVE
 386 734-7800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CC: STALLING \r\n\r\nTECH STATES THERE ARE NO CODES IN THE VEHICLE AT THIS TIME. TECH STATES WHEN THE VEHICLE CAME IN IT HAD A P2112 CODE ACTIVE WHICH HE DIAGNOSED TO A THROTTLE BODY. TECH STATES HE CAN DUPLICATE THE CONCERN AS SOON AS THE VEHICLE REACHES OPERATING TEMPERATURE.

Service Action:ADVISE TECH TO OPERATE THE VEHICLE AND ACTUATE THE FANS AND NOTE IF THE VEHICLE STALLS. ADVISE TECH IF IT DOES TO HARD WIRE TEST THE FAN CIRCUITS AND IF CONCERN IS STILL PRESENT TO REPLACE THE FANS. UPDATE: DEALER SURVEY PERFORMED. TECH STATES VEHICLE IS STILL AT THE DEALER. TECH STATES HE DID FIND THER EIS A SPIKE THAT IS CAUSING THE STALL ISSUE BUT HE HAS BEEN UNABLE TO ISOLATE IT. TECH STATES HE FOUND THE DRIVER S SIDE FUEL INJECTORS GO ERRATIC JUST BEFORE THE ENGINE STALLS. THERE ARE NO CODES. THE T-BODY HAS BEEN REPLACED AND HE HAS UNPLUGGED THE ASB, RADIO AND CLIMATE CONTROL TRYING TO ISOLATE THE SPIKE. TECH STATES THE SPIKE CAN BE SEEN ON THE STAR SCAN. I ADVISED TECH WE WOULD REVIEW AND CALL HIM BACK. I CALLED JOHN BACK. THE

MIL WILL FLASH AND THE CLUSTER WILL BEEP ALONG WITH THE INJECTORS CLICKING RAPIDLY JUST BEFORE IT STALLS. THE PCM IS RESETTING WHEN THIS HAPPENS. IT WILL START RIGHT BACK UP. THE VOLTAGE ON THE FAN DRIVER CIRCUITS IS ALSO SPIKING. THE TECH HAS TRIED UNPLUGGING DIFFERENT MODULES ON AT A TIME WHICH DID NOT HELP. HE HAS THE TRUNK AND THE ALL OF INTERIOR PANELS REMOVED AND HE IS NOT FINDING ANY SIGNS OF WATER OR CORROSION IN THE HARNESS. THE TECH TO SWAPPED ONE BANK OF COILS AT A TIME WITH ANOTHER VEHICLE TO SEE IF IT MAKES A DIFFERENCE. THE TECH HAS MY DIRECT # TO CALL ME BACK ON. THE TECH FOUND AND REPAIRED A DAMAGE SECTION OF THE COIL PRIMARY WIRING HARNESS. THE VEHICLE IS BEING DELIVERED BACK TO THE CUSTOMER TONIGHT. CLOSED. FIXED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009415733

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6311510557)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J325561437)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113008

Report#: SSV009415733
Open Date: 03/10/2008
Mileage: 21492
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 66-68502
Name: PIEDMONT CHRY-DODGE-JEEP
Address: 4015 CLEMSON BLVD
 ANDERSON, SC 29621
Phone: 864 260-5750
 864 224-6632

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES VEHICLE IS STALLING AT TIMES, HAS CODES STORED, TECH CAN T DUPLICATE, BATTERY PASS TEST , CONNECTION IS OK.

Service Action:ADVISE TO CHECK WIRING AT RIGHT CYLINDER HEAD FOR CHAFING, CHECK WIRING BY PARKING BRAKE FOR CHAFING, CHECK FOR WIND SHIELD REPLACEMENT AND WATER CONTAMINATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009417040

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6053610139)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087660221)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040606

Report#: SSV009417040
Open Date: 03/11/2008
Mileage: 24922
Warr Built Dt: 04/06/2006
Supplier RP:

Zone/Cd: 35-60369
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 7308 CEDAR RUN DR
 WARRENTON, VA 201872212
Phone: 540 347-6622

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLED THEN ALL THE CLUSTER WARNING ICONS ILLUMINATED SO THEY PULLED OVER TO THE SIDE OF THE ROAD THEN CYCLED THE KEY AND THE ENGINE STARTED. MATT STATES A DTC OF U0100 IN THE ESM. MATT HAS NOT REPLACED ANY PARTS.

Service Action: ADVISE TO LOAD TEST THE POWER AND GROUND CIRCUITS AT THE PCM ,CHECK THE IGNITION FEEDS TO THE PCM. POSSIBLE PCM OR TIPM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009401206

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510312)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349560147)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122218

Report#: SSV009401206
Open Date: 02/28/2008
Mileage: 10228
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTANT ENGINE STALL , CODE -LOSS COMMUNICATION PCM - USED STAR MOBILE & DOWNLOADED FLIGHT RECORDINGS & SUBMITTED DCX - ANY FINDINGS

Service Action: DAVID THE RECORDINGS HAVE NOT ARRIVED YET. IT USUALLY TAKES 24 HOURS FOR THE RECORDINGS TO ARRIVE. WE DID HAVE A PROBLEM RECEIVING RECORDINGS LAST WEEK. IF NECESSARY SEND THE RECORDINGS AGAIN, WAIT 24 HRS AND GIVE US A CALL. IF YOU NEED ANY MORE HELP, DON T HESITATE TO GIVE US A CALL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009340136

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6245510254)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J186560894)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092011

Report#: SSV009340136
Open Date: 02/26/2008
Mileage: 14510
Warr Built Dt: 09/20/2005
Supplier RP:

Zone/Cd: 71-67035
Name: WHITTIER CHRYSLER JEEP DODGE
Address: 13840 WHITTIER BOULEVARD
 WHITTIER, CA 906051906
Phone: INACTIVE
 562 945-1436

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: KEVIN STATES HE HAS A CHECK ENGINE LIGHT ON. SEVERAL CODES ARE STORED.

Service Action: TRANSFER TO THE DRIVE GROUP. TECH STATES THE MIL LIGHT IS ON WITH STORED CODES B1A28,U0109,U110D,U0164,U0100,U140E C2202. ADVISE TO INSPECT ALL MAJOR UNDER HOOD CONNECTORS FOR MOISTURE,CORROSION AND PIN RETENTION. ADVISE TO CHECK THE POWER AND GROUND CIRCUITS TO THE PCM. ADVISE TO CHECK THE IGNITION FEEDS TO THE PCM. ADVISE TO READ STAR ONLINE CASE #K59540930, K18363958 . TRANSFER TO TRANS. TECH TO CHECK OBDII MONITORS TO SEE IF PCM IS RESETTING. IF NECESSARY GET A STAR MOBLE RECORDING OF EVENT. ALSO THE VEHICLE STALLS OUT. ADVISED THE TECH TO DUPLICATE THE COMPLAINT, SEE IF COMMUNICATION IS POSSIBLE WITH THE PCM AND OTHER MODULES AT THE TIME OF FAILURE. NO COMMON CONCERNS. TCM: U0100, P2638 STORED. PCM P2172 STORED. COMPLAINS OF CHECK ENGINE LIGHT. ETC LIGHT. HIGH IDLE OCCASIONALLY. LOSS OF POWER ON LEVEL SURFACES. \r\nLOOKED AT E-BRAKE WIRING. NEW SHIFTER. ON

GOING FOR A MONTH. CHECK PCM AND TCM BUSS CONNECTIONS. \n\nINTERMITTENTLY IDLES HIGH, THE ETC LIGHT ON WHEN IT HAPPENS. TOM, DEALER T/A CALLED. NEED TO CHECK PCM POWER, GROUNDS. TRY TO GET A DATA RECORDING OF ISSUE. CUSTOMER COMPLAINS WHEN VEH IS STARTED COLD, ENGINE DIES. CUSTOMER WALKS AWAY FROM VEH AFTER STARTING AND IT HAS DIED OUT WHEN HE COMES BACK. ALSO BOGS ON LIGHT ACCEL AND WILL DIE ON OCCASION. USUALLY AFTER A DIE OUT, ENGINE WILL RESTART. ONLY REOCCURRING CODE IS U0100. STORED IN ESM AND TCM AT THIS TIME. NO OTHER FAULTS AT THIS TIME. TECH WILL TRY TO DUPLICATE AND DATA RECORD CONDITION OVER NEXT COUPLE OF DAYS. TECH TO CALL BACK. GAVE TECH MY DIRECT LINE. TECH COULD NOT GET VEHICLE TO ACT UP WHILE DRIVING OVER THE WEEK END , ADVISED TECH TO REPLACE THE CONTROLLER .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009394712

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6315510008)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333560033)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120320

Report#: SSV009394712
Open Date: 02/25/2008
Mileage: 23114
Warr Built Dt: 12/03/2005
Supplier RP:

Zone/Cd: 66-44734
Name: HOOVER CHRY-JEEP-DODGE INC
Address: HIGHWAY 52 @ 17A
 MONCKS CORNER, SC 29461
Phone: 843 761-8053

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECHNICIAN STATES VEHICLE STALLS AT TIMES, HAS MULTIPLE CODES SET IN HISTORY, CLEAR CODES U0100 CAME BACK, VEHICLE HAS AFTER MARKET AMP AND SPEAKERS, WAS DISCONNECTED VEHICLE DID NOT STALL, TECH RECONNECT AMP AND SPEAKERS AND VEHICLE STALL ONE TIME.

Service Action: ADVISE TO INSPECT WIRING HARNESS BY THE PARKING BRAKE FOR CHAFING, CHECK WIRING AT THE RIGHT CYLINDER HEAD FOR CHAFING, POSSIBLE AFTER MARKET EQUIPMENT CAUSING PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009387431

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6241510089)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J243561275)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091400

Report#: SSV009387431
Open Date: 02/20/2008
Mileage: 27827
Warr Built Dt: 09/14/2005
Supplier RP:

Zone/Cd: 71-61339
Name: JACK POWELL CHRYSLER JEEP DODG
Address: 1625 AUTO PARK WAY
 ESCONDIDO, CA 920292008
Phone: 760 745-2880

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECH STATES THAT THE VEHICLE WILL STALL AT TIMES AND IS A EASY RESTART.

Service Action:ADVISED THE TECH TO TRY SWAPPING COILS WITH A DONNER VEHICLE AND ROAD TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009286351

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6180510523)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J209560473)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081023

Report#: SSV009286351
Open Date: 02/18/2008
Mileage: 7348
Warr Built Dt: 08/10/2005
Supplier RP:

Zone/Cd: 63-65686
Name: HEBERT'S TOWN & COUNTRY CHRYSL
Address: 1155 EAST BERT KOUNS
 SHREVEPORT, LA 71105
Phone: 800 444-5554
 318 221-9000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AT LOW SPEEDS STARTED TO RUN ROUGH, STALLED, STARTED KNOCKING-SIMILAR TO ROD KNOCK NOISE. HAS PCODES P0300 P061A P2172 P2299. TECH PULLED INTO SHOP THIS MORNING AND IS QUIET AND RUNNING GOOD. TECH ASKING FOR DIRECTION.

Service Action: ADVISED TECH TO LAB SCOPE CAM/CRANK SIGNALS. PERFORM ETC RELEARN ALSO. LOAD TEST ETC WIRING. ADVISED TECH P2299 IS FROM 2 FOOT OPERATION OF GAS PEDAL & BRAKE PEDAL. TECH TO REVIEW FF DATA. CHECK AND SEE WHICH CYLINDER WAS MISFIRING. CHECK OVER ALL MDS CIRCUITS AND CHECK ENGINE MAIN WIRING FOR ANY CONCERNS. VERIFY ALL POWER & GROUND FEEDS. VEHICLE REPAIRED. TECH FOUND A SHORT IN THE HARNESS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009336731

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6166510924)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J174561064)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 063017

Report#: SSV009336731
Open Date: 02/13/2008
Mileage: 32000
Warr Built Dt: 06/30/2005
Supplier RP:

Zone/Cd: 42-43830
Name: DICK SCOTT MOTOR MALL
Address: 3030 FOWLerville RD
 FOWLerville, MI 488368905
Phone: 517 223-3721
 517 223-2051

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE ENGINE WILL RUN POORLY/BUCK WHEN THE THROTTLE IS OPENED MORE THAN 30%. IT WILL ALSO STALL WHILE SITTING AT IDLE. NO CODES. THE APP/PEDAL HAS BEEN REPLACED TWICE AND THE PCM WAS REPLACED TOO. THE PCM HARNESS HAS BEEN WIGGLE TESTED.

Service Action: THE TECH TO MONITOR THE FUEL ADAPTIVES AND FUEL PRESSURE. CHECK TO SEE THAT THE MAP IS READING WITHIN 1\ OF A MECH GAUGE. TEST THE POWERS AND GROUNDS TO THE PCM. TECH STATES HE MADE UP HIS OWN TEST LIGHT WITH A HALOGEN BULB AND WIRED IT INTO THE PCM POWER FEED AND GROUND CIRCUITS AND MONITORED WHILE STALL OUT WOULD HAPPEN, TECH STATES HE IS NOT LOSING POWER OR GROUND FEED TO PCM.\r\nTECH HAS NOT MONITORED FUEL PRESSURE, ADVISED HIM TO CHECK FUEL PRESSURE WHEN PROBLEM OCCURS.\r\nTECH STATES MAP & BARO READINGS ARE O.K. ALSO.\r\nADVISED TECH TO MONITOR IGNITION SWITCH INPUTS AT PCM, MONITOR FUEL PRESSURE, CHECK PDC FOR ANY ISSUES, POOR CONNECTIONS AND POSSIBLY SUBSTITUTE A KNOWN GOOD PDC IN THIS

VEHICLE.\r\nLAB SCOPE CAM/CRANK SIGNALS,CHECK ASD FOR CONCERNS ALSO,DATA RECORD IF NOTHING ELSE CAN BE FOUND. CALLED DEALER BACK AND SPKE WITH THE S/A.....TECH WAS GONE FOR THE DAY,SHE ADVISED STAR THAT THE VEHICLE HAD A CRACKED SPARK PLUG THAT WAS CAUSING THE CONCERN.VEHICLE HAS NOT BEEN BACK SINCE REPAIR.TECH REPLACED THE SPARK PLUG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009377388

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6256510564)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J269560190)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092803

Report#: SSV009377388
Open Date: 02/13/2008
Mileage: 1
Warr Built Dt: 09/28/2005
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE ENGINE WILL INT STALL. THE TECH HAS HAD IT STALL FOR HIM WHILE IDLING IN THE SHOP. WHEN IT COMES IN IT HAS CODE P0339,B1859,B222C,B2206,B1864,C121C,C107D,C1506,C0077,U1408. THE PCM WAS REPLACED LAST WEEK AND THE CODE AMD CONDITON HAVE COME BACK.

Service Action: THE TECH TO CHECK THE CRANK SENSOR AND ITS WIRING FOR DAMAGE. POSSIBLE WIRING ISSUE OF FCM CONDITION FOR THE OTHER CODES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009373701

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510118)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017661476)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021002

Report#: SSV009373701
Open Date: 02/12/2008
Mileage: 27896
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 71-45170
Name: SUNNYVALE CHRYSLER JEEP DODGE
Address: 1095 WEST EL CAMINO REAL
 SUNNYVALE, CA 940871030
Phone: INACTIVE
 408 738-0400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLED AND HARD TO RESTART. RUNNING FINE NOW.STORED CODE. U0100
Service Action:REFERRED TO STAR ON LINE SOLUTION K59540930.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009374886

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6181510650)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560327)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081509

Report#: SSV009374886
Open Date: 02/12/2008
Mileage: 22561
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 74-68250
Name: AUTONATION CHRYSLER JEEP BROAD
Address: 5445 SOUTH BROADWAY
 LITTLETON, CO 801218002
Phone: 303 761-1720

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS INTERMITTENTLY THE ENGINE WILL STALL AT IDLE, COMING TO A STOP, BACKING UP, AND DRIVING. TECH STATES HAS CODES U0100, P2299. TECH STATES THE CUSTOMER DRIVES WITH BOTH FEET AT TIMES.

Service Action: TECHNICIAN TO LOAD TEST THE PCM POWER AND GROUNDS IF OK REPLACE THE PCM, AND RE-CHECK. TO PERFORM AN ETC RELEARN. TO DO A RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009348440

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510100)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J025661618)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020715

Report#: SSV009348440
Open Date: 02/08/2008
Mileage: 7897
Warr Built Dt: 02/07/2006
Supplier RP:

Zone/Cd: 63-44231
Name: DEMONTROND AUTO COUNTRY
Address: 888 IH 45 SOUTH
 CONROE, TX 773042628
Phone: 936 539-3181
 281 443-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECH STATES THE VEHICLE HAS CODE U0100 TECH STATES THE THROTTLE BODY HAS BEEN REPLACED .

Service Action:ADVISE TO INSPECT THE WIRE HARNESS FOR CHAFFING ON THE PARKING BRAKE ASSY,STAR ONLINE CASE #K65518499. ADVISE TO CHECK ALL MAJOR UNDERHOOD CONNECTORS FOR MOISTURE OR CORROSION. ADVISE TO CHECK THE TRANS FLUID. TODD HAS CALLED BACK IN AND VEHICLE IS STILL STALLING AND SETTING U0100 IN THE TCM.\nTHE IGNITION SWITCH HAS BEEN REPLACED AND THE TCM HAVE BEEN REPLACED.\nFCM HAS BEEN REFLASHED ALSO.\nADVISED TECH TO INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR WIRES RUBBBING THRU.\nIF OK REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009368412

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6044610028)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045660219)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031706

Report#: SSV009368412
Open Date: 02/07/2008
Mileage: 26549
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 71-68841
Name: RIVERSIDE CHRY-JEEP
Address: 7979 AUTO DRIVE
 RIVERSIDE, CA 92504
Phone: INACTIVE
 951 687-8600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER DRIVING FOR 60 MILES WILL DIE AND AND RESTART EASILY, THE CUST HAS A VERY LARGE HEAVY KEY CHAIN, TECH IS NOT ABLE TO DUPLICATE DIE OUT WHILE DRIVING.

Service Action: ADVISED THE CUST TO DRIVE USING ONLY ONE KEY, TEST THE FUEL PRESSURE, SETTING PCODES OF P0700 AND U0100, IGNITION SWITCH ISSUE DO A RECORDING AND REVIEW, MAKE SURE PCM-FCM AND IPM ARE UP TO DATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009337114

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6133520026)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J094560566)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061100

Report#: SSV009337114
Open Date: 01/31/2008
Mileage: 52460
Warr Built Dt: 06/11/2005
Supplier RP:

Zone/Cd: 74-67031
Name: WALSER CHRYSLER JEEP DODGE
Address: 314 MAIN STREET
 HOPKINS, MN 55343
Phone: 952 935-2400

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES THAT VEHICLE HAS CODES OF U0100, U1408, AND A P2638. HE STATES THAT HE HAS A DELAY INTO GEAR.

Service Action:STAR ADVISED TECHNICIAN TO CHECK THE POWER AND GROUND TO THE TCM, ALSO THE CONNECTOR AND BUS LINES. ADVISED IF NTF TO REPLACE THE TCM. CRAIG STATES THAT THEY HAVE CHECKED ALL CONNECTIONS, CONDITION IS INTERMITTENT VEHICLE WILL STALL SET U0100. HAS REPLACED THE TCM A WEEK AGO, 53106 MILES ON IT NOW. CONDITION DID NOT OCCUR FOR 300 MILES. ALSO HAD INTERMITTENT C121C IN ABS, AND P0700 IN PCM. \r\n\r\nSTAR ADVISED TO INSPECT THE CAN C BUS CIRCUITS FOR LOOSE POOR CONNECTIOSN, CHAFFED WIRES, OR REPLACE THE CAN C BUSS CIRCUITS FROM PCM TO TCM. CRAIG STATES HE REPLACED THE CAN B BUS FROM THE TCM TO THE PCM, NO CHANGE. TECH ADDED THAT THE ENGINE STALLS WHEN THIS OCCURS.\r\n\r\n\r\nSTAR ADVISED CRAIG TO REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009356835

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610195)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J152661149)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060810

Report#: SSV009356835
Open Date: 01/31/2008
Mileage: 18513
Warr Built Dt: 06/08/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE SURGES AT IDLE, P-0302 DTC IS STORED. CANNOT DUPLICATE CYLINDER TWO MIS-FIRE. ENGINE HAS A SHAKE OR ROUGH IDLE AT TIMES WHEN ENGINE IS HOT, NO MIS-FIRRES DURING TEST DRIVE OR SURGING NOTED, VEHICLE DID STALL WHEN PULLING INTO PARKING LOT AND GOING INTO REVERSE TO PARK VEHICLE. NO DTC S SET FOR STALLING. VEHICLE HAS POLICE PACKAGE.

Service Action:WILLIAM, PLEAS CALL STAR AS WE NEED MOR INFORMATION. WHAT IS THE ALCOHOL CONTENT IN THE FEUL HAS THE ENGINE BEEN DE-CARBONED WHAT IS THE CKP AND CMP DIFFERENCE HAS THE CONCERN BEEN DATA RECORDED THANKS...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009356932

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6280510473)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J291560300)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102219

Report#: SSV009356932
Open Date: 01/31/2008
Mileage: 27944
Warr Built Dt: 10/22/2005
Supplier RP:

Zone/Cd: 63-45069
Name: ALLEN SAMUELS CHRYSLER DODGE J
Address: 11200 NORTH FWY
 FORT WORTH, TX 761776900
Phone: 817 337-1937

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS THE VEHICLE AT TIMES WILL STALL COMING TO A STOP, ON ACCELERATION AND ENTERING A H-WAY. TECH STATES HAS NO CODES.

Service Action: TECHNICIAN TO CHECK AND LOAD TEST PCM POWER AND GROUNDS, DEARB ENGINE WITH A 2 HOUR HOT SOAK, READ CASES ON LINE #K59540930, AND #K18363958, CHECK PURGE VALVE, POSS DATA RECORD, CHECK AND MONITOR MAP AND BARO READINGS AND FUEL TRIMS, CHECK FUEL PRESSURE RUNNING, CHECK BATTERY CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009355647

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6248510049)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J188560808)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092905

Report#: SSV009355647
Open Date: 01/30/2008
Mileage: 8722
Warr Built Dt: 09/29/2005
Supplier RP:

Zone/Cd: 51-68752
Name: WATSEKA CHRYSLER DODGE JEEP IN
Address: 317 W WALNUT STREET
 WATSEKA, IL 609701262
Phone: 815 432-4200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS THAT AT TIMES, INTERMITTENTLY AFTER FUEL FILL UP THE ENGINE STALLS OUT. TECH STATES HAS NO CODES.

Service Action: TECHNICIAN TO CHECK FOR OVER FILL THE TANK, CHECK THE CANISTER FOR RAW FUEL, POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT, MAY NEED TANK AND CONTROL VALVE IF NO BLOCKAGE IN THE FUEL EVAP SYSTEM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009349240

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510558)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J122560761)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051319

Report#: SSV009349240
Open Date: 01/28/2008
Mileage: 21475
Warr Built Dt: 05/13/2005
Supplier RP:

Zone/Cd: 66-45318
Name: RIVERSIDE CHRYSLER DODGE JEEP
Address: 217 HWY 231 NORTH
 TROY, AL 36081
Phone: INACTIVE
 334 566-3777

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ON STARTING AND PUTTING INTO GEAR WILL STALL WHEN PUTTING INTO DRIVE OR REVERSE, OK AFTER IS WARMED UP-STATES THAT HAS BEEN IN EVERY DEALER IN THE STATE FOR THIS CONSERN.

Service Action: ADVISED TECH TO CHECK ALL ENGINE BASSICS, TRY SWAPPING COILS WITH ANOTHER VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009336874

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6348510163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560910)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011019

Report#: SSV009336874
Open Date: 01/23/2008
Mileage: 14776
Warr Built Dt: 01/10/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS CHECK ENGINE LIGHT IS ON AND HAS CODES OF U0100 B2304 U0155 B1422. STALLING AND DIES OUT AT STOP SIGNS.

Service Action: ADVISED TECH TO INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR WIRES RUBBBING THRU. IF OK REPLACE PCM. TECH WAS ASKING HOW LONG TO HOLD VEHICLE, ADVISED TECH TO GET WITH SERVICE MANAGER AND CUSTOMER, DISCUSS HOW LONG TO ROAD TEST AND HOW MANY MILES TO VERIFY PCM REPLACEMENT WOULD CORRECT CONCERN. \n\nTECH DID NOT FIND ANY WIRING ISSUES AND INSTALLED NEW PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009333962

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6024610258)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045660311)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031705

Report#: SSV009333962
Open Date: 01/17/2008
Mileage: 17679
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 42-67243
Name: GOLLING CHRYSLER DODGE JEEP RA
Address: 2405 S TELEGRAPH RD
 BLOOMFIELD HILLS, MI 483020256
Phone: 248 334-3600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL ON COLDS STARTS AT TIMES, SETTING PCODE OF U0100 IN OTHER MODULES.

Service Action:ADVISED THE TECH TO INSPECT THE TIPM CONNECTIONS, MAY NEED TO REPLACE THE PCM IF ALL BUS WIRING IS OK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009332871

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510312)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349560147)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122218

Report#: SSV009332871
Open Date: 01/16/2008
Mileage: 9636
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: REF #23640 - DOES HAVE CODE P2638 TORQUE MANAGEMENT FEEDBACK SIGNAL PERFORMANCE & CODE C121C TORQUE REQUEST SIGNAL DENIED - ON ROAD TEST AFTER FIRST DESCRIPTION - WAS ABLE TO DUPLICATE ENGINE CUT OUT - STARTED VEHICLE DROVE 500 YARDS MADE TURN-ENG CUT OUT

Service Action: JIM. DID ONE OR BOTH OF THE CODES RESET WHEN IT STALLED SEE THE U121C CODE CHART TESTING ON THE BRAKE SECTION #5. A BAD MAP HAS SET THIS CODE ON OTHER ENGINES IN THE LX LINE UP. THE P2638 CODE CAN BE SET IF THE VEHICLE IS DRIVEN HARD AND WILL NOT TURN THE MIL ON SEE STAR ON LINE CASE K7965387.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008772431

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510397)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J348560225)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011300

Report#: SSV008772431
Open Date: 01/11/2008
Mileage: 19936
Warr Built Dt: 01/13/2006
Supplier RP:

Zone/Cd: 66-45026
Name: ABERNETHY CHRY-JEEP-DODGE INC
Address: 1442 E MAIN ST
 LINCOLNTON, NC 280923902
Phone: 704 732-1890

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED AT HIGHWAY SPEED AND INTERMITTENTLY WHEN COMING TO STOPS. U0100, THINKS THE CODE MAY OF BEEN SET DUE TO OTHER REPAIRS. UNABLE TO DUPLICATE THE CONCERN.

Service Action: CLEAR THE CODE, TRY TO DUPLICATE, DATA RECORD. IF U0100 RESETS LOAD TEST THE PCM POWERS AND GROUNDS. ADVISED THE TECH TO MAKE SURE THE PCM IS UP TO DATE.
 CHECK ALL MODULE POWER AND GROUNDS. WIGGLE TEST ALL WIRING AND HARNESSSES.
 POSSIBLE PCM INTERNAL ISSUE.
 TECH TO INSPECT THE WIRE HARNESS BY THE PARKING BRAKE FOR RUBBING THE PARKING BRAKE ASSEMBLY.
 TECH TO SEE SOL CASE NUMBER K18363958 UPDATED PCM. PERFORMED WIGGLE TEST. NO PROBLEMS FOUND BY PARKING BRAKE.
 FCM, ESM, TCM, ABS. STAR ADVISES TECHNICIAN TO CHECK WIRING HARNESS AT REAR OF RT CYLINDER HEAD FOR WIRES RUBBING AGAINST BACK OF HEAD. CHECK FOR UPDATES FOR THE TCM, FCM, WCM. ADVISED TECH TO CHECK HARNESS GOING OVER TRANSMISSION. CHECK

CONNECTIONS AT ALTERNATOR, TECH TO SEND RECORDINGS TO STAR. STAR HAS NOT RECIEVED RECORDINGS TECH HAS REPLACED PCM AND DRIVEN OVER 50 MILES WITH NO PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009317684

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6020610583)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660435)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021301

Report#: SSV009317684
Open Date: 01/08/2008
Mileage: 22169
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 71-68306
Name: WES HINKLE'S POWAY CHRYSLER JE
Address: 13655 POWAY ROAD
 POWAY, CA 92064
Phone: INACTIVE
 858 486-5700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: TECH STATES THAT CODES 0700 AND 0730 WERE SET WHEN VEHICLE STALLED. TECH STATES CUST SAYS IT HAPPENED ONCE. CAN THESE CODES CAUSE A STALLING CONCERN.

Service Action: STAR ADVISES TECH THAT IT CAN NOT. CODES ARE SET FROM WRONG RING AND PINION, RIM SIZE CHANGED, STICKY VALVES IN VALVEBODY, CLUTCH ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009216796

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6321511515)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560495)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122003

Report#: SSV009216796
Open Date: 01/07/2008
Mileage: 13332
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 63-67494
Name: NORMAN CHRYSLER JEEP DODGE
Address: 481 NORTH INTERSTATE DRIVE
 NORMAN, OK 73069
Phone: 405 329-5770
 405 321-8228

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: COMMUNICATION STOPS AND ENGINE DIES PCM FLASH, HAS COMMUNICATION FAULTS AND HAS THE SHIFTER MODULE FLAGGED THREE TIMES IN ADVANCED LOC SCREEN. TECH WILL CALL WITH OTHER FAULTS

Service Action: BRYAN. WE HAVE A CASE FOR THIS VEHICLE FROM A MONTH AGO WHEN IT WAS AT ANOTHER DEALER. IT HAD CODE P2172 IN IT AT TIME. WE WILL NEED TO KNOW WHAT OTHER CODES YOUR TECH HAS BEFORE WE CAN MAKE ANY RECOMMENDATIONS. WE ARE AWAITING HIS CALL. THANKS. TECH STATES THE DIES WHILE DRIVING, RESTARTS EASILY, CONTROLLERS ARE UP TO DATE.
 ADVISED TECH THAT WILL LOOK AT RECORDINGS AND CALL HIM BACK, SWAP COILS WITH ANOTHER VEHICLE, REPLACE THE ESM IF IS REQUIRED. REVIEWED 4 OF 25 RECORDINGS SENT INTO THE STAR CENTER FOR REVIEW, CALLED THE TECH ON WHAT WAS FOUND ON THE RECORDINGS--NOTHING TO CAUSE THE CONCERN.
 ADVISED THE TECH TO TRY COIL SWAPP AS WAS PREVIOUS, TECH MAY NEED TO GET ZONE ASSISTANCE ON THIS

REPAIR CUST STATES THAT STILL IS DYING HAS REPLACED ALL COILS, WHILE DRIVING DID A RECORDING AND LOST ASD-PREV RECORDINGS WERE REVIEWED ON 10-26-07. ADVISED THE TECH TO REPLACE THE TIPM AND DO A LONG ROAD TEST, IF FAILS MAY NEED ZONE ASSISTANCE. THE TECH REP IS INVOLVED AND THE DATA RECORDINGS HAVE BEEN TAKEN AND READ BY HIM. THE ENGINE WIRING HARNESS HAS BEEN CHECKED. THE ZONE REP LOOKED AT THE DATA RECORDINGS AND SAID TO CHECK GROUND. BRYAN STATES DTC S OF U0141, U0231, U0159, U0100, U0103, U0155, U0164, B1864, B2120, B2230, B212D, B10AC, B1859, B210E, C2202 AND C2114. BRYAN STATES THE VEHICLE MAY BE A BUY BACK. THE VEHICLE HAS BEEN TO THE DEALER 3X. BRYAN HAS REPLACED THE TIPM. BRYAN HAS SENT FOUR DATA RECORDING LAST WEEK 2 OR 3RD JANUARY 08 WHEN THE VEHICLE ALREADY DIED. ADVISED TO CHECK THE IGNITION SWITCH VOLTAGE OUTPUT. ADVISED TO LOAD TEST THE ASD VOLTAGE OUTPUT. ADVISED TO CHECK AND PERFORM A LOADED VOLTAGE TEST AT THE TIPM. I CALLED THE DEALER BACK AND SPOKE WITH BRYAN. HE DID HAVE THE VEHICLE STALL FOR HIM ONE TIME WHEN COMING TO A STOP AND THE \ THINKS\ ALL THE CODES RESET AT THAT TIME. THREE OF THE 4 RECORDINGS THAT WERE SENT IN ARE SHOWING THE ENGINE RPM, ASD RELAY AS WELL AS THE OTHER RPM RELATED DATA (COILS, INJECTORS) ALL DROPPING OFF AT THE SAME TIME. THE PCM IS STILL DISPLAYING DATA LIKE TEMPERATURES/02 S AND BATTERY VOLTAGE. I INFORMED BRYAN THAT THE CAIR CASES ON THE VEHICLE REFLEX THAT THE CUST WANTS THE VEHICLE BOUGHT BACK. THE DEALER TO CONTACT HIS T/A FOR CONTINUED ASSISTANCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009241897

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610274)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660188)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021313

Report#: SSV009241897
Open Date: 12/20/2007
Mileage: 15723
Warr Built Dt: 02/13/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CC: DIES WHILE DRIVEING AND CHECK ENGINE LIGHT IS ON.\r\n\r\nTECH STATES HE FLASHED PCM/TCM WITH NO CHANGE. TECH STATES ANOTHER TECH HAD A U0100 CODE AND REPLACED THE CONNECTOR. TECH STATES VEHICLE IS NOW BACK WITH THE SAME CODE.

Service Action:TRANSFERRED TO TRANS. STAR ADVISED TECHNICIAN TO CHECK THE CONNECTOR AT THE SHIFTER AND ALSO THE FCM AND THE TCM. ADVISED TO CHECK WIRING AT PARK BRAKE. ALSO ADVISED TO CHECK THET CAN C (+ -) ADVISED IF NTF TO REPLACE THE TCM. THE VEHICLE KEEPS COMING BACK WITH THE STALLING COMPLAINT. THE TCM POWERS AND GROUNDS WERE TESTED AND THE TCM REPLACED AND UPDATED. \r\n THE TECH TO CHECK FOR A LOOSE CONNECTIONS AT THE FCM, INSPECT THE WIRING FOR RUBBING SHORTING. SET THE VEHICLE UP WITH THE STAR MOBILE SO THE CONDITION CAN BE RECORDED. TECH GOT IT TO STALL AND CODE P2172. HAS NEW TCM. HAS NEW HARNESS HEADLAMP TO DASH COMES WITH WIRES FOR PCM.\r\n\r\nADVISED TECH TO REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009294709

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57236 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6349510465)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J047660404)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032317

Report#: SSV009294709
Open Date: 12/18/2007
Mileage: 9965
Warr Built Dt: 03/23/2006
Supplier RP:

Zone/Cd: 70-44553
Name: PETERSON'S STAMPEDE DODGE-CHRY
Address: 5801 EAST GATE BLVD
 NAMPA, ID 83687
Phone: 208 475-3000
 208 475-3060

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECHNICIAN STATES THE CUSTOMER COMPLAINS HESITATION AND STALLING WITH MIL ILLUMINATION. REPLACED APPS PREVIOUSLY. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE.

Service Action: ADVISED TO SEE IF THE CANISTER HAS EVIDENCE OF FUEL. ADVISED TO LOAD TEST THE PCM POWER AND GROUND FEEDS. ADVISED POSSIBLE INTERNAL PCM FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009290157

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6087510237)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J098560227)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042423

Report#: SSV009290157
Open Date: 12/14/2007
Mileage: 26609
Warr Built Dt: 04/24/2005
Supplier RP:

Zone/Cd: 42-68790
Name: HAROLD ZEIGLER DODGE JEEP
Address: 1186 EAST M-89
 PLAINWELL, MI 490801134
Phone: 269 685-5800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT START STALL. TECH IS UNABLE TO DUPLICATE THE CONCERN BUT NOTED STORED U0168 SET IN SEVERAL MODULES. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW.

Service Action: ADVISED TECH NO KNOWN ISSUES TO REPORT, NOTED CONCERN WILL NEED TO BE VERIFIED PRIOR TO REPAIRS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009279476

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6329510487)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335560989)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122003

Report#: SSV009279476
Open Date: 12/07/2007
Mileage: 13356
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 74-24230
Name: THE FARICY BOYS
Address: 4950 NEW CAR DR
 COLORADO SPRINGS, CO 809238813
Phone: 719 636-1333

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:U0100 CODE. STORED IN THE TCM,

Service Action:ADVISED TECH LOSS OF COM WILL NOT CAUSE THE ENGINE TO STALL. ADVISE LOAD TEST POWERS AND GROUNDS TO PCM, CHECK IGN FEEDS AND TERMINALS FOR LOOSE CONNECTIONS AT PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009276425

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6329510419)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J006661340)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011909

Report#: SSV009276425
Open Date: 12/06/2007
Mileage: 4872
Warr Built Dt: 01/19/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES WHEN FIRST STARTED COLD AND DRIVEN AT SLOW SPEEDS PREVIOUSLY WAS ABLE TO GET TO DIE, REPLACED FUSE BOX ASSEMBLY, RAN FINE AFTER, CUSTOMER BROUGHT BACK AND STATES IT IS STILL DIEING, PULLED CODES, B1D51, B1661, CLEARED OUT CODES AND HAVE BEEN DRIVING AND WILL NOT DIE AT THIS TIME

Service Action:KURT. THE CODES SHOULD BE COMPLETELY UNRELATED TO THE STALLING. DOES THE CUST KNOW IT THE FUEL TANK LEVEL IS A FACTOR INSTALL THE STAR MOBILE AND HAVE THE CUST DATA RECORD THE STALLING EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009276460

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57216H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326511738)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560259)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122000

Report#: SSV009276460
Open Date: 12/06/2007
Mileage: 9700
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 66-45272
Name: CAPITAL CHRYSLER JEEP DODGE, L
Address: 200 WATERFIELD RIDGE PLACE
 GARNER, NC 27529
Phone: 919 795-1841
 919 582-0202

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STALLS WHEN STARTING OFF FROM STOP/ALSO STATES THAT CHECK ENGINE LAMP COMES ON/NOT ON AT THIS TIME AND THERE ARE NOT ANY STORED DTC IN ANY MODULES.

Service Action: RONNIE. HAS THE VEHICLE BEEN DRIVEN TO TRY AND VERIFY THE COMPLAINT IF YOU ARE NOT ABLE TO DUPLICATE IT, HAVE THE CUST BRING THE VEHICLE IN CLOSER TO THE STALLING EVENT. AFTER 10 GOOD TRIPS THE CODE(S) WILL CLEAR THEMSELVES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009269155

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GZ57206H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM RT AWD LXEP49</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6024610671)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J046660558)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 032408</p>	<p>Report#: SSV009269155</p> <p>Open Date: 12/04/2007</p> <p>Mileage: 5746</p> <p>Warr Built Dt: 03/24/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-45001</p> <p>Name: SOUTH I75 CHRYSLER DODGE JEEP</p> <p>Address: 140 SPEARS CRITTENDEN, KY 41030</p> <p>Phone: 859 824-3300</p>
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Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE ENGINE HAS STALLED FOR THE CUST AND SET CODE U0100. THE WIRING BY THE ED AND THE ENGINE IS STALLING INT FOR TECH. IT SETS CODES P2172/2138. IT WILL START RIGHT BACK UP AND THE CODE WILL GO TO STORED. THE MAP SENSOR IS NEW.

Service Action: THE TECH TO CHECK THE BARO READING, TRY IT WITH THE EGR UNPLUGGED. TECH STATES HE DROVE VEHICLE WITH EGR UNPLUGGED AND VEHICLE DIED 21 - 30 TIMES. TECH STATES HE NOW HAS MORE CODES. TECHNICIAN STATED STILL HAS SAME CONCERN. TECH TO LOAD TEST THE POWER AND GROUNDS AT THE PCM, CHECK ALL THE PCM CONNECTIONS, UPDATE THE PCM, RE-LEARN THE ETC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009242521

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6311510468)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J327560351)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112509

Report#: SSV009242521
Open Date: 11/30/2007
Mileage: 17235
Warr Built Dt: 11/25/2005
Supplier RP:

Zone/Cd: 63-41582
Name: CROWN DODGE-CHRYSLER INC
Address: 2707 SHORTCUT ROAD
 PASCAGOULA, MS 395671896
Phone: 228 769-1660

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE STALLS OUT AT HIGHWAY SPEEDS NO CODES ARE STORED HAS REPLACED NO PARTS .

Service Action: ADVISE THE TECH TO INSTALL A FUEL PRESSURE GAUGE AND MONITOR FUEL PRESSURE WHEN THE STALL EVENT OCCURS, CHECK THE POWER AND GROUND FEEDS TO THE PCM , CHECK THE IGNITION FEEDS TO THE PCM CHECK THE PCM FOR UPDATES AND CHECK FOR RAW FUEL IN THE EVAP SYSTEM, CHARCOAL CANISTER. LAB SCOPE THE CAM AND CRANK SENSORS . CHECK THE ENGINE HARNESS FOR RUB THRU. TECHNICIAN UPDATED THE PCM. TECHNICIAN HAS DUPLICATED THE CONCERN 1 TIME. TECHNICIAN STATES THE DATA RECORDING SHOWS THE PCM TO DROP OUT WHEN THE CONCERN OCURRED. ADVISED TO LOAD TEST PCM POWER AND GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009260523

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6020610439)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017661224)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021001

Report#: SSV009260523
Open Date: 11/30/2007
Mileage: 21571
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 63-23889
Name: DON DAVIS DODGE CHRYSLER JEEP
Address: 1901 NORTH COLLINS
 ARLINGTON, TX 76011
Phone: 817 461-1000

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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE JUST DIES OUT WH ILE DRIVING. TECH CAN NOT DUPLICATE THE CONCERN. TECH HAS NO CODES, BUT THERE IS A STORED CODE IN THE TCM

Service Action:ADVSIED THE TECH THAT ITS DIFFICLUT TO WORK ON A CONCERN WHEN WE CAN NOT DUPLICATE IT. ADVSIED THE TECH TO WIGGLE TEST THE FCM, CHECK ALL RELATED WIRING AND CONNECTORS FOR SHORTS. TECH TO PERFORM BASIC DIAGNOSTIC TEST TO TRY TO GET CLOSE TO A CAUSE. TECH REPLACED THE FCM FOR A STALLING OUT CONCERN, CAR STILL STALLS OUT, LOSS COMMUNICATION WITH PCM STORED IN THE TCM. TRANSFERED TO DRIVE TECHNICIAN CALLED BACK AND STATED THEY REPLACED THE FMC AND HAVE ACCELERATION ISSUES.\r\nTECHNICIAN TO PERFORM ETC RELEARN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009267661

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6349520020)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J351560185)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122212

Report#: SSV009267661
Open Date: 11/30/2007
Mileage: 12479
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 63-43290
Name: HUFFINES CHRYSLER JEEP DODGE L
Address: 1024 S STEMMONS FWY
 LEWISVILLE, TX 750675354
Phone: 972 434-2288

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS THE VEHICLE SPUTTERED AND STALLED. LEFT WATER AND OIL ON PAVEMENT. ENGINE CONNECTING ROD WENT THROUGH ENGINE BLOCK. TECH HAS CODE C121C.

Service Action: TECHNICIAN TO DIAGNOSE AND REPAIR AS NECESSARY. \n\nECCI WAS DOWN AT THE TIME OF THE CALL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009258235

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA73W66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6023620092)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J023660814)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021119

Report#: SSV009258235
Open Date: 11/28/2007
Mileage: 15442
Warr Built Dt: 02/11/2006
Supplier RP:

Zone/Cd: 70-66997
Name: BENDER CHRYSLER DODGE JEEP
Address: 3400 MABRY DR
 CLOVIS, NM 881019200
Phone: 575 762-4511

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINTS THAT THE ENGINE DIED OUT WHILE DRIVING. VEHICLE WAS TOWED IN. TECHNICIAN STATES WHILE CRANKING, THE ENGINE IS MAKING A LOT OF NOISE, PISTON HITTING VALVE ON L/SIDE BANK CYL#5. THE VALVE SPRING IS BROKEN AND THE VALVE IS MOVING WITH THE PISTON. ENGINE HAS OIL IN IT.

Service Action: TECHNICIAN TO CHECK OUT AND ESTIMATE THE DAMAGE TO THE ENGINE, THE 70% RULE APPLIES. TECH TO CHECK ENGINE CRANK AND CAM TIMING, IF POSS CHECK CYLINDER COMPRESSION. TECH STATES THE REPAIR IS OVER THE 70% MARK LOOKING FOR LONG BLOCK. ADVISED TECH THERE IS NO PN AVAILABLE FOR A LONG BLOCK. ADVISED TO CONTACT THE DM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009261578

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6100610331)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J121660295)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050621

Report#: SSV009261578
Open Date: 11/27/2007
Mileage: 12040
Warr Built Dt: 05/06/2006
Supplier RP:

Zone/Cd: 70-45022
Name: BRENT BROWN CHRYSLER JEEP DODG
Address: 1825 N UNIVERSITY PARKWAY
 PROVO, UT 846041548
Phone: INACTIVE
 801 373-2570

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ON HARD ACCEL WILL LOOSE POWER AND DIE, NO CODES ARE SETTING, OIL LIGHT COMES ON UNTIL HITS HIGHER RPM.

Service Action: ADVISED THE TECH TO FIRST LOAD TEST THE OIL LIGHT, MOST LIKELY IS A WIRING ISSUE, DO A RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413832304211

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6143510227)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147560073)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060418

Report#: 413832304211
Open Date: 11/27/2007
Mileage: 31686
Warr Built Dt: 06/04/2005
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18190602	NA	32.04	FM

Service Narrative Information

Customer Comment:C/S ENGINE IDLES ROUGH AND ON INCLINE WILL STALL . NOTE HAS BLACK SOOT ON FROM
Service Comment:ROAD TESTED VEHICLE FOR SEVERAL MILES,COULD NOT DUPLICATE STALLING CONDITION,P
Service Action:UPDATE PCM ONLY.COULD NOT DUPLICATE CUSTOMER COMPLAINT ON STALLING CONCERN.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009242939

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W86 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6018620069)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J014661297)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 020523

Report#: SSV009242939

Open Date: 11/14/2007

Mileage: 1970

Warr Built Dt: 02/05/2006

Supplier RP:

Zone/Cd: 35-23187

Name: TONY DOMIANO CHRYSLER DODGE JE

Address: RT 6 SCRANTON-CARBONDALE HWY
EYNON, PA 18403

Phone: 570 876-6000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE WILL INTERMITTENTLY DIE OUT WHILE DRIVING AND WILL NOT RESTART UNLESS YOU LET SIT FO APPROX 1 HR. THE TECH STATES THAT HE HAS NOT BEEN ABLE TO VERIFY THE CONDITION.

Service Action: ADVISE THE TECH TO PERFORM A MODUEL SCAN AND CHECK FOR THE VIN MISMATCH. CHECK THE POWER AND GROUND CIRCUITS TO THE TCM,ABS,PCM. CHECK THE IGNITION FEEDS TO THE PCM. CHECK THE BATTERY CONDITION AND CONNECTIONS. LOAD TEST THE BATTERY. CHECK FOR MOISTURE IN ANY OF THE MODUEL CONNECTORS. ADVISE TO VERIFY THE CONDITION BEFORE ANY REPAIRS TO BE MADE. NO WATER IN THE CONNECTORS, TECH STATES THAT THE BATTERY IS OK, CAN DUP THE DIEOUT, MIL IS ON AND NOW IS SETTING PCODES OF P0057--P0037--P0051 AND P0031-PENDING CODES OF P1128 AND P1129.\r\n\r\nADVISED THE TECH TO DO THE DIAG FOR PCODES, READ SOL CASE #K87870972.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009234403

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6294510613)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J307560108)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111219

Report#: SSV009234403
Open Date: 11/06/2007
Mileage: 13975
Warr Built Dt: 11/12/2005
Supplier RP:

Zone/Cd: 51-54982
Name: BETTENHAUSEN MOTOR SALES INC
Address: 8355 W 159TH ST
 TINLEY PARK, IL 604771220
Phone: 708 532-2665

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUTS OUT WHILE DRIVING AFTER FILLING WITH FUEL. NO CODES. UNABLE TO DUPLICATE CONCERN.

Service Action:CHECK FOR OVER FILL THE TANK. CHECK THE CANISTER FOR FUEL. POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT. TAKE DATA RECORDINGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008232871

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6321510098)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J341560906)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121314

Report#: SSV008232871
Open Date: 11/05/2007
Mileage: 3041
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 35-60134
Name: REEDMAN TOLL AUTO WORLD
Address: 1700 E LINCOLN HWY
 LANGHORNE, PA 190473042
Phone: 215 757-4961

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR STALLS AT TIMES. THE DEALER CAN NOT DUPLICATE THE CONDITION. STATES IT HAS NO CODES AND THE BASIC CHECK OUT GOOD.

Service Action: ADVISE HIM TO INSTALL THE STAR MOBILE AND GET A DATA RECORDING OF IT ACTING UP. ENGINE DIES OUT WHILE SITTING AT IDLE. NO FAULTS IN ANY MODULES. TECH HAS DUPLICATED CONCERN. ENGINE RESTARTS RIGHT AWAY. RUNS GOOD AFTER RESTART. TECH IS TRYING TO DATA RECORD CONDITION AND IS HAVING PROBLEMS GETTING TEMPLATE LOADED. WALKED TECH THRU TEMPLATE CREATION AND LOADING. TECH WILL NOW TRY TO DUPLICATE AND RECORD CONDITION. THE DEALER SENT IN DATA RECORDING, LOOKING AT THEM I ADVISE HIM TO BLOCK OFF THE PURGE HOSE AND SEE IF THE MOTOR WILL DIE. REPLACE THE NGC CONTROLLER SUSPECT INTERNAL BOARD CONCERN ORDERED NGC PER DRIVE, OUT OF SHR. WHEN I PICK UP THE PHONE THERE WAS NOBODY THERE, I HELD ON THE LINE FOR 5 MINUTES. THE TECH TO DISCONNECT THE EGR VALVE AND HOOK UP A FUEL PSI GAUGE. THE RECORDINGS SHOW EGR DUTY CYCLE AT THE TIME OF THE DIEOUT. THE VEHICLE DID NOT

STALL WITH THE EGR VALVE UN-HOOK. ADVISE HIM TO WIRE FOR THE EGR VALVE. THE DEALER CALL BACK TO SAY HE IS GOING TO LAB SCOPE THE EGR SIGNAL WIRE TO SEE WHAT IT DOES. TECH CALLED BACK, HE WANTS TO REPLACE THE ENGINE WIRING HARNESS. WHENEVER HE IS TIED INTO THE C2 CONNECTOR WITH A PINOUT BOX, THE CONDITION WILL NOT DUPLICATE. I VIEWED THE RECORDINGS. INCONCLUSIVE. \n\nTECH SUGGESTS HE CAN DUPLICATE. I VIEWED THE RECORDINGS, SEEN THE MAP VOLTAGE AND BARO READINGS SORT OF GO OPEN JUST PRIOR TO THE DIEOUT. I DO NOT KNOW IF THIS IS RELATED TO THE DIEOUT. CHECK THE CONTROLLER POWER GROUNDS. UPDATED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009231457

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6094610512)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J115661351)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050120

Report#: SSV009231457
Open Date: 11/05/2007
Mileage: 7161
Warr Built Dt: 05/01/2006
Supplier RP:

Zone/Cd: 32-68087
Name: VALENTI CHRYSLER DODGE JEEP
Address: 72 JERRY BROWNE ROAD
 MYSTIC, CT 06355
Phone: 860 536-2666

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: TECHNICIAN STATES THAT VEHICLE HAAS CODES OF U0101 & U0100. HE STATES THAT THIS IS INTERMITTENT, HE ALSO REPLACED THE TCM. TECHNICIAN STATES THAT ENGINE WILL STALL.

Service Action: STAR ADVISED TECHNICIAN TO CHECK THE CONNECTORS, AND S124 & S122. ADVISED TO CHECK THE POWER AND GROUNDS, ALSO THE COMMUNICATION LINES. ADVISED TO REPLACE THE PCM IF NTF.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009224815

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6341510310)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661458)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012023

Report#: SSV009224815
Open Date: 10/30/2007
Mileage: 11811
Warr Built Dt: 01/20/2006
Supplier RP:

Zone/Cd: 63-45369
Name: COWBOY CHRYSLER DODGE JEEP
Address: 1305 HIGHWAY 96 BYP
 SILSBEE, TX 776566407
Phone: 409 385-3796

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED, RESTARTED AND CHECK LIGHT CAME ON THEN WENT OFF. HAD A STORED CODE ECM / PCM U0100

Service Action:ADVISED TO CHECK THE C1 / 9 & 18 GROUNDS BK/BR FROM THE PCM, BY LOAD TESTING THEM. RT SIDE OF THE ENGINE COMPARTMENT BY THE STRUT TOWER AREA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009205549

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510223)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220561205)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081711

Report#: SSV009205549
Open Date: 10/23/2007
Mileage: 23122
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 35-44875
Name: CENTURY CHRYSLER DODGE JEEP RA
Address: 402 CENTURY DRIVE
 MOUNT AIRY, MD 21771
Phone: 301 829-1440

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE HAS DTC U0100 AND U1408, FOR LOSS OF COMUNICATION WITH PCM. CODES ARE STORED ONLY, NOT ACTIVE, CUSTOMER COMPLAINED OF ELECTRONIC THROTTLE LIGHT COMING ON AND VEHICLE STALLING. CLEARED STORED DTC S AND TEST DROVE, COULD NOT DUPLICATE ANY CONCERN.

Service Action:NOEL,PERFORM A ETC RELEARN CHECK THE CONECTIONS AT THE PCM,CHECK THE POWERS ,GROUNDS, AND COMMUNICATION CIRCUITS. CHECK FOR WATER INTRUSION TO ANY OF THE MAJOR CONNECTORS UNDER THE HOOD.NOEL ROAD TEST THE VEHICLE AND VERIFY THE CONDITION BEFORE PERFORMING ANY REPAIRS. CHECK THE CONNECTIONS FOR THE BATERY CHECK THE IGNITION FEEDS TO THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009169826

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610282)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138660062)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052523

Report#: SSV009169826
Open Date: 10/17/2007
Mileage: 17970
Warr Built Dt: 05/25/2006
Supplier RP:

Zone/Cd: 35-45312
Name: OURISMAN CHANTILLY DODGE
Address: 4105 AUTO PARK CIR
 CHANTILLY, VA 201511224
Phone: INACTIVE
 703 263-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RUNS BAD AFTER FILLING THE GAS TANK, IS OK IF ONLY FILLS TO 3/4 TANK OF FUEL, HAS FILLED WHILE VEHICLE IS RUNNING-THIS IS A POLICE CAR.

Service Action: ADVISED TECH TO CHECK FOR OVER FILL THE TANK, CHECK THE CANISTER FOR RAW FUEL, POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT, MAY NEED TANK AND CONTROL VALVE IF NO BLOCKAGE IN THE FUEL EVAP SYSTEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009143496

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6112510620)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070560129)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052512

Report#: SSV009143496
Open Date: 10/12/2007
Mileage: 30908
Warr Built Dt: 05/25/2005
Supplier RP:

Zone/Cd: 66-66576
Name: TERRY SLIGH AUTOMOTIVE INC
Address: 1630 SECOND AVENUE
 ONEONTA, AL 35121
Phone: INACTIVE
 205 625-3741

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLS WHILE DRIVING HAD TO DRIVE 40 MILES. HAS A U0100 ACTIVE ON PCM. CONFIGUREATION WAS CHECKED. ENGINE DYING OUT AT STOPS. ENGINE WILL RESTART BUT TRANS WILL NOT ENGAGE WHEN PUT INTO GEAR FOR 10-20 SECONDS. WHEN ENGINE DIES FEEL LIKE OTHER CAR BUMPED INTO VEH FROM REAR. INTERM CONDITION. NO AFTERMARKET STUFF ON CAR. CONDITION OCCURS ONCE EVERY 2 OR 3 WEEKS

Service Action: TECH TO LOAD TEST POWERS AND GROUNDS TO PCM IF FOUND OK, BASED ON PAST CASES, ADVISED TECH TO INSTALL A PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009086194

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6111610530)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J131660125)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051506

Report#: SSV009086194
Open Date: 10/11/2007
Mileage: 9992
Warr Built Dt: 05/15/2006
Supplier RP:

Zone/Cd: 70-24064
Name: YORK MOTORS INC
Address: 500 PRESCOTT LAKES PARKWAY
 PRESCOTT, AZ 86301
Phone: INACTIVE
 928 445-4970

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: QUILTS WHILE DRIVING. NO CODES IN SYSTEM. HAS TO WAIT 10 MIN TO RESTART. TECH HAS DRIVEN CAR FOR 200 MILES AND COULD NOT DUPLICATE.

Service Action: ADVISED TECH TO PERFORM GOOD WIGGLE TEST OF ALL HARNESS S. IF NECESSARY INSTALL STAR MOBILE IN VEHICLE TO GET A RECORDING. THE PCM WAS FLASHED.
 THE VEHICLE WILL STALL WHEN 70 DEGREES OUT AT STOP THEN THE TRANS WENT INTO NEUTRAL AND SHUTTERED THEN THE VEHICLE WILL NOT GO OVER 35 MPH UNTIL THE SHIFTER WAS HIT BY THE CUSTOMER WHILE DRIVING THEN VEHICLE STARTED TO OPERATE CORRECTLY. THE ESM LOST COMMUNICATION FOR A SPLIT SECOND.
 ADVISED TO CHECK IGNITION SWITCH VOLTAGE INPUT AND OUTPUT. ADVISED TO PERFORM A PIN DRAG AT THE PCM. ADVISED TO LOAD TEST THE PCM POWERS AND GROUNDS
 MONITOR POWER AND GROUND TO TCM
 ADVISED TO CHECK THE CONNECTIONS AT THE TCM
 INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009117929

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H96 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6158510632)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J174561229)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 062902</p>	<p>Report#: SSV009117929</p> <p>Open Date: 10/10/2007</p> <p>Mileage: 43200</p> <p>Warr Built Dt: 06/29/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 32-44470</p> <p>Name: GRAND DODGE OF ENGLEWOOD</p> <p>Address: 60 ROCKWOOD PLACE ENGLEWOOD, NJ 076314938</p> <p>Phone: INACTIVE 201 569-8100</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT. RESTARTS RIGHT AWAY. NO CODES. TECH CAN DUPLICATE. CRANK SENSOR, THROTTLE BODY HAVE BEEN REPLACED. CAM/CRANK SYNC DATA SHOWS UNLOCK RPM AT 0. PROBLEM NOT LIKELY CAM/CRANK RELATED.

Service Action:INSTALL STARMOBILE AND DATA RECORD CONDITION. TECHNICIAN STATES THE THROTTLE LIGHT ILLUMINATES WHEN THE CONCERN OCCURS. TECHNICIAN OBSERVED THE SENSOR DATA BLANKS OUT ON THE STAR SCAN WHEN THE CONCERN OCCURS. ADVISED TO LOAD TEST THE PCM POWER AND GROUND FEEDS. ADVISED TO SWAPP THE APPS AND REEVALUATE. ADVISED POSSIBLE PCM. THE VEHICLE WILL GO FLAT LIKE TORQUE MANAGMENT MODE. THE APP SENSOR VALUES GO TO DOTED LINES. THE APP SENSOR HAS BEEN REPLACED. NO DTC S SETTING WHEN CONCERN HAPPENS. THE ETC LIGHT WILL FLICKER ONLY. THE POWER AND GROUNDS AT THE PCM HAVE BEEN CHECKED. JOHN STATES VARIOUS SENSOS APP1, APP2, TPS GO BLANK WHEN THE ENGINE GOES INTO THE TORQUE MANAGMENT MODE. THE SERVICE MANAGER STATES

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009119461

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6151610289)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J171661347)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070523

Report#: SSV009119461
Open Date: 10/08/2007
Mileage: 10065
Warr Built Dt: 07/05/2006
Supplier RP:

Zone/Cd: 42-43869
Name: FREEDOM DODGE-CHRY-JEEP
Address: 1560 NEW CIRCLE ROAD
 LEXINGTON, KY 405091043
Phone: INACTIVE
 859 268-3000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIE OUT..CUSTOMERS CONCERN WORD FOR WORD: WHILE DRIVING ON INTERSTATE THE CAR JUST SHUT OFF PUT IN NEUTRAL THEN STARTED BACK UP//ONLY TIME THIS HAS DONE THIS WHILE DRIVING//HAS DIED LIKE THIS IN DRIVEWAY FEW TIMES.. DID NOT FIND ANY CODES IN ANY MODULE. UPDATED THE PCM TO NUMBER 04896568AJ, ALL OTHER MODULES ARE UP TO DATE. CHECKED THE ADAPTIVES FOUND ALL BLOCKS TO BE APPROX 8. TEST DROVE VEH APPROX 15 MILES IN A STOP AND GO CONDITION AND ON THE HIGHWAY. CHECKED STAR ON LINE FOR ANY RELATED DATA, DID NOT SEE ANYTHING THAT PERTAINING DIRECTLY TO CONCERN. IF YOU HAVE ANY RELATED INFORMATION PLEASE LET ME KNOW.
 THANKS FOR YOUR TIME, DAVE

Service Action:DAVID, WE DO NOT HAVE KNOWN CONCERNS WITH THIS VEHICLE DIEING OUT. MAKE SURE THE EGR VALVE IS WORKING PROPERLY. INSPECT ALL WIRING HARNESS CONNECTIONS AT ALL SENSORS AND MODULES. INSTALL DATA RECORDER AND RECORD CONDITION AND PUT ON YOUR SCREEN AND REVIEW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009124990

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6222510114)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J238561121)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090103

Report#: SSV009124990
Open Date: 10/09/2007
Mileage: 18450
Warr Built Dt: 09/01/2005
Supplier RP:

Zone/Cd: 35-68305
Name: THREE RIVERS CHRYSLER JEEP DOD
Address: 2633 W LIBERTY AVE
 PITTSBURGH, PA 152163407
Phone: 412 343-1200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CC: TOWED IN NO START.
 TECH STATES VEHICLE STARTED RAN FOR 5 MINUTES AND THEN STALLED. TECH STATES HE PUT 2 GALLONS OF FUEL IN THE TANK AND VEHICLE STARTED AND RAN NORMAL. TECH STATES VEHICLE WAS OUT OF FUEL AND GAUGE WAS STUCK AT 1/2TANK

Service Action:ADVISE TECH TO MANUALLY MEASURE RESISTANCE OF FULE LEVEL SENSORS AND REPLACE AS NECESSARY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009126558

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6172510244)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J178561264)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072206

Report#: SSV009126558
Open Date: 10/09/2007
Mileage: 12146
Warr Built Dt: 07/22/2005
Supplier RP:

Zone/Cd: 42-45266
Name: BILL HARRIS CHRYSLER DODGE JEE
Address: 2100 BANEY RD S
 ASHLAND, OH 448058915
Phone: 419 281-1155

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: DIED OUT WHEN DRIVING. FUSE 17 BLOWS. THE TECH REPLACED THE IPM, NOW THE OCM IS NOT PRESENT ON THE BUS.

Service Action: ADVISED THE TECH TO LOAD TEST ALL POWERS, GROUNDS, AND CHECK THE CAN B VOLTAGES TO THE OCM. IF OK, REPLACE THE OCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009116613

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H86H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6290510349)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J294560360)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 103103

Report#: SSV009116613
Open Date: 10/05/2007
Mileage: 33653
Warr Built Dt: 10/31/2005
Supplier RP:

Zone/Cd: 32-66932
Name: FULLERTON CHRYSLER JEEP DODGE
Address: 1050 ROUTE 22
 SOMERVILLE, NJ 088761759
Phone: 908 722-2500

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL AFTER FILLING TANK WITH GAS. NO CODES IN PCM.

Service Action:ADVISED TECH TO CHECK FOR RAW GAS IN EVAP SYSTEM. IF FOUND, REPLACE GAS TANK AND OR TANK FLOW CONTROL VALVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009106415

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178510335)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207561188)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081005

Report#: SSV009106415
Open Date: 10/04/2007
Mileage: 28325
Warr Built Dt: 08/10/2005
Supplier RP:

Zone/Cd: 71-61339
Name: JACK POWELL CHRYSLER JEEP DODG
Address: 1625 AUTO PARK WAY
 ESCONDIDO, CA 920292008
Phone: 760 745-2880

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE RUNNING IN PARK OR STOPPED IN GEAR-RESTARTS EASILY, MOSTLY COLD ENGINE, TECH CAN DUP THE IDLE DIE OUT,

Service Action: ADVISED TECH TO WATCH THE SHORT ADAPTIVES DURING WARM, CHECK FOR WATER INTRUSION IN O2 SENSOR CONNECTORS IF POSSIBLE WHEN CONDITION OCCURS, DO A MODULE SCAN FOR CODES, TEST FUEL PRESSURE, REMOTE STARTER ON VEHICLE , CHECK ALL WIRING AND CONNECTORS, RECORD AND REVIEW MAY HELP YOU FIND THE CAUSE. TECH STILL UNABLE TO FIND THE CAUSE OF DIEOUT.\r\n\r\nADVISED THE TECH TO MONITOR THE IGN AND TRT CATCHING THE EVENT WITH A RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009112018

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6040610258)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J062660358)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031505

Report#: SSV009112018
Open Date: 10/04/2007
Mileage: 15056
Warr Built Dt: 03/15/2006
Supplier RP:

Zone/Cd: 74-42725
Name: GRAVEN CHRYSLER DODGE JEEP RAM
Address: 1755 WEST ELM ST
 LEBANON, MO 65536
Phone: 417 532-3157

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECHNICIAN STATES THE CUSTOMER COMPLAINS OF STALLING AT STOPS. TECHNICIAN HAS DUPLICATED THE CONCERN 2X S. NO DTC S PRESENT. TECHNICIAN INSPECTED THE CANISTER FOR FUEL TO AVAIL.

Service Action: ADVISED POSSIBLE DIRTY THROTTLE BODY. ADVISED POSSIBLE DATA RECORDING CANIDATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009093939

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6273510939)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J276561161)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101318

Report#: SSV009093939
Open Date: 10/03/2007
Mileage: 44648
Warr Built Dt: 10/13/2005
Supplier RP:

Zone/Cd: 66-45066
Name: ACCARDI DODGE
Address: 2300 NORTH FEDERAL HIGHWAY
 POMPANO BEACH, FL 33062
Phone: INACTIVE
 954 942-5100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STILL STALLING, TECH HAS SENT RECORDINGS, 7

Service Action:STAR WILL CONTACT DEALER BACK AFTER REVIEWING RECORDINGS. STAR TRIED CALLING TECH BACK WITH NO ANSWER. 09/28/07 AT APROX. 4:30PM. TODD STATES HE REVIEWED RECORDINGS AND ALL SENSORS DROPS OUT AT AT THE SAME TIME.\n\nADVISED THE TECH TO CHECK THE IGN SWITCH -POS BAD SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008593545

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6024610201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045660144)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031703

Report#: SSV008593545
Open Date: 10/02/2007
Mileage: 619
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 66-44615
Name: AUGUSTA DODGE INC
Address: 1886 GORDON HIGHWAY
 AUGUSTA, GA 309045658
Phone: INACTIVE
 706 736-8414

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:

Service Action:CODE COMES AND GOES INTERMITTENTLY. TECH. SENT THE RECORDINGS CANNOT FIND THE RECORDINGS ON THE SERVER. WILL WAIT AND TRY TO LOOK FOR THEM
 LATER. THE DLR STILL HAS THE CONCERN WITH THE VEHICLE STALLING OUT AT TIMES. THERE ARE NO CURRENT CODES. THE DLR SAYS THE DATA RECORDING IS DOWN. --
 POSSIBLE FCM CONCERN. DRIVE ISSUE .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009100064

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H16 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6182511819)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J180560772)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 072822</p>	<p>Report#: SSV009100064</p> <p>Open Date: 10/02/2007</p> <p>Mileage: 35926</p> <p>Warr Built Dt: 07/28/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-44717</p> <p>Name: KERRY CHRYSLER JEEP DODGE, INC</p> <p>Address: 701 CHAMBER DRIVE MILFORD, OH 45150</p> <p>Phone: INACTIVE 513 831-7550</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECHNICIAN STATES VEHICLE EXHIBITS A STALLING CONDITION. NO DTC S PRESENT. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE.

Service Action:ADVISED TECHNICIAN TO CONSULT CUSTOMER AS TO DOES THE STALL EVENT OCCUR AFTER FUELING THE VEHICLE. ADVISED TO INSPECT THE CANISTER FOR FUEL.
ADVISED POSSIBLE DATA RECORDING CANDIDATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009091325

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122610614)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138660250)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052701

Report#: SSV009091325
Open Date: 09/26/2007
Mileage: 38196
Warr Built Dt: 05/27/2006
Supplier RP:

Zone/Cd: 42-23401
Name: O'DANIEL MOTOR SALES INC
Address: 5611 ILLINOIS RD
 FORT WAYNE, IN 468041153
Phone: 219 435-5300
 260 435-5300

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLS AND DIES AT STOP. THERE IS NO DTC S PRESENT. MIKE IS UNABLE TO DUPLICATE THE CONCERN. MIKE STATES NO PARTS HAVE BEEN REPLACED. MIKE HAS CHECKED THE SPARK PLUGS WHICH LOOK GOOD. HE HAS NOT CHECKED ANYTHING ELSE. THE CUSTOMER HAS NOT ALLOWED THE DEALER TO DIAGNOSE THE CONCERN.

Service Action: ADVISED TO OBTAIN A STAR MOBILE DATA RECORDINGS OF THE DIE OUT EVENT. ADVISED TO CHECK FOR A POSSIBLE LOSS OF THE IGNITION RUN TO THE PCM.
 \r\nADVISED TO PERFORM A ETC RELEARN.\r\nADVISED TO MONITOR THE PURGE SOLENOID OPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009069284

Vehicle Information

Repair Information

Dealer Information

<p>VIN: ██████████</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6321511515)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J346560495)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 122003</p>	<p>Report#: SSV009069284</p> <p>Open Date: 09/24/2007</p> <p>Mileage: 10500</p> <p>Warr Built Dt: 12/20/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 63-44272</p> <p>Name: DARRELL YATES AUTO MALL INC</p> <p>Address: 3001 SOUTH MUSKOGEE TAHLEQUAH, OK 74464</p> <p>Phone: 918 456-2541</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STARTED AND DIED. RESTARTED AND RAN ROUGH FOR A WHILE, THEN DIED AGAIN. VEH TOWED IN. STARTS AND RUNS OK FOR TECH. STORED FAULT IN PCM FOR P2172. TECH NOT ABLE TO DUPLICATE CONDITION. FF DATA SHOWED 0 RPM. MAP VAC AT 14 PSI AND BARO AT 8 PSI.

Service Action:CHECK MAP SENSOR WIRING FOR SHORTS, OPENS OR TERMINAL CONNECTION ISSUES. IF OK, SUSPECT FAULTY MAP SENSOR. VEHICLE STILL QUITS WHILE DRIVING INTERMITTENTLY. NO CODES IN PCM. NO RECORDER AVAILABLE AT THIS TIME. ADVISED TECH TO CHECK KEY COUNTS IN PCM, IF COUNTS ARE RESETTING TECH TO CHECK POWERS AND GROUNDS TO PCM AND CHECK 5V CIRCUIT COMING OUT OF PCM. TECHNICIAN REPLACED THE MAP. TECHNICIAN STATES THE CONCERN IS STILL PRESENT, NO DTC S PRESENT. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE. TECHNICIAN LOAD TESTED PCM POWER AND GROUND FEEDS. ADVISED TO INSPECT THE CANISTER FOR FUEL. ADVISED TO ATTEMPT TO DUPLICATE TO FURTHER DIAGNOIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009085124

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145510433)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J189561040)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 073003

Report#: SSV009085124
Open Date: 09/24/2007
Mileage: 31819
Warr Built Dt: 07/30/2005
Supplier RP:

Zone/Cd: 35-67320
Name: BRANDOW CHRYSLER JEEP CO
Address: 555 WEST STREET ROAD
 WARMINSTER, PA 18974
Phone: INACTIVE
 215 443-5800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE WILL STALL OUT WHEN ENGINE TEMP IS COLD AND ALSO AFTER VEHICLE HAS RUN FOR APP 2HOURS THEN IS DHUT DOWN AND RESTARTED AFTER APP 1 HOUR..VEHICLE WILL STALL 3-4 TIMES THEN BE FINE..CAR IS USUALLY IN GEAR AT IDLE OR BACKING UP CHECKED SYSTEMS FOR ANY DTC S STORED..NONE..CHECKED EGR OPERATION..CHECKED FUEL DELIVERY..CHECKED BATTERY..CHECKED PURGE SOLENOID AND CANNISTER..ROAD TESTED..\n\nCOULD DUPLICATE CONCERN..

Service Action: WALTER, FIRST DO AN COMBUSTION CHAMBER DECARB-LET SIT FOR 2-2.5 HOURS AND ROAD TEST THE VEHICLE AND DO 4-5 HARD UPSHIFTS. IF NOT YET DONE CLEAN THE THROTTLE BODY USING ONLY BRAKE CLEANER-CHECK THE AIR FILTER AND PLUGS FOR REPLACEMENT. TEST THE FUEL PRESSURE-59 LBS. TEST THE FUEL FOR OVER 10 % ALCOHOL PERCENTAGE. IS THIS HAPPENING AFTER A FILL UP-OVERFILLING TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009086970

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6156611356)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J164660028)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062416

Report#: SSV009086970
Open Date: 09/24/2007
Mileage: 13902
Warr Built Dt: 06/24/2006
Supplier RP:

Zone/Cd: 42-60127
Name: URBANA CHRYSLER JEEP DODGE, IN
Address: 953 NORTH MAIN STREET
 URBANA, OH 43078
Phone: INACTIVE
 937 652-2114

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CAR STALLING AND HAD CHECK ENGINE LAMP. ALL STORED. TECH CANNOT DUPLACATE.

Service Action:ADVISED TEH TECH TO DUPLACAETE THE CONDITION, ALSO ADVSIED TO INSPECT THE WIREING UNDER THE CENTER CONSOLE\r\nBY THE ABS MODULE PER CASE HIST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009082975

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6070510200)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083560598)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041407

Report#: SSV009082975
Open Date: 09/21/2007
Mileage: 19152
Warr Built Dt: 04/14/2005
Supplier RP:

Zone/Cd: 63-44339
Name: PATTERSON DODGE CHRYSLER JEEP
Address: 2900 JACKSBORO HWY
 WICHITA FALLS, TX 763021019
Phone: 940 761-1011

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE CAR STALLS INTERMITTENTLY HAS VERIFIED THE CONDITION AND REPLACED THE PCM AND STILL HAS THE SAME CONDITION.

Service Action: ADVISE THE TECH TO CHECK THE POWER AND GROUND CIRCUITS TO THE PCM CHECK FOR POOR CONNECTIONS AT THE TIPM AND DRIVE THE VEHICLE WITH SCAN TOOL CHECK OPERATION OF ALL SENSORS WHEN DIE OUT OCCURS. CHECK FUEL PRESSURE WITH MANUAL GAUGE WHEN DIE OUT OCCURS, CHECK FOR WATER IN FUEL ON COLD START GET FUEL SAMPLE. ADVISE THE TECH TO CHECK PURGE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009002689

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6298510488)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J343560094)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121704

Report#: SSV009002689
Open Date: 09/18/2007
Mileage: 9660
Warr Built Dt: 12/17/2005
Supplier RP:

Zone/Cd: 51-44609
Name: WESTSIDE DODGE INC
Address: 201 HANSEN BLVD
 NORTH AURORA, IL 60542
Phone: INACTIVE
 630 907-1200

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS COMING TO A STOP WITHIN THE FIRST 10 MINS OF DRIVING.. ALWAYS HAS A STORED CODE FOR LOSS COM WITH ECM/PCM WITH VARIOUS MODULES. U0100 IS THE ONLY CODE. TECH CANNOT DUPLICATE. .

Service Action:RECOMMEND MONITORING C1 PIN 11 FOR POWER DROPPING OUT. RUN START CIRCUIT KEEPS THE PCM AWAKE. ALSO IS SETTING U0019, OUR SYSTEM WAS DOWN.\r\nTECH STATED THAT HE CAN CALL BACK IN 1 HOUR. ADVISED TECH THE UCODES ARE NOT CAUSING THE STALLING CONDITION. TECH NEEDS TO CONTACT THE DRIVE GROUP. ADVISE THE TECH TO CHECK THE POWER AND GROUND CIRCUITS FOR THE PCM CHECK THE FCM FOR PIN RETENTION ISSUES,CHECK THE IGNITION SWITCH FEEDS,CHECK THE BATTERY VOLTAGE AND CHECK THE BULKHEAD CONNECTORS FOR WATER ,MOISTUR,CORROSION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009068623

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510351)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J006660020)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011802

Report#: SSV009068623
Open Date: 09/13/2007
Mileage: 30738
Warr Built Dt: 01/18/2006
Supplier RP:

Zone/Cd: 51-60342
Name: HARBOR CHRYSLER, JEEP, DODGE
Address: 3502 E MICHIGAN BLVD
 MICHIGAN CITY, IN 463606525
Phone: INACTIVE
 219 872-8600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:BUCK RUNS BAD AND DIES AT STOPS INTERMITTENTLY. HAD A TCM LOST COM WITH THE TCM. DID DIE 3 TIMES AT A STOP AND ONCE ON ACCEL. 60 PSI FUEL PRESSURE.

Service Action:DATA RECORD CONCERN. CHECK FUEL QUALITY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009069301

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6126510631)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123560777)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051607

Report#: SSV009069301
Open Date: 09/13/2007
Mileage: 47336
Warr Built Dt: 05/16/2005
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STARTS REVS TO ABOUT 1200 DOWN TO ABOUT 1000 AND DIE, CAN HAPPEN 10 TO 15 TIMES. NEVER BECOMES A NO CRANK. INTERMITTENTLY WILL NOT MOVE WHEN PUT IN GEAR. SEEMS TO HAPPEN MORE WHEN COLD. DOES NOT WANT TO REV OVER 3500-4000 RPM WHILE DRIVING. B1A28 ECM MISS MATCH WITH SKIM. REPLACE THE SCCM WCM. THE CODE HAS NOT RESET. REPLACED A CAM, CRANK SENSOR, FCM, EGR, MAP SENSOR, ALL 5 VOLT SENSORS.

Service Action:VERIFY FUEL PRESSURE AND QUALITY. DATA RECORD CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009063116

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510315)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J025661381)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020707

Report#: SSV009063116
Open Date: 09/12/2007
Mileage: 40886
Warr Built Dt: 02/07/2006
Supplier RP:

Zone/Cd: 70-44621
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 2121 MARTIN LUTHER KING JR BLV
 EUGENE, OR 974012470
Phone: 541 343-1700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: POLICE VEHICLE DIES OUT WHILE DRIVINGHAS CODE U100

Service Action: SET UP STAR MOBILE FOR A DATA RECORDING. GET RECORDINGS OF THE DIE OUT . BASED ON DATA RECORDINGS LOOKS LIKE CONTROLLER IS SHUTTING DOWN .
 REPLACE THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009056446

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV572X6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152610118)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J156660901)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062123

Report#: SSV009056446
Open Date: 09/11/2007
Mileage: 31000
Warr Built Dt: 06/21/2006
Supplier RP:

Zone/Cd: 42-57042
Name: COLONIAL DODGE INC
Address: 24211 GRATIOT AVENUE
 EASTPOINTE, MI 480213387
Phone: INACTIVE
 586 778-1800

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: COMPLAINT OF DRIVING DOWN ROAD, NOTICED A PUFF OF SMOKE AND THEN THE ENGINE DIED. WOULD NOT RESTART. \n\nROD OUT THE BOTTOM OF THE PAN AND OUT TWO SIDES OF THE BLOCK. WHAT LEFT OF THE OIL IS CLEAN AND NO SLUDGE. UNEXPLAINED ROD BREAK.

Service Action: SENDING CASE TO HEMI FOR REVIEW. MIKE UPHOUSE TOLD TECH TO REPLACE SHORT AND HEADS AUTHORIZED TO RELEASE PARTS TO THE DEALER. :PRIOR AGENT HAS ALREADY ORDERED BOTH CYLINDER HEADS AND A SHORT BLOCK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009061792

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H66 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6145510485)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J095560326)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 061622</p>	<p>Report#: SSV009061792</p> <p>Open Date: 09/11/2007</p> <p>Mileage: 33099</p> <p>Warr Built Dt: 06/16/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-44058</p> <p>Name: DODGELAND OF COLUMBIA</p> <p>Address: 190 GREYSTONE BLVD COLUMBIA, SC 29210</p> <p>Phone: 803 799-1900</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIE S OUT COMING TO A STOPHAS CODES P0700 U-100

Service Action:DATA RECORD THE DIE OUT FOLLOW DIAGNOSTICS FOR THESE CODES !

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009041024

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610136)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660033)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020804

Report#: SSV009041024
Open Date: 09/07/2007
Mileage: 20562
Warr Built Dt: 02/08/2006
Supplier RP:

Zone/Cd: 70-54474
Name: CURT AND HAL INC
Address: 2701 EAST CLEVELAND
 CALDWELL, ID 836054442
Phone: INACTIVE
 208 459-7405

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH. STATES THAT THE TOPLOGY REPORT SHOWS THAT THE PCM, TCM , ABS NOT BUILT ON THE VEHICLE. CANNOT GET INTO THE PCM TO TALK TO IT. VEHICLE WILL START AND RUN.

Service Action: TRANSFER TO ELECTRICAL GROUP. SUGGESTED TECH PERFORM A VEHICLE RECONFIGURATION, IF CONDITION PERSISTS THEN REPLACE THE FCM. TECH HAS REPLACED THE FCM 20404 MILES WENT 30 MILES VEHICLE DIED TWICE SAME CODES REPEAT. TECH HAS DUPLICATEDNO AFTERMARKET COMPONENTS. ADVISED TECH. TO STARMOBILE THE CONCERN ADVISED TO ALSO REVIEW VIDEOS IN TECH CONNECT IF UNSURE OF SETUP OR OPERATION. ENGINE DIES OUT AT TIMES. TECH SENT RECS UP. LOSING DATA FROM PCM/TCM JUST BEFORE ENGINE DIES. ADVISE TO REPLACE PCM BASED ON OTHER CASES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009047195

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610207)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J139661603)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052914

Report#: SSV009047195
Open Date: 08/31/2007
Mileage: 22340
Warr Built Dt: 05/29/2006
Supplier RP:

Zone/Cd: 63-67339
Name: BATTISON MOTORS INC
Address: 8703 NORTH HIGHWAY 81
 DUNCAN, OK 73533
Phone: INACTIVE
 580 255-2067

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. STATES THAT THE ENGINE DIED WHILE DRIVING NO FUEL PSI. TECH. STATES THAT THE VEHICLE HAS HAD TWO FUEL PUMPS ALREADY REPLACED. LAST ONE WAS 4K MILES AGO.

Service Action: ADVISED TECH. THAT THE CONCERN MAY BE IN THE SECONDARY MODULE BENCH TEST THE PRIMARY PUMP. IF OK REPLACE THE SECONDARY MODULE RE-TEST FUEL PSI.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008970422

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H36F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6139610534)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111661241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061017

Report#: SSV008970422
Open Date: 08/30/2007
Mileage: 2800
Warr Built Dt: 06/10/2006
Supplier RP:

Zone/Cd: 66-67736
Name: SUNBELT CHRYSLER-JEEP-DODGE, I
Address: 4325 W US HIGHWAY 90
 LAKE CITY, FL 320554877
Phone: 386 755-3444

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: LONG CRANKING TIME. VEHICLE WILL START WHEN PUTTING FOOT ON THE ACCELERATOR. TECH. HAS PERFORMED AN ETC RELEARN. RPM S FLAIR AND THEN SHUT OFF.

Service Action: TECH. ADVISED TO CHECK FUEL PUMP DIAGNOSTICS FOR FLOW SPEC. CHECK NORMAL RELATED SENSORS ASSOCIATED AT STARTUP, TPS APP, CKP AND CMP. INSPECT FUEL PUMP AND LINES FOR RTRESTRICTIONS/CONCERNS. TECH. HAS SENT A DATA RECORDING. VEHICLE WILL NOW AT IDLE DIE-OUT BUT THE STALL IS GONE WHILE DRIVING. TECH HAS PERFORMED A VEHICLE CONFIGURATION, ETC RELEARN. ADVISED TECH. TO OBTAIN MORE DATA ON ANOTHER RECORDING. RECORDING SHOWS START/RUN TIMER RESETTING WHEN VEH GLITCHES. BATT VOLTAGE DROPS FROM LOW 14S TO LOW 13S. OTHER MODULES DO NOT REPORT A LOSS OF KEY ON FEED BUT THEY DO SEE A DROP IN BATTERY VOLTAGE. TECH WILL RUN A SUPPLEMENTAL FUSED JUMPER BETWEEN BATT B+ AND PCM PIN C1 TERM 29. SEE IF CONDITION STILL OCCURS. TECH HAS HARDWIRED THE VEHICLE TO PIN 29. TECH. SENT RECORDINGS, PROBABLY 6 OR 7 RECORDINGS. VEHICLE WILL START BUT JUMP UP AND STALL. NO

CODES. TECH. HAS NOT PERFORMED A FUEL QUALITY CHECK, BUT HAS DRAINED THE TANK AND REPLACED WITH GOOD FUEL SOURCE. ESP CAME ON AT STARTUP AND THE VEHICLE STALLED. TECH. HAS LABSCOPED ALL RELATED SENSORS, BOTH TPS AND APPS. FUEL PRESSURE HAS BEEN CHECKED. (TECH. INFORMED BE THAT THE VEHICLE WILL DIE OUT AT 80 MPH THEN POWER UP AND CONTINUE ON KEY CHIME SOUNDS EVERY TIME, HAPPENED 8 TIMES WITHIN A 10 MINUTE TIME FRAME).FCM HAS BEEN REPLACED, VEHICLE CONFIGURATION HAS BEEN PERFORMED. TECH ADVISED THAT WE ARE REVIEWING ALL DATA RECORDINGA AND THIS WILL TAKE TIME< ALSO SOME INPUTS RECORDED WILL INVOLVE THE ADD IN OF ENGINEERING CONTACTS. VIEWED RECORDINGS. SEE BATTERY VOLTAGE BOUNCING LIKE O. O ARE LEAN. WHEEL SPEEDS ARE ALL OVER WHEN MOVING. CHECK FUEL PRESSURE AND QUALITY TO START WITH. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009042202

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152511314)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J171560704)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062522

Report#: SSV009042202
Open Date: 08/29/2007
Mileage: 26213
Warr Built Dt: 06/25/2005
Supplier RP:

Zone/Cd: 51-60178
Name: ARCADIA MOTORS
Address: 757 WEST MAIN STREET
 ARCADIA, WI 546121114
Phone: 608 323-3118

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED WHILE DRIVING. WHEN DEALER GOT IT IS WAS A NO CRANK. CAN C WAS DOWN. IT CRANKS STARTS AND RUNS FINE AFTER SETTING OVER NIGHT. HAD CODES, U0001, U0019, U1107 FCM, SCM U0002.

Service Action: TRY TO GET THE VEHICLE TO ACT UP AGAIN. TRANSFER TO 391 FOR THEIR THOUGHTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009037233

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6027610300)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J118661377)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050508

Report#: SSV009037233
Open Date: 08/27/2007
Mileage: 1
Warr Built Dt: 05/05/2006
Supplier RP:

Zone/Cd: 35-60326
Name: DICK MYERS CHRYSLER DODGE JEEP
Address: 1711 S MAIN ST
 HARRISONBURG, VA 228012730
Phone: 540 433-1600

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: POLICE VEHICLE STALLS AFTER IDLING FOR 10 TO 15 MINUTES . AFTER IDLING AND PUT INTO GEAR AND TAKING OFF VEHICLE STALLS . DEALER CAN NOT DUPLICATE THE DIE OUT .

Service Action: GET MORE INFORMATION FROM OFFICER AS TO WHAT WAS TURNED ON VEHICLE WHEN DIE OUT OCCURRED . HAVE OFFICER DEMO THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008980712

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510423)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J167561030)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062316

Report#: SSV008980712
Open Date: 08/23/2007
Mileage: 16219
Warr Built Dt: 06/23/2005
Supplier RP:

Zone/Cd: 32-60227
Name: GARDEN CITY JEEP CHRYSLER DODG
Address: 283 N FRANKLIN ST
 HEMPSTEAD, NY 115501310
Phone: 516 483-2700

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED IN THE RAIN. WATER INGESTION.

Service Action:CP REQUEST FOR SHORT BLOCK. STILL NEEDS TO INSPECT THE CYLINDER HEADS.\r\n\r\n1335** ORDERED REPLACEMENT CYLINDER HEADS\r\n\r\n1335**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009023150

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57266H [REDACTED]	Report#: SSV009023150	Zone/Cd: 71-66451
Model Year: 2006	Open Date: 08/22/2007	Name: SOUTH COUNTY CHRYSLER - JEEP -
Make/Model: DODGE	Mileage: 19745	Address: 6600 CHESTNUT ST
MAGNUM RT RWD	Warr Built Dt: 07/28/2005	GILROY, CA 95020
LXDP49	Supplier RP:	Phone: 408 842-8244
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6182511824)		
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J192560545)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 072818		

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE JUST DIE S OUT WHILE RUNNING IN TECH STALL . NO ADD ON ACCESORIESAND TWO U CODES STORED U100 U1408

Service Action:SEE IF WE ARE LOOSING IGNITION FEED TO THE PCMPOSSIBLE TIPM CONCERN, DIES COMING TO A STOP WHEN HOT. NO CODES SETTING NOW. REPLACED THE TIPM. IF THE GAS IS HELD A LITTLE IT STAYS RUNNING A, THE MIL AND ETC LIGHT FLASH ON AND OFF. NO CODES SET. POWER AND GROUNDS SEEM GOOD. THE ENGINE SEEMS TO BUCK WHILE DRIVING BUT DOESN T DIE OUT. \r\nBLOCK EGR AND PURGE. POSSIBLE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009029391

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6055610105)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J072661211)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032223

Report#: SSV009029391
Open Date: 08/22/2007
Mileage: 14200
Warr Built Dt: 03/22/2006
Supplier RP:

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

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:WHEN PARKING VEHICLE, ENGINE STALLED. TECH NOT ABLE TO DUPLICATE CONDITION. NO CODES.

Service Action:INSTALL STARMOBILE TO DATA RECORD CONDITION WHEN PROBLEM OCCURS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009031154

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510017)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560290)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081509

Report#: SSV009031154
Open Date: 08/23/2007
Mileage: 12880
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 71-60113
Name: SUPERIOR CHRYSLER-JEEP- DODGE
Address: 17320 GALE AVE
 CITY OF INDUSTRY, CA 917481512
Phone: INACTIVE
 626 968-1515

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: U0100 AND VEHICLES STALLS CONTACTED STAR BEFOR AND WAS ADVISED TO PERFOME ETC RELEARN AFTER DOING SO CAR WASNT STALLING..CAR RETURNED AFTER 2WEEKS WITH SAME CONCERN..AND REC THANK YOU

Service Action: VINCENT, WHAT HAS BEEN DONE TO THE VEHICLE HAVE ANY PARTS BEEN REPLACED CAN YOU DUPLICATE THE CONCERN ARE THERE ANY CODES PRESENT WHAT HAVE YOU DONE TO THE VEHICLE (TESTED/INPSECTED/REPLACED ETC...)

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009031409

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510017)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J216560290)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081509

Report#: SSV009031409
Open Date: 08/23/2007
Mileage: 12880
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 71-60113
Name: SUPERIOR CHRYSLER-JEEP- DODGE
Address: 17320 GALE AVE
 CITY OF INDUSTRY, CA 917481512
Phone: INACTIVE
 626 968-1515

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AND SET CODE U0100 REF#9914 CASE NUMBER 9031154..REPLACED TCM AS PER FLOW CHART FOR CODE U0100..ALSO FLASHED PCM..ALSO PERFORMED ETC
 RELEARN..INSPECTED WIRING AT PARKING BRAKE OK..NO PCM CODES ARE SET WHEN VEHILCE DIES..MONITOR CRANK AND CAM..NONE LOST WHEN VEHICLE DIES..ADVISE
 AFTER PERFORMEING ETC RELEARN LAST VISIT VHEICLE STOP DIEING.

Service Action: GET DATA RECORDINGS OF THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009024535

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6095610443)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J096660265)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042618

Report#: SSV009024535
Open Date: 08/21/2007
Mileage: 41791
Warr Built Dt: 04/26/2006
Supplier RP:

Zone/Cd: 66-68808
Name: AUTO PARK EAST
Address: 5310 ROLESVILLE RD
 WENDELL, NC 275917958
Phone: 919 366-7000

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENTLY, THE ENGINE WILL SHUT OFF AND WON T RESTART. WILL CRANK, BUT WON T START. MIL DOESN T COME ON.

Service Action:WILL TRANSFER TO THE DRIVEABILITY GROUP. SET UP STAR MOBILE AND GET DATA RECORDINGTS OF THE DIE OUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009025352

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150510470)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J080560241)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061122

Report#: SSV009025352
Open Date: 08/21/2007
Mileage: 13156
Warr Built Dt: 06/11/2005
Supplier RP:

Zone/Cd: 71-67870
Name: AUTOWORLD
Address: 1370 AUTO CENTER DR
 PETALUMA, CA 94952
Phone: 707 762-2712
 707 795-2436

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED OUT AND WOULD NOT START. TOWED TO THE DEALER. STARTED AT THE DEALER. U0168 STORED CODE.

Service Action:TRY TO DUPLICATE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009025435

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150510705)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J102560831)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061614

Report#: SSV009025435
Open Date: 08/21/2007
Mileage: 27375
Warr Built Dt: 06/16/2005
Supplier RP:

Zone/Cd: 32-63292
Name: LAWLESS CHRYSLER JEEP DODGE
Address: 196 LEXINGTON ST
 WOBURN, MA 018014741
Phone: 781 935-2212

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: MIL CAME ON AND STALLED. FOUND #7 ROD . TECH STATES DID NOT SEE ANY DROPPED VALVE. STATES CAN NOT FIND ANY WATER OR TRACE OF WATER IN AIR INTAKE SYSTEM.. STATES ROD IS TWISTED

Service Action: SENT CASE TO MIKE TO REVIEW PER MIKE UPHOUSE: THE LOWER END OF THE ROD IS BROKEN APART SUGGESTING BEARING FAILURE AS THE ROOT CAUSE. PLEASE CONTACT THE DEALER TO ORDER THE PARTS NEEDED FOR THE REPAIR.\n\nORDERED SHORT.. ORDER NUMBER IS 3743**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009022049

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57256 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510255)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J175560220)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070118

Report#: SSV009022049
Open Date: 08/20/2007
Mileage: 27050
Warr Built Dt: 07/01/2005
Supplier RP:

Zone/Cd: 35-45089
Name: FIRST TEAM DODGE
Address: 4021 PORTSMOUTH BLVD
 CHESAPEAKE, VA 233212125
Phone: INACTIVE
 757 673-2344

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. STATES THAT THE ENGINE STALLED AT A STOP LIGHT, NO KNOWN # OF TIMES, CODE NOT RECORDED. TECH SAW A TSB ON INTERNATIONAL. TECH. CANNOT DUPLICATE. TECH. ASKING FOR DIRECTION. DOES THE INTL. TSB APPLY

Service Action: ADVISED TECH. TO PERFORM AN ETC RE-LEARN, IF CONDITION PERSISTS EMPLOY DATA RECORDER TO CAPTURE THE EVENT. INTERNATIONAL TSB NOT APPLICABLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008874150

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510630)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J137560010)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053003

Report#: SSV008874150
Open Date: 08/16/2007
Mileage: 21071
Warr Built Dt: 05/30/2005
Supplier RP:

Zone/Cd: 35-44444
Name: BRANDYWINE-SMYRNA INC
Address: 19 S DUPONT BLVD
 SMYRNA, DE 199771548
Phone: 302 653-8521

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT WHEN A/C CLUTCH CYCLESTECH CAN DUPLICATE THE CONCERN .

Service Action:JUMP A/C PRESSURE SWITCHES AND SEE IF CONDITION IS STILL PRESENT . TECH. STATES THAT HE REPLACED THE A/C JUMPER SWITCH. TECH. SENT RECORDINGS VEHICLE DIES OUT WITH THE A/C ON 15 - 20MINUTES. TECH. HAS SENT RECORDINGS WILL REVIEW AND CALL TECH BACK. TECH DID NOT GET A CALL BACK WILL RUN BY DRIVE FOR FLOW UP ON ENGINE DYING OUT DIE OUT DOES NOT OCCUR WHEN THE A/C IS CONNECTED. TECH. HAS DISCONNECTED THE BELT AND IT STILL DOES IT. REPLACED PSI SWITCH,ETC,FCM,PCM,AC CLUTCH COIL LOAD TESTED THE WIRES. ALL LOOKS GOOD.VEHICLE DOES THIS WHEN WARM ONLY. REVIEWED RECORDINGS TECH. SENT IN. INCONCLUSIVE, TECH. WILL SEND 1 RECORDING CAPTURING THE EVENT. TECH. HAS SENT A RECORDING WILL REVIEW AND GET BACK BACK TO TECH. REVIEWED DAT RECORDING. TPS IS -- GLITCHING FALLING OUT. OR PCM IS RE-SETTING. ADVISED TECH. TO REPLACE THE THROTTLE BODY/TPS SENSOR PERFORM ETC

RELEARN AND RE-TEST. ADVISED TECH TO HARDWIRE THE TPS FIRST TO THE PCM BEFORE REPLACING THE THROTTLE BODY/TPS. CALLED TECH. TECH HAS REPLACED THE THROTTLE BODY,REPLACED THE PCM,FCM,PDC,CTS,MAP.ADVISED TECH TO SWAP THE APPS, HARDWIRE AS STATED EARLIER. THE TECH HAS REPLACED THE APP AND THE MAIN ENGINE HARNESS. THE TECH TO MAKE NEW RECORDINGS OF THE ISSUE. THE TECH STATES THE ENGINE WILL SIT AND IDLE THEN DIE QUICKLY LIKE SHUTTING OFF THE IGNITION KEY. TECH CALLED TO TALK TO BRIAN. HE WILL NOT BE IN UNTIL 10 AM. TECH WILL CALL BACK. REPLACE THE A/C COMPRESSOR CLUTCHIF DIODE IN CLUTCH IS BAD THIS WILL CAUSE A DIE OUT ! TECH HAS CALLED BACK CLUTCH ASSEMBLY HAS BEEN REPLACED BACK IN MAY. TECH WILL TRY TO REPLACE THE A/C CLUTCH., AND RE-TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009016591

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6139610291)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146661182)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060708

Report#: SSV009016591
Open Date: 08/15/2007
Mileage: 5282
Warr Built Dt: 06/07/2006
Supplier RP:

Zone/Cd: 66-07421
Name: PALM CHRYSLER
Address: 3535 N MAIN ST
 GAINESVILLE, FL 326092305
Phone: INACTIVE
 352 372-2561

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES VEH. IN TWICE BEFORE FOR STALLING. TECH. HAS NOT DUPLICATED. NO CODES. INTERMITTENT. GAVE IT BACK TO THE CUSTOMER, STALLED THREE TIMES
 TWO UNIDENTIFIED LIGHTS CAME ON NO CODES AGAIN. TECH. ASKING FOR DIRECTION.

Service Action: ADVISED TECH. TO INSTALL DATA RECORDER PERFORM AN ETC RELEARN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009017146

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6093610226)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J101661337)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051118

Report#: SSV009017146
Open Date: 08/15/2007
Mileage: 6667
Warr Built Dt: 05/11/2006
Supplier RP:

Zone/Cd: 42-45223
Name: GRAND CHRYSLER DODGE JEEP INC.
Address: 930 W MAIN
 LOWELL, MI 49331
Phone: 616 897-9281

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE GOES DEAD GOING DOWN ROAD. CLUSTER LIGHTS WILL ALL COME ON, WILL NOT RESTART

Service Action:TAUNNYA, PLEASE CALL STAR SO THAT WE CAN GET MORE INFORMATION ON THIS CONCERN.THERE IS JUST NOT ENOUGH INFORMATION FOR US TO EVALUATE. THANKS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009009282

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6163610151)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J173660440)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070514

Report#: SSV009009282
Open Date: 08/10/2007
Mileage: 11482
Warr Built Dt: 07/05/2006
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CAME IN FOR DIE OUT THEN THE VEHICLE STARTED UP

Service Action: CHECK CONNECTIONS AT IPM, ABOVE EMR BRAKE FOR RUBS- CLEARED CODES THEY HAVE NOT RETURNED .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008969407

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6165620001)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J164661324)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062811

Report#: SSV008969407
Open Date: 08/09/2007
Mileage: 6842
Warr Built Dt: 06/28/2006
Supplier RP:

Zone/Cd: 71-60188
Name: CAPISTRANO CHRYSLER JEEP DODGE
Address: 33301 CAMINO CAPISTRANO
 SAN JUAN CAPISTRANO, CA 92675
Phone: INACTIVE
 949 493-8210

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES VEHICLE STALLING FIRST FIVE MINUTES AFTER STARTING. THE TECH HAS NOT DUPLICATED THE ISSUE.

Service Action:THE TECH TO DATA RECORD THE ISSUE, THE TECH TO CHECK THE FUEL QUALITY, AND THE PURGE SOL OPERATION. THE TECH HAS MADE RECORDINGS. THE TECH STATES VEHICLE HAS NO CODES SET. THE TECH TO SEND THE RECORDINGS. DATA RECORDING SHOW A ENGINE DIE OUT. DATA IN MISSING JUST BEFORE THE DIE OUT. TRY TO GET A FEW MORE RECORDING WITH MORE SENSORS. CHECK FOR AFTERMARKET STUFF. ACCORDING TO SD, CUSTOMER MAY NOT BE CONDUCIVE TO TAKING MORE DATA RECORDINGS. WILL TRY GETTING SRT INVOLVED BEFORE GETTING MORE RECS. SERVICE DIRECTORS CELL NUMBER IS 714-936-6470. SPOKE WITH BOB DEPOTO. HE IS TO LET ROBERT NOW WE NEED MORE INFORMATION ON THE VEHICLE PRYOR TO GETTING THE SRT PEOPLE INVOLVED. WE DON T HAVE ANY GOOD INFO OTHER THAN WE SEE A ENGINE STALLING. TECH WANTED THE CASE NUMBER. BASED ON DATA RECORDINGS READINGS SUSPECT A BAD BOARD IN THE PCM . REPLACE THE CONTROLLER .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009006102

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H56H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6341510159)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J356560813)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 011105</p>	<p>Report#: SSV009006102</p> <p>Open Date: 08/09/2007</p> <p>Mileage: 24500</p> <p>Warr Built Dt: 01/11/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 74-67031</p> <p>Name: WALSER CHRYSLER JEEP DODGE</p> <p>Address: 314 MAIN STREET HOPKINS, MN 55343</p> <p>Phone: 952 935-2400</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: COMPLAINT OF STALLING. MIL ON. U0100 IN TCM, P0700 IN PCM. VEH DID STALL IN SERVICE AISLE.

Service Action: BASED ON PRIOR CASES, REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008946774

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6273510939)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J276561161)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101318

Report#: SSV008946774
Open Date: 08/06/2007
Mileage: 42294
Warr Built Dt: 10/13/2005
Supplier RP:

Zone/Cd: 66-45066
Name: ACCARDI DODGE
Address: 2300 NORTH FEDERAL HIGHWAY
 POMPANO BEACH, FL 33062
Phone: INACTIVE
 954 942-5100

Part Information

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

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT THE VEHICLE STALLS AT ANY TIME NO CODES. NUMEROUS PARTS HAVE BEEN CHANGED, PCM,CTS,EGR APPS ETC MAP SENSOR. TECH. HAS TEST
 DRIVEN THE VEHICLE WHILE SITTING AT A STOP LIGHT JUST STALLS. DOES NOT SEEM LIKE A FUEL ISSUE.

Service Action: ADVISED TECH. TO INSTALL A STAR MOBILE AND DATA RECORD THE CONCERN. EXPLAINED HOW TO SET UP A TEMPLATE. VIEWED A RECORDING. LOOKS LIKE THE KEY WAS
 TURNED OFF. \nCHRIS IS GOING TO RECORD THE CONCERN HIMSELF. TECH SENT RECORDINGS. LOOKS LIKE CAM SYNC DROPS OUT FIRST ON ALL 3 RECS THAT REFLECT
 THE DIE OUT. TECH NEEDS TO MONITOR CAM SIGNAL WITH O-SCOPE AND SEE IF SIGNAL DROPS OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008998381

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510866)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J195561296)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082423

Report#: SSV008998381
Open Date: 08/06/2007
Mileage: 4007
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 32-68480
Name: CENTRAL MAINE CHRY DODGE JEEP
Address: 300 KENNEDY MEMORIAL DRIVE
 WATERVILLE, ME 04901
Phone: 207 872-9211

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ETC UNABLE TO OPEN P2112 STORED CODE P2112 CAN NOT DUP PROBLEM CUSTOMER STATES HAS STALLED

Service Action:ELMER PERFORM AN ETC RELEARN AND A FOLLOWER TEST. YOUR TRANSMITTAL DIDN T MENTION IF YOU HAVE PERFORMED THE DIAGNOSTIC ROUTINE, SO IF YOU HAVEN
 T PLEASE DO SO. WE DO NOT HAVE ONE OVER RIDING ROOTS CAUSE TO THESE CODES OR THIS CONCERN, ALL PARTS ARE SUSPECT..... THANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008981718

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6097610548)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J081660769)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050405

Report#: SSV008981718
Open Date: 07/30/2007
Mileage: 29533
Warr Built Dt: 05/04/2006
Supplier RP:

Zone/Cd: 35-42125
Name: LUSTINE CHRYSLER JEEP DODGE
Address: 14211 JEFFERSON DAVIS HWY
 WOODBRIDGE, VA 221912108
Phone: 703 494-1900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STARTS IN GEAR, STALLS AT ANY TIME IN OR OUT OF GEAR. U0100 IN THE TCM. SENT DATA RECORDINGS.

Service Action: VIEWED DATA RECORDINGS. YES IT STARTS IN GEAR. CHECK THE TRANS TEMP SENSOR PARK/NEUTRIAL SWITCH OPERATION. POSSIBLE OPEN CIRCUIT. VEHICLE DIES-OUT AND STARTS IN GEAR WILL ONLY START IN GEAR AFTER DIE-OUT HAS HAPPENED NUMEROUS TIMES. START THE CAR AT IDLE WILL JUST DIE OUT, AS IF THE KEY WAS TURNED OFF. ONLY ONE CODE HAS EVER BEEN PRESENT U0100. WILL REVIEW RECORDINGS AND CALL THE TECH. BACK. COULD NOT LOCATE THE RECORDINGS, CALLED TECH. BACK SAT/7/28 AND ADVISED, TECH. WILL RE-SEND DATA. TECH. HAS HAD A DUPLICATE DIE/OUT AND HAD THE ETC. AND ABS LIGHT ON THE DASHBOARTRD COME ON RECYCLED KET AND THE VEHICLE STARTED RUNNING JUST FINE, NO CODES. BASED ON SOME PRIOR CASES, RECOMMEND REPLACING PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008988126

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145510239)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J160561036)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061404

Report#: SSV008988126
Open Date: 07/31/2007
Mileage: 60092
Warr Built Dt: 06/14/2005
Supplier RP:

Zone/Cd: 35-65113
Name: WALDORF CHRYSLER JEEP
Address: 11755 BUSINESS PARK DRIVE
 WALDORF, MD 20601
Phone: 301 843-2387
 301 843-5200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS AT IDLE,ECT AND MIL FLASH FOR A SPLIT SECOND VEHICLE ATTEMPTS TO STALL WHEN DRIVING LIGHTS ALSO FLASH FOR A SPLIT SECOND WHEN THIS HAPPENS NO CODES WILL SET ANOTHER TECH HAS REPLACED EGR,PCM AND THROTTLE BODY.I HAVE CHECKED PURGE,EGR FLOW,FUEL PRESS,VACUUM LEAKS,CAM,CRANK AND MAP SENSORS.MADE SEVERAL FLIGHT RECORDINGS,NO ONE SENSOR DROPPING OUT BEFORE ANOTHER

Service Action:WHEN DOES THE VEHICLE STALL. ALL THE TIME AT AN IDLE CAN YOU DUPLICATE THE ISSUE AND HAVE THE RECORDINGS BEEN SENT TO US AT STAR CENTER. IF NOT SEND THE RECORDINGS WAIT AN HOUR AND THEN CALL IN FOR RECORDING REVIEW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008984440

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144610201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J160660633)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061523

Report#: SSV008984440
Open Date: 07/28/2007
Mileage: 19166
Warr Built Dt: 06/15/2006
Supplier RP:

Zone/Cd: 51-26025
Name: MID RIVERS CHRYSLER JEEP DODGE
Address: 4951 VETERANS MEMORIAL PKWY
 SAINT PETERS, MO 633761652
Phone: 636 928-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT THE IDLE IS IDLES HARD. DIED OUT AND RETARTED U0100. TECH. ASKING FOR DIRECTION/ADVICE

Service Action: ADVISED TECH. TO PERFORM AN ETC RELEARN RE-TEST. IF CONCERN REPEATS A STARMOBILE WILL NEED TO BE EMPLOYED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008981148

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336511563)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J005660899)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011603

Report#: SSV008981148
Open Date: 07/26/2007
Mileage: 19445
Warr Built Dt: 01/16/2006
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER SAYS VEHICLE DIES OUT WHILE DRIVING AT 45 TO 50 MPH DEALER CAN NOT DUPLICATE THE CONCERN.

Service Action:INSTALL THE STAR MOBILE AND GET DATA RCORDINGS OF THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008981691

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77336H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6165520004)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J144561363)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072010

Report#: SSV008981691
Open Date: 07/26/2007
Mileage: 27078
Warr Built Dt: 07/20/2005
Supplier RP:

Zone/Cd: 71-42081
Name: CROWN DODGE CHRYSLER JEEP
Address: 6300 KING
 VENTURA, CA 930037291
Phone: 805 656-6669

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE INTERMITTENTLY CUT OUT AND DIESCONTROLLER RESETSNO CODES . NEW CONTROLLER ALREADY INSTALLED FOR THIS CONCERN .

Service Action:POSSIBLE SHORT ON THE 5 VOLT CIRCUITTRY DATA RECORDINGS THE DIE OUTMAYBE ABLE TO PICK UP WHAT CIRCUIT IS AT FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008967315

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KK63H36 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C AWD LXFS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6139610534)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J111661241)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 061017</p>	<p>Report#: SSV008967315</p> <p>Open Date: 07/20/2007</p> <p>Mileage: 12085</p> <p>Warr Built Dt: 06/10/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-67736</p> <p>Name: SUNBELT CHRYSLER-JEEP-DODGE, I</p> <p>Address: 4325 W US HIGHWAY 90 LAKE CITY, FL 320554877</p> <p>Phone: 386 755-3444</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE JUST SHUTS OFF WHILE DRIVING OR IF YOU JUST LET IT RUN . VEHICLE WILL ALWAYS RESTART . TECH SAYS THERE ARE NO CODES PRESENT .

Service Action:SET UP STAR MOBILE FOR A DATA RECORDING.....CAPTURE THE DIE OUT . TECH. SENT THE DATA RECORDING. RECORDINGS SHOW ASD RELAY IS DROPPING OUT AS WELL AS OTHER TIPM CONTROL. REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008970422

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KK63H36H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C AWD LXFS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6139610534)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J111661241)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 061017</p>	<p>Report#: SSV008970422</p> <p>Open Date: 07/20/2007</p> <p>Mileage: 2800</p> <p>Warr Built Dt: 06/10/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-67935</p> <p>Name: MICK'S NORTH HILLS CHRYSLER JE</p> <p>Address: 7670 MCKNIGHT RD PITTSBURGH, PA 152373518</p> <p>Phone: 412 367-7200</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: LONG CRANKING TIME. VEHICLE WILL START WHEN PUTTING FOOT ON THE ACCELERATOR. TECH. HAS PERFORMED AN ETC RELEARN. RPM S FLAIR AND THEN SHUT OFF.

Service Action: TECH. ADVISED TO CHECK FUEL PUMP DIAGNOSTICS FOR FLOW SPEC. CHECK NORMAL RELATED SENSORS ASSOCIATED AT STARTUP, TPS APP, CKP AND CMP. INSPECT FUEL PUMP AND LINES FOR RTRESTRICTIONS/CONCERNS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008918789

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6068510616)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J129560588)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051813

Report#: SSV008918789
Open Date: 07/13/2007
Mileage: 44535
Warr Built Dt: 05/18/2005
Supplier RP:

Zone/Cd: 35-43272
Name: DODGE CHRYSLER JEEP CITY
Address: 4395 ROUTE 130 S
 BURLINGTON, NJ 080162249
Phone: 609 871-2800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT THE ENGINE DIES AT IDLE HAS HESITATION. FP IS AT 55 PSI AT IDLE . STARMOBILE RECORDING SHOWS THAT THE FUEL SPIKES. TECH. HAS UPDATED THE PCM,. TECH. CAN DUPLICATE.

Service Action: TECH. ADVISED TO REPLACE THE TIPM. PERFORM ETC RELEARN. AT NEW DEALER NOW ,,,,,TECH SAY ONCE VEHICLE IS STARTED VOLTAGE ON THE F855 CIRCUIT GOES TO 6 VOLTS AND WHEN IT GETS TO CLOSE TO 12 VOLTS VEHICLE DIES OUT . CHECK THE C104 CONNECTOR FOR PROBLEMS VEHICLE WILL STALL SITTING IN THE BAY. WHEN THE VEHICLE IS NOT RUNNING HAS NORMAL VOLTAGE WHEN RUNNING THE VOLTAGE WILL FLUCTUATE TO 13VDC. TECH. HAS CHECKED CONNECTORS AND HARDWIRED THE SENSORS. C121C HAS THIS CODE IS THE ONLY CODE PRESENT. TECH. HAS ALREADY REPLACED THE PCM. TECH HAS RUN THE VEHICLE AFTYER 45 MIN. TO GET THE CONCERN TO DUPLICATE LOST OIL PSI SENSOR F856 CIRCUIT VOLTAGE GOES HIGH AS WELL AS F855. TECH. HAS CHECKED THE POWER AND GROUNDS AT THE PCM.

THERE ARE NO CODES IN THE PCM. 5VOLT FEED COMES OUT OF THE PCM THEN SPIKES HIGH. TECH. HAS DISCONNECTED THE ALTERNATOR AND NOTHING CHANGES AS LONG AS THE VEHICLE DOESN T RUN THE VOLTAGE IS PERFECT. HAS DISCONNECTED TPS,MAP AND AAP ALL STAYS THE SAME. ADVISED TECH> MONITOR VOLTAGE OUT OF THE PCM AND AT THE COMPONENT TERMINATION POINT. MORE CHECKS (BACKWARDS TO ISOLATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008957217

Vehicle Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
300C RWD
LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6179510428)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J231561069)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082707

Repair Information

Report#: SSV008957217
Open Date: 07/13/2007
Mileage: 3876
Warr Built Dt: 08/27/2005
Supplier RP:

Dealer Information

Zone/Cd: 32-55518
Name: CLARE DODGE CHRYSLER JEEP OF
Address: 310 W MAIN RD
MIDDLETOWN, RI 028426328
Phone: 401 245-2303

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES THE ENGINE DIED OUT. THE TECH STATES RAN OUT OF FUEL. THERE ARE NO DTCS. THE TECH HAS NOT DUPLICATED THE ISSUE.

Service Action:THE TECH TO CHECK THE FUEL PSI.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008954342

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6129610331)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133660691)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051815

Report#: SSV008954342
Open Date: 07/12/2007
Mileage: 15216
Warr Built Dt: 05/18/2006
Supplier RP:

Zone/Cd: 70-54433
Name: ROBERT H HINCKLEY INC
Address: 2810 WASHINGTON BLVD
 OGDEN, UT 844014299
Phone: INACTIVE
 801 394-8844

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTANT DIE OUT, THIS IS A POLICE VEHICLE THE DEPARTMENT HAS TWO OF THESE THAT ARE ACTING UP, THEY STALL OUT WHILE DRIVING BUT THEY START RIGHT
 BACK UP NO DTC S WE HAVE NOT DUPLICATED THE PROBLEM.ANY THOUGHTS OR IDEAS

Service Action: CHECK FOR A BAD PURGE SOLENOID , MAP SENSOR , SEE IF CONCERN HAPPENS ONLY ON A FULL TANK OF FUEL MAKE SURE CONTROLLER IS UP TODATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008956273

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6320511647)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J341560364)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121216

Report#: SSV008956273
Open Date: 07/12/2007
Mileage: 8155
Warr Built Dt: 12/12/2005
Supplier RP:

Zone/Cd: 70-60049
Name: MT HOME CHRYSLER JEEP DODGE LL
Address: 2800 AMERICAN LEGION BLVD
 MOUNTAIN HOME, ID 836473100
Phone: 208 580-1000

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
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:TECH HAS CONCERN OF ENGINE DIED WHILE DRIVING AND ENGINE OVERHEATED. TECH HAS ZERO COMPRESSION ON #7. LOSS THROUGH EXHAUST VALVE. TECH FOUND THE EXHAUST SEAT DROPPED. TECH LOOKING FOR LEFT HEAD.

Service Action:ORDERED LEFT HEAD.\r\n6984**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008950854

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108510395)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J115560909)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050602

Report#: SSV008950854
Open Date: 07/10/2007
Mileage: 26251
Warr Built Dt: 05/06/2005
Supplier RP:

Zone/Cd: 42-44811
Name: TYLER AUTOMOTIVE
Address: 1100 S 11TH STREET
 NILES, MI 49120
Phone: 269 683-9004
 269 684-8200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: MIL ON,P0643,P0642. TCC LOCKS UP,STALLS ENGINE AT STOPS.(MAY HAVE INDUCED THE APPS CODES WHEN TRYING TO KEEP FROM STALLING.)

Service Action: PULL PAN,CHECK FOR DEBRIS,CK FOR STICKY LU VALVES IN VALVEBODY,MAY NEED TO TEAR DOWN TO ASSESS AND REPAIR AS NECESSARY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008946600

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6320510567)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J334560032)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121315

Report#: SSV008946600
Open Date: 07/09/2007
Mileage: 17804
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 74-44957
Name: LARSEN AUTO CENTER INC
Address: 1105 WISCONSIN AVE
 FREDERIC, WI 54837
Phone: INACTIVE
 715 327-4217

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE IS STALLING ON A DECEL. THE TECH STATES U0100 STORED. THE TECH HAS REPLACED THE PCM FOR THIS ISSUE. THE TECH HAS NOT
 DUPLICATED THE ISSUE. THE TECH STATES THE CODE IS COMING BACK FOR THE U0100.

Service Action: THE TECH TO DATA RECORD THE STALL OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008932770

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6034620100)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026661353)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022105

Report#: SSV008932770
Open Date: 06/28/2007
Mileage: 6389
Warr Built Dt: 02/21/2006
Supplier RP:

Zone/Cd: 70-24165
Name: AUTONATION CHRYSLER DODGE JEEP
Address: 13733 AURORA AVE N
 SEATTLE, WA 981336912
Phone: 206 365-3530

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT IDLE OR WHILE DRIVING ONLY WHEN THE ENGINE IS HOT. NO CODES. 58 PSI FUEL PRESSURE. DUPLICATING THE DIE OUT AT IDLE IN THE SHOP.

Service Action: CHECK FUEL QUALITY AND DATA RECORD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008933698

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H26H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6322510237)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J340561626)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 121021

Report#: SSV008933698

Open Date: 06/28/2007

Mileage: 8862

Warr Built Dt: 12/10/2005

Supplier RP:

Zone/Cd: 74-68282

Name: LITHIA CENTENNIAL CHRY-JEEP

Address: 9980 E ARAPAHOE RD
ENGLEWOOD, CO 801123712

Phone: INACTIVE

303 790-9300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: OWNER STATES: AUTO UP WINDOWS ARE NOT WORKING PROPERLY. TECH REPLACED REGULATOR- NO CHANGE. ALSO HAS COMPLAINT OF STALL OUT WHILE DRIVING. REFERED TO DRIVEABILITY REGARDING STALL OUT.

Service Action: REFERED TO 08-011-07 REV A FOR DOOR MODULE INFORMATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008684324

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6166510899)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J175560844)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070112

Report#: SSV008684324
Open Date: 06/27/2007
Mileage: 24648
Warr Built Dt: 07/01/2005
Supplier RP:

Zone/Cd: 51-41850
Name: THOMAS DODGE-CHRYSLER-JEEP OF
Address: 9600 INDIANAPOLIS BLVD
 HIGHLAND, IN 463222637
Phone: 219 924-3000
 219 924-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VERY INTM . ENGINE STALLS WHEN COMING TO A STOP LIKE THE T/C IS NOT UNLOCKING

Service Action:TECH TO INSPECT TCM WIRING ,ALSO POSSIBLE TCM ISSUE ORDER TCM, OUT OF CHI DEALER HAD CAR FOR A MONTH AND STARTED ACTING UP AGAIN WITH SAME CONDITION-WHEN RESTARTED AND PLACED IN GEAR GETS NO MOVEMENT U0100 DRIVE TEAM SENT CALLER TO ELECTRICAL.TCM WAS REPLACED AND STILL GETS THE LOST COMM WITH PCM IN TCM SO SUSPECT DUE TO STALL ISSUE HE MAY HAVE A PCM ISSUE.THE STALL ISSUE TAKES PLACE WHEN COMING TO A STOP OR IN TIP IN. TECH IS GOING TO REPLACE PCM AND THEN CHECK RESULTS. PCM FIXED CAR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008927827

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6347510072)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017661223)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 013004

Report#: SSV008927827
Open Date: 06/26/2007
Mileage: 5094
Warr Built Dt: 01/30/2006
Supplier RP:

Zone/Cd: 66-42622
Name: CROWN CHRYSLER DODGE JEEP
Address: 3710 W WENDOVER AVE
 GREENSBORO, NC 274071510
Phone: 336 294-5510

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: MIL LAMP ON AND CUTS OFF AT STOPS. IN U0100 IN ABS -ESM SAME CODE -PCM P0700 AND IS ONLY ONE ACTIVE. U0100 IN TCM. WHEN TECH WAS AT A STOP IT FELT LIKE HE GOT HIT FROM REAR AND WENT TO ACCELERATE AND HESITATED AND DIED BUT RESTARTED.

Service Action: WILL RUN BY DRIVE FOR DIE OUT ISSUE. MIL ON AND OFF AT TIMES. ENGINE DYING OUT AT STOPS. ENGINE WILL RESTART BUT TRANS WILL NOT ENGAGE WHEN PUT INTO GEAR FOR 30-45 SECONDS. WHEN ENGINE DIES FEEL LIKE OTHER CAR BUMPED INTO VEH FROM REAR. INTERM CONDITION. NO AFTERMARKET STUFF ON CAR. CONDITION OCCURS ONCE EVERY 2 OR 3 WEEKS. BASED ON PAST CASES, ADVISED TECH TO INSTALL A PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008866201

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86H4 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6083610506)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J097660961)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042621

Report#: SSV008866201
Open Date: 06/25/2007
Mileage: 8782
Warr Built Dt: 04/26/2006
Supplier RP:

Zone/Cd: 42-68662
Name: PRESTON CHRYSLER JEEP
Address: 3843 YOUNGSTOWN ROAD SE
 WARREN, OH 444842895
Phone: INACTIVE
 330 369-4611

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE VEHICLE SHUT OFF THEN CAN RESTART. P0700,U0100. TECH. REPLACED THE TRANS. CONTROLLER. STALLS DURING WARMUP. CODE SET. P2172. TECH HAS REPLACED THE MAP. TECH STATES THAT IT SEEMS LIKE IT IS MORE OF A TRANSITION DIE-OUT. WHEN MASHING THE PEDAL TECH. STATES THAT THE VEHICLE WILL DIE. TECH. DOES NOT HAVE STAR MOBILE.

Service Action: ADVISED TECH. TO PERFORM AN ETC RELEARN,PERFORM THROTTLE FOLLOWER TEST. TECH. ALSO ADVISED TO BORROW A STARMOBILE FROM ANOTHER STORE. ADVISED TECH. THAT WE WOULD NEED TO OBTAIN MORE INFORMATION FROM THE VEHICLE DURING DIE-OUT. CRANK SENSOR, TCM, MAP SENSOR, ECT SENSOR REPLACED. THROTTLE BODY HAS BEEN SWAPPED. TECH SAYS HE CAN DUPLICATE CONDITION IN SHOP. TECH NEEDS TO INSTALL STARMOBILE AND DATA RECORD. CALLED TECH BACK. WALKED TECH THRU TEMPLATE DOWNLOADING AND RECORDING. TECH WILL RECORD DIE OUT AND SEND RECS UP TO STAR. REVIEWED RECORDINGS. DATA

DROPPING OUT CORRESPONDING TO DIE OUT. CHECK POWER FEEDS AND GROUNDS TO PCM WHEN CONDITION OCCURS. IF OK, REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008880755

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6025610525)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066661385)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031713

Report#: SSV008880755
Open Date: 06/22/2007
Mileage: 2501
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 42-68271
Name: MARINE CHRYSLER
Address: 429 EAST COLUMBIA STREET
 SPRINGFIELD, OH 45503
Phone: INACTIVE
 937 325-7091

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: MIL ON, TRANS IS IN LIMP-IN. HAS FAULT CODES U0100 AND P2638. HAS DONE THE DIAGNOSTICS FOR BOTH CODES, BUT DIDN T COME TO A DEFINITE CONCLUSION.

Service Action: FAULT CODE P2638 MAY BE ERRONEOUS. SUGGESTED THAT HE CONCENTRATE ON THE U0100 FAULT CODE DIAGNOSTICS. THE ENGINE IS STALLING. REPLACED THE IGNITION COILS. B1859, B1864, C1506. \r\nLOAD TEST PCM POWER AND GROUNDS. CHECK PCM AND TCM BUSS CONNECTIONS. SHUTS OFF LIKE THE KEY WAS TURNED OFF. INTERMITTENTLY IDLES HIGH, THE ETC LIGHT ON WHEN IT HAPPENS. \r\nTOM, DEALER T/A CALLED. VIEWED DATA RECORDINGS. RECORDING VALUES JUST GO AWAY AT THE TIME OF DIE OUT. SUSPECT PCM POWER, GROUNDS OR A PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008923098

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6070510368)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074560092)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040608

Report#: SSV008923098
Open Date: 06/22/2007
Mileage: 32462
Warr Built Dt: 04/06/2005
Supplier RP:

Zone/Cd: 51-41850
Name: THOMAS DODGE-CHRYSLER-JEEP OF
Address: 9600 INDIANAPOLIS BLVD
 HIGHLAND, IN 463222637
Phone: 219 924-3000
 219 924-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED AND WOULD NOT WANT TO TAKE THE GAS. RESTARTED AND THE VEHICLE WAS DRIVEN 70 MILES AND IT WAS OK.TECH HAD FLASHED THE VEHICLE AND THE PCM IS UPDATED.NO CODES.

Service Action:ADVISED TECH. TO PERFORM AN ETC RELEARN, AND FOLLOWER TEST. CHECK FUEL PSI. IF CONCERN REPEATS STARMOBILE WILL NEED TO BE EMPLOYED TO AID IN DIAGNOSIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008803650

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6065610060)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070660276)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032416

Report#: SSV008803650
Open Date: 06/20/2007
Mileage: 13542
Warr Built Dt: 03/24/2006
Supplier RP:

Zone/Cd: 70-68239
Name: ROBERT LARSON'S CHRYSLER JEEP
Address: 7601 SOUTH TACOMA WAY
 TACOMA, WA 984097592
Phone: INACTIVE
 253 474-0621

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL OUT, ALL WARNING INDICATORS ON THE CCN APPEAR, IT WILL RESTART ITSELF. NO CODES. TECH HAS NOT DUPLICATED THIS CONCERN AND THE CUSTOMER HAS ALLEGEDLY FILED FOR LEMON LAW. TECH LOOKED AT STAR ON LINE CASE K14738841 BUT HAD NO FUEL IN THE CANISTER NOR ABNORMAL ADAPTIVE NUMERATORS.

Service Action:I EXPLAINED THAT THE \ RESTART ITSELF\ PART OF THIS CONCERN JUST CANNOT HAPPEN. CALLED BRYAN RICKMAN IN ON THIS CONVERSATION AND HE AGREED WITH MY SYNOPSIS. I ASKED THE TECH TO TALK TO HIS SERVICE MANAGER AND TRY TO GET TWO THINGS. FIRST A BETTER DESCRIPTION FROM THE CUSTOMER SPECIFICALLY DESCRIBING THE CONDITION AND AN AGREEMENT TO DRIVE THE VEHICLE WITH A STARMOBILE ATTACHED AS A DATA RECORDER IN ORDER TO CAPTURE THE EVENT AS IT HAPPENS. THAT RECORDING CAN THEN BE SENT HERE AND WE CAN HELP DETERMINE ROOT CAUSE. CHECK CONNECTIONS AT THE PCM POWER GROUNDS CONNECTION -

SEE IF A DATA RECORDING CAN BE TAKEN , SOUNDS LIKE A PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008918789

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6068510616)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J129560588)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051813

Report#: SSV008918789
Open Date: 06/20/2007
Mileage: 44535
Warr Built Dt: 05/18/2005
Supplier RP:

Zone/Cd: 63-43469
Name: JOHNSON DODGE
Address: 1210 HWY 39 N
 MERIDIAN, MS 393014549
Phone: 601 693-6343

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST STATES THAT THE ENGINE DIES AT IDLE HAS HESITATION. FP IS AT 55 PSI AT IDLE . STARMOBILE RECORDING SHOWS THAT THE FUEL SPIKES. TECH. HAS UPDATED THE PCM,. TECH. CAN DUPLICATE.

Service Action: TECH. ADVISED TO REPLACE THE TIPM. PERFORM ETC RELEARN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008916112

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6313510445)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J326560676)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113018

Report#: SSV008916112
Open Date: 06/19/2007
Mileage: 15215
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 71-67035
Name: WHITTIER CHRYSLER JEEP DODGE
Address: 13840 WHITTIER BOULEVARD
 WHITTIER, CA 906051906
Phone: INACTIVE
 562 945-1436

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT ON AND VEHICLE IS STALLING. HAS ACTIVE CODES IN THE FCM, WCM AND PTS. THE SCAR SCAN WILL NOT SHOW VIN.

Service Action:SINCE THE VEHICLE HAS A MODULE IN SINGLE WIRE MODE, TAKE AND GROUND THE CAN B BUS WIRES ONE AT A TIME AND VIEW THE MODULES IN STAR SCAN UNDER THE TOPOLOGY SCREEN AND SEE WHAT MODULE DROPS OUT. THEN CHECK THE WIRING TO THAT MODULE IF WIRING IS GOOD THEN REPLACE THAT MODULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008913426

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510936)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J016661213)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 013123

Report#: SSV008913426
Open Date: 06/18/2007
Mileage: 49145
Warr Built Dt: 01/31/2006
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: POLICE VEHICLE WAS HARD TO START IN THE MORNING AFTER FILLING IT WITH FUEL. STALLED A COUPLE TIMES AND AFTER CRANKING FOR AN EXTENDED LENGTH OF TIME IT STARTED. TECH LOOKED FOR CODES AND FOUND A P0633. DOESN T TURN ON THE MIL LIGHT. COMES BACK AFTER ERASING THE CODE. TECH REPLACED THE PCM, CODE COMES BACK.

Service Action: THIS CODE MAY NOT HAVE ANYTHING TO DO WITH THE STARTING CONDITION THEY EXPERIENCED. SOUNDS LIKE THE VEHICLE MAY HAVE BEEN FLOODED ON START UP. TECH WILL TRY AND DUPLICATE THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008902450

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6041610244)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074660221)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032307

Report#: SSV008902450
Open Date: 06/12/2007
Mileage: 4557
Warr Built Dt: 03/23/2006
Supplier RP:

Zone/Cd: 74-38356
Name: PERKINS MOTOR COMPANY, INC.
Address: 1205 MOTOR CITY DR
 COLORADO SPRINGS, CO 809057314
Phone: 719 475-2330

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:THE VEHICLE STARTS AND STALL, THERE IS A CODES FOR: U0100 LOST COMMUNICATION WITH ECM/PCM

Service Action:TECH TO MONITOR THE IGNITION FEED GOING TO THE PCM NO THE F202 CIRCUIT TO SEE IF IT IS DROPPING OUT WHEN THIS HAPPENS. INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008898612

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6167510926)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J166560229)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062410

Report#: SSV008898612
Open Date: 06/08/2007
Mileage: 13371
Warr Built Dt: 06/24/2005
Supplier RP:

Zone/Cd: 42-45154
Name: CHRYSLER ON NICHOLASVILLE
Address: 3001 LEXINGTON RD., US 27 N.
 NICHOLASVILLE, KY 40356
Phone: INACTIVE
 859 885-3367

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
05	BRAKES	0.00	

Service Narrative Information

Customer Comment: DIE OUT AT TIMES, NUMEROUS COMMUNICATION CODES STORED VEHICLE WAS INVOLVED INA FRONTAL COLLISION THAT DAMAGED THE ABS CONTROLLER. NEEDS NEW CONTROLLER FOR C/P REPAIRS

Service Action: ORDERED ECU, ORDER NUMBER 2654**, COMING FROM THE DETROIT PDC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008888213

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6347510374)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J009661537)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012010

Report#: SSV008888213
Open Date: 06/07/2007
Mileage: 18196
Warr Built Dt: 01/20/2006
Supplier RP:

Zone/Cd: 70-24133
Name: PETERSON AUTOPLEX
Address: 9101 FAIRVIEW AVE
 BOISE, ID 837048221
Phone: INACTIVE
 208 378-9000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. STATES THAT ON COASTING VEHICLE WILL STALL OUT AND WILL RE-START AFTER A 10 SEC. DELAY. U0100,P0700. NOT ACTIVE. TECH. CANNOT DUPLICATE.

Service Action: ADVISED TECH. TO OBTAIN A DATA RECORDING ON THE CONCERN. AFTER RESTARTING THE ENGINE THE TRANS WOULD NOT ENGAGE FOR A FEW SECONDS. VIEWED A DATA RECORDING. THE ENGINE DID STALL AND WAS RESTARTED. NOT ENOUGH DATA ON THE RECORDING TO TELL WHY IT STALLED. HAD A LOT OF BUSS CODES.\r\nDOD A SCAN REPORT. ADD MORE ENGINE DATA TO THE RECORDING AND DATA RECORD AGAIN. CHECK FCM PCM CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008520891

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6023610346)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660474)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021223

Report#: SSV008520891
Open Date: 06/01/2007
Mileage: 11727
Warr Built Dt: 02/12/2006
Supplier RP:

Zone/Cd: 66-68570
Name: BLEECKER CHRY-DODGE-JEEP INC
Address: 1110 EAST CUMBERLAND ST
 DUNN, NC 28334
Phone: 910 892-1800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING, STARTS RIGHT BACK UP. NO CODES. UNABLE TO DUPLICATE BUT HAS DATA RECORDINGS OF THE CONCERN.

Service Action: DEALER TO SEND US THE RECORDINGS. TECH CALLED BACK, I VIEWED RECORDINGS. INCONCLUSIVE, SEEMS TO DIE OUT, BUT THE RECORDINGS SEEM CORRUPT. \n\nTAKE FURTHER RECORDINGS. . THIS IS A BUY BACK VEHICLE. NOW THE VEHICLE IS AT ANOTHER DEALER. THE TECH STATES WHEN PASSING A VEHICLE ON HARD EXCEL FEELS LIKE LOOSES POWER AND ENGINE SHUTS OFF. THE TECH STATES U0100 IN THE TCM AND THE ABS. THE TECH TO MONITOR PCM POWERS AND GROUNDS IF GOOD REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008887451

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6167510926)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J166560229)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062410

Report#: SSV008887451
Open Date: 06/01/2007
Mileage: 13400
Warr Built Dt: 06/24/2005
Supplier RP:

Zone/Cd: 42-45154
Name: CHRYSLER ON NICHOLASVILLE
Address: 3001 LEXINGTON RD., US 27 N.
 NICHOLASVILLE, KY 40356
Phone: INACTIVE
 859 885-3367

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT AT TIMES. OCCURS AT IDLE MOSTLY. MIL ON AT TIMES. ALSO MAY DIE AT HWY SPEEDS. USUALLY RESTARTS RIGHT AWAY. VEH HAS SEVERAL COMM
 FAULTS. TECH WAS ABLE TO GET ENGINE TO DIE AT PARKING LOT SPEEDS. DID RESTART. U0100 IN PCM.

Service Action:NEED TO INSTALL STARMOBILE AND DATA RECORD CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008877342

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6273510939)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J276561161)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101318

Report#: SSV008877342
Open Date: 05/25/2007
Mileage: 4165
Warr Built Dt: 10/13/2005
Supplier RP:

Zone/Cd: 66-26653
Name: MAROONE CHRYSLER JEEP DODGE
Address: 4250 N STATE ROAD 7
 CORAL SPRINGS, FL 330733803
Phone: INACTIVE
 954 917-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLING AT IDLE. OIL PSI. STAYS AT 49PSI. TECH. CHECKED CONNECTOR AND THEN THE GAUGE STARTED WORKING. RUNS AT 65LBS OF OIL PSI.

Service Action: ADVISED TECH. THAT THE OIL PSI SWITCH WILL HAVE NO EFFECT ON STALLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008852395

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6273510939)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J276561161)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101318

Report#: SSV008852395
Open Date: 05/18/2007
Mileage: 40864
Warr Built Dt: 10/13/2005
Supplier RP:

Zone/Cd: 66-26653
Name: MAROONE CHRYSLER JEEP DODGE
Address: 4250 N STATE ROAD 7
 CORAL SPRINGS, FL 330733803
Phone: INACTIVE
 954 917-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLING, ACCORDING TO THE CUSTOMER. GUY HASN T BEEN ABLE TO DUPLICATE THAT CONDITION. CAN ONLY FIND THAT THE COOLANT TEMP SENSOR READING IS ABOUT 123 DEGREES AFTER THE VEHICLE HAS SAT OVERNIGHT. HAS NO FAULT CODES. TRIED A COOLANT TEMP SENSOR, AND THE COOLANT TEMP READING IS CORRECT.

Service Action:SUGGEST THAT THE BEST THING TO DO IS TO GET SOME RECORDINGS WHEN THE CONDITION OCCURS. ENGINE STALLS. TECH HAS REPLACED ECT SENSOR, PCM. HAS A CODE FOR IMPROPER OIL TYPE. TECH REPLACED OIL. ENGINE STILL STALLING AT A STOP. NO CODES. TECH TO DATA RECORD CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008867275

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77356 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6090520035)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J171560310)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080206

Report#: SSV008867275
Open Date: 05/18/2007
Mileage: 21428
Warr Built Dt: 08/02/2005
Supplier RP:

Zone/Cd: 66-42573
Name: LIBERTY DODGE
Address: 4800 E INDEPENDENCE BLVD
 CHARLOTTE, NC 282125402
Phone: INACTIVE
 704 535-5330

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT CAME ON AND FLASHED, ENGINE STALLED. 5 FAULT CODES, TORQUE MANAGEMENT, MULTI CYL MISFIRE.

Service Action:TRANSFERRED TO THE DRIVE GROUP. MIL. ON FLASHES ENGINE STOPPED RUNNING. TECH. STATES THAT THE VEH. HAS 21 CODES. AFTERMARKET RADIO INSTALLED.
 P2638,C121C,P0335,P0300,U0100. VEHICLE HAS SEVERAL AFTERMARKET COMPONENTS ON THE VEH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008867280

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV57296H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510057)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089560728)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042823

Report#: SSV008867280
Open Date: 05/18/2007
Mileage: 479
Warr Built Dt: 04/28/2005
Supplier RP:

Zone/Cd: 32-26450
Name: BAY RIDGE CHRYSLER JEEP DODGE,
Address: 6502 5TH AVE
 BROOKLYN, NY 112204915
Phone: INACTIVE
 718 439-7100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. CONCERN MIL. ON VEH WILL STALL. P1607 CODE PRESENT. TECH. REPLACED THE PART #.04896568AJ HAS BEEN DOWNLOADED INTO STARSCAN KEEPS GETTING AN ERROR MESSAGE.

Service Action: AFTER DISCUSSING CONCERN WITH THE TECH. ADVISED TECH. TO DELETE THE FLASHES ON THE STARSCAN, PERFORM A BATTERY DISCONNECT FOR 1/2HR. USE THA BATTERY CHARGER AND RE-INSTALL THE FLASH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008854144

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA43H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6030610445)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087660632)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041007

Report#: SSV008854144
Open Date: 05/10/2007
Mileage: 15400
Warr Built Dt: 04/10/2006
Supplier RP:

Zone/Cd: 42-59655
Name: STERLING HEIGHTS DODGE CHRYSLER
Address: 40111 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: 586 939-3900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT ENGINE DIE OUT WITH A/C ON MAKING HARD TURNSTHIS VEHICLE IS A POLICE PACKAGE

Service Action: MAKE SURE CONTROLLER IS UP TODATE ! CHECK FOR AN OVERCHARGED A/C SYSTEM . SEE IF CONDITION CAN BE DUPLICATED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008846326

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6118610345)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138660261)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052701

Report#: SSV008846326
Open Date: 05/07/2007
Mileage: 28285
Warr Built Dt: 05/27/2006
Supplier RP:

Zone/Cd: 63-45069
Name: ALLEN SAMUELS CHRYSLER DODGE J
Address: 11200 NORTH FWY
 FORT WORTH, TX 761776900
Phone: 817 337-1937

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. COMPLAINS OF IDLE FLUCTUATIONS, STALLING. DOESN T RUN AS WELL AS WHEN PURCHASED. TECH. CANNOT DUPLICATE. TECH. ASKING FOR DIRECTION. NO CODES.

Service Action: ADVISED TECH. TO PERFORM AN ETC RELEARN, CHECK FOR LEAKS. REPLACE AFTERMARKET INDUCTION WITH STOCK UNIT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008733062

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510135)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J147561002)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060700

Report#: SSV008733062
Open Date: 05/04/2007
Mileage: 41257
Warr Built Dt: 06/07/2005
Supplier RP:

Zone/Cd: 71-68652
Name: FOLSOM LAKE CHRYSLER JEEP
Address: 12530 AUTOMALL CIRCLE
 FOLSOM, CA 95630
Phone: INACTIVE
 916 608-1300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS THE MOTOR WILL STALL AT TIMES. THE DEALER CAN DUPLICATE IT SOME TIMES.

Service Action:ADVISE HIM TO GET A DATA RECORDING OF IT ACTING UP. ENGINE DIES OUT. NO CODES. TECH ABLE TO DUPLICATE CONDITION. CONDITION OCCURED FOR TECH AFTER STARTING AND IDLING. CUSTOMER CLAIMS IT DIES WHEN COMING TO A STOP. TECH CANNOT SEE REASON FOR CONDITION ON RECS. TECH WILL SEND RECS UP TO STAR AND CALL BACK LATER. REVIEWED DATA RECORDINGS. DO SEE ENGINE STALL. RPM DROPS OFF SUDDENLY. THERE ARE A FEW BITS OF DATA THAT DROP OFF JUST BEFORE ENGINE DIES. BATTERY AND KEY ON VOLTAGES LOOK OK. RECOMMEND REPLACING PCM. POWER IGNITON FEED DIRECTLY TO THE PCM FROM THE BATTERY SEE IF VEHICLE STILL STALLS. NEW CONTROLLER DID NOT FIX THE CONCERN. RECORDINGS LOOKS LIKE SOMEONE SHUT OFF THE KEY ZONE TECHNICAL ADVISOR REPORT : RPT-RT7323SG1010704 VERSION 2 \r\nUPDATE- VEHICLE APPEARS TO BE REPAIRED-SEE ROOT CAUSE. \r\nSTALLS DURING WARM UP. STARTS RIGHT BACK UP AS IF NOTHING

HAPPENED. \n\nROOT CAUSE: NOT KNOWN-THIS VERY REPEATABLE STALL HAD MANY DATA RECORDINGS PERFORMED LOOKING FOR ANYTHING THAT MIGHT BE HAPPENING TO CAUSE THE ENGINE TO STALL. IN ALL THE RECORDINGS WE COULD NOT IDENTIFY ANYTHING THAT WAS CONTRIBUTING TO THE CONDITION. BASED ON ANOTHER CASE, IT WAS DECIDED TO REPLACE THE SPARK PLUGS. AFTER THE PLUGS WERE REPLACED THE STALLING HAS NOT RETURNED. PLUGS BEING FAST TRACKED TO MARIO BRUNETTI. \n\nREPAIR ACTION: DEALER HAS SENT MANY RECORDINGS FROM STARMOBILE TO DCX. REPLACED PCM, MAP, CRANK SENSOR, THROTTLE BODY, CHECKED FUEL PRESSURE, EGR, PURGE. VEHICLE HAS TO SIT OVERNIGHT TO DUPLICATE PROBLEM. IF IT DOES NOT DIE, IT WILL IDLE ROUGH. MOST TIMES IT DIES WITHIN TWO MINUTES OF START.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008670442

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6307510371)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J325561427)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113007

Report#: SSV008670442
Open Date: 04/30/2007
Mileage: 4683
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 66-58821
Name: MASSEY-YARDLEY DODGE CHRYSLER
Address: 777 N STATE ROAD #7
 PLANTATION, FL 33317
Phone: 954 327-4010
 954 327-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: P2638 CODE SET. TECH STATES VEH STALLS AND LOSING POWER WHILE DRIVING. U0100 IN TCM AND ABS HAS CODE FOR LOSS OF COMMUN WITH TCM. ALL OTHER MODS CAN COMMUN WITH PCM AND ABS.

Service Action: ORDERED TCM CHECK ENG.LIGHT ON AND ENG.STALLING PROBLEM - - INTERMITTENTLY - - ,, WE FOUND CODES P0700 , U0100 ,, CALL TRANSFERRED FROM THE DRIVEABILITY GRP. ,, ANY KNOWN PROBLEMS ADVISED NO KNOWN ISSUES , NO REPAIRS AT THIS TIME ,, CANT DUPLICATE AT THIS TIME TECH WILL REPLACE THE IGN SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008830149

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6307510371)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J325561427)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113007

Report#: SSV008830149
Open Date: 04/26/2007
Mileage: 5279
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 66-58821
Name: MASSEY-YARDLEY DODGE CHRYSLER
Address: 777 N STATE ROAD #7
 PLANTATION, FL 33317
Phone: 954 327-4010
 954 327-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE IS STALLING OUT COMING TO A STOP AT IDLE. THE TECH HAS DUPLICATED THE DIEOUT AND STARTS BACK UP. THE TECH STATES THE TRANS MADE A LOUD CLUNCKING NOISE WHEN VEHICLE DIED OUT. THE TECH STATES THE P CODES BUT HAS C121C. THE TECH STATES THE LAST TIME IN FOR THIS ISSUE THERE WAS CODE FOR U0100. THE LAST TIME HAS REPLACED THE PCM.

Service Action: THE TECH TO CHECK THE BATTERY CONNECTIONS AND THE PDC IN THE TRUNK. MAKE A DATA RECORDING OF THE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008818349

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6055610090)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070660910)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032210

Report#: SSV008818349
Open Date: 04/23/2007
Mileage: 14237
Warr Built Dt: 03/22/2006
Supplier RP:

Zone/Cd: 71-66451
Name: SOUTH COUNTY CHRYSLER - JEEP -
Address: 6600 CHESTNUT ST
 GILROY, CA 95020
Phone: 408 842-8244

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALL OUT ONLY COAD IS STORED IN TCM U0100 FOUND HARNESS BY PARKING BRAKE DAMAGED REPAIRED ALSO FLASHED PCM TO 04896568AJ AND TCM TO A 04692392AK
 PROBLEM STILL THERE

Service Action: GET DATA RECORDINGS OF ENGINE DIE OUT . ARE THERE ANY ADD ON S THE TECH HAS SENT THE RECORDINGS IN. THE TECH HAS CHECKED THE PCM POWERS AND
 GROUNDS AND ARE ALL GOOD. THE TECH TO REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008822184

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510034)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021315

Report#: SSV008822184
Open Date: 04/23/2007
Mileage: 11135
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 35-68833
Name: OURISMAN CHRYSLER DODGE JEEP R
Address: 12430 AUTO DR
 CLARKSVILLE, MD 210292200
Phone: 410 988-9570
 410 988-8100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: REPEAT STALLING. NO DTC S. INTERMITTENT. HAS HAPPENED ONLY ONE TIME FOR DUPLICATION BY TECH. K1478841. PURGE SOLENOID LINE WAS YET. VEH. RE-STARTS RIGHT AWAY.

Service Action: ADVISED TECH. TO STARMOBILE TO DATA RECORD THE CONCERN. PERFORM ETC RELEARN AND UPDATE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008819100

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6115510664)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111560903)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 100413

Report#: SSV008819100
Open Date: 04/20/2007
Mileage: 13503
Warr Built Dt: 10/04/2005
Supplier RP:

Zone/Cd: 51-67967
Name: NAPLETON'S SCHAUMBURG CHRYSLER
Address: 1020 EAST GOLF ROAD
 SCHAUMBURG, IL 601734563
Phone: INACTIVE
 847 882-9000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES AT ABOUT 35 MPH AND THE PARK ASSIST LIGHT COMES ON. ABS C121C, C2101, PCM P0562. WCM C2101. THE RADIO SLOWLY SHUT DOWN THE ETC LIGHT CAME ON PARK ASSIST LIGH CAME ON, THE ENGINE DIED. RESTARTED, WAS MISSING. SHUT THE ENGINE OFF AND RESTARTED RAN GOOD. NEXT DAY IT CRANKED NO START. STARTED A LITTLE WHILE LATER LIKE NORMAL.

Service Action: IS IT POSSIBLE THERE WAS A POWER FAILURE CHECK BATTERY CONNECTIONS IPM CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008816009

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H86 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6285510384)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J300561020)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 110804</p>	<p>Report#: SSV008816009</p> <p>Open Date: 04/19/2007</p> <p>Mileage: 15466</p> <p>Warr Built Dt: 11/08/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-61667</p> <p>Name: COLE CHRYSLER DODGE JEEP</p> <p>Address: 3550 BROAD STREET SAN LUIS OBISPO, CA 93401</p> <p>Phone: 805 543-7321</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STALL WHEN TAKING OFF FROM A STOP. NO DTC S NONE. PCM PART# 05094779AH PCM IS FLASHABLE BUT NOT RELATING TO ENGINE STALL. CHECKED RELATED CASES BUT NONE APPLY WITH THIS PCM PART #. CAN YOU HELP ME OUT.. THANKS GLENN

Service Action: UPDATE CONTROLLER TO # 05094779AJ IF CONCERN IS STILL PRESENT MAKE SURE OWNER IS RUNNING 89 OCTANE FUEL , GET SOME DATA RECORDINGS OF THE STALL ON TAKE OFF. VEH. INTERMITTENTLY STALLS BUT RE-STARTS. TECH. CANNOT DUPLICATE NO-CODES. ADVISED TECH. TO CECK TPS SENSORS AND APPS 1 AND 2. PERFORM THROTTLE FOLLOWER TEST AND ETC RE-LEARN. OBTAIN DATA RECORDING IF THE CONCERN REPEATS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008775281

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510601)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J335561148)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122208

Report#: SSV008775281
Open Date: 04/13/2007
Mileage: 15400
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 35-42649
Name: H AND M MOTOR COMPANY INC
Address: 373 EAST THIRD STREET
 WESTON, WV 26452
Phone: 304 269-5727

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: HESITATES, INTER. WON T TAKE FUEL..INTER.STALLS ON STOPPING. INTER. HARD TO START CHECKED FOR FUEL CONTAMINATION OF THE CANNISTER. MONITORING OF APPS #2 VOLTAGE FLASHES TO \ 00.00\ VOLTS. DOES THIS ON EVERY SCREEN. NO CODES.

Service Action: JACK, PERFORM A FOLLOWER TEST AND AN ETC RELEARN. #2 APPS VOLT. WILL FALL OFF AT TIMES ALMOST REPRESENTING A GLITCH. THIS IS A REDUNDANT CHECK BEING PERFORMED. IF CONDITION STILL EXISTS LAB SCOPE THE TPS SENSORS FOR GLITCHING AS WELL AS APPS SENSORS. WILL NORMALLY SET A CODE THOUGH. SWAP ETC WITH ANOTHER VEHICLE AND RE-TEST. ENSURE THAT PCM IS UPDATED TO THE LATEST LEVEL.\r\n\r\nTHANKS....PAUL CALLING BACK AND SAME ISSUE BUT TECH HAS NOT DUPLICATED STALLING CONCERN BUT CALL FROM CUSTOMER ON SIDE OF FREEWAY AND ONLY CODE WAS FOR U0100 STORED IN TCM IN SOME CASES IT STALLS AND RECOVERS AND OTHER TIMES JUST STALLS OUT SO WILL REPLACE PCM AS HE HAS NO GAUGES WHEN THIS HAPPENS,THE TCM SHOULD NOT MAKE CAR STALL OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008806750

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510250)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J119560619)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051221

Report#: SSV008806750
Open Date: 04/13/2007
Mileage: 29796
Warr Built Dt: 05/12/2005
Supplier RP:

Zone/Cd: 51-43817
Name: CENTURY DODGE CHRYSLER JEEP
Address: 13500 VETERANS MEMORIAL PKWY
 WENTZVILLE, MO 633854857
Phone: INACTIVE
 636 332-2800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE CAME IN FOR RUNNING ROUGH AND MIL LAMP ILLUMINATION. TECH NOTICES THE VEHICLE DIES AFTER IDLING FOR SEVERAL MINUTES. ONLY CODE SHOWING UP IN ALL MODULES IS A LOSS OF COMMUNICATION FROM THE HFM. TECH STATES THE HFM DOES LOCK UP.

Service Action:ADVISED TECH TO FLASH THE HFM PER TSB #08-014-06. THE DIE OUT ISSUE IS ANOTHER PROBLEM. DO A DATA RECORDING TO SEE WHAT S BEING LOST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008786609

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6088610546)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J108660933)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050108

Report#: SSV008786609
Open Date: 04/05/2007
Mileage: 6430
Warr Built Dt: 05/01/2006
Supplier RP:

Zone/Cd: 42-68405
Name: CROWN CHRYSLER JEEP DODGE
Address: 6350 PERIMETER LOOP RD
 DUBLIN, OH 430173206
Phone: 614 761-2360

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS AT TIMES ON HIGHWAY. STALLED WHILE STAR SCAN HOOKED UP.

Service Action: WILL PASS TO DRIVE VEHICLE STALLS WHILE DRIVING ON THE HIGHWAY. NO CODES. WHEN HOOKING UP THE STARSCAN THE VEHICLE STALLED. INTERMITTENT CONCERN. VEH. SURGES AND HESITATES. TECH. ASKING IF WE HAVE ANY KNOWN CONCERNS ON THIS. ADVISED TECH TO INSTALL A STARMOBILE AND GET A RECORDING. TECH TO SEND DATA RECORDINGS OF THE DIE OUT , AND CALL BACK IN 1 HOUR . TECH SENT RECORDINGS UP. SEE NO DIE OUT ON RECORDINGS. ALSO HAS TOO MUCH THROTTLE ACTIVITY. RECORDINGS INCONCLUSIVE. TECH TO GET RECS OF CONDITION. ADVISED TECH. THAT THE CONCERN COULD BE A TIPM ISSUE. ENGINE DIES LIKE THE KEY IS TURNED OFF. STILL NO CODES SETTING. TRY SETTING A CODE. DRIVE IT AND DUPLICATE. IF THE CODE CLEARS LOOK AT THE IPM FOR POSSIBLE POWER FAILURES. TRY SWAPPING A THROTTLE BODY IF YOU SUSPECT IT AS THE PROBLEM. ADVISED TECH. TO REPLACE THE FCM PORTION OF THE TIPM. TECH. REPLACED THE FCM. VEHICLE DID

NOT INITIALLY STALL. TECH. RE-TESTED VEH. DID NOT STALL OR HESITATE. TECH. REPROGRAMMED PINION FACTOR. VEHICLE FIXED!!!

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008793456

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6348510160)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560918)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011020

Report#: SSV008793456
Open Date: 04/04/2007
Mileage: 6300
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 42-68748
Name: PARKWAY DODGE CHRYSLER JEEP
Address: 21560 HALL RD
 CLINTON TOWNSHIP, MI 480381540
Phone: 586 465-7210

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE IDLE WILL UNDERSHOOT AND/OR STALL AT TIMES. CONDITION IS VERY INTERM. TECH HAS NOT BEEN ABLE TO DUPLICATE CONDITION. U0100 IN MULTIPLE
 MODULES. ALSO HAD A C121C IN ABS.

Service Action:TECH TO REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008679057

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57246 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6342510261)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661138)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020218

Report#: SSV008679057
Open Date: 04/02/2007
Mileage: 23919
Warr Built Dt: 02/02/2006
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CK ENG LT ON, VEHICLE WILL DIE AT IDLE, TECH PULLED DTC S OF P2638 & U0100 IN TCM, P0222 IN PCM. CLEARED DTC S AND U0100 RESETS IN TCM, CKD RELATED WIRING AND CONNECTORS.

Service Action: ORDER TCM PER DIAG, OUT OF NAT VEHICLE HAS SAME CONDITION AS BEFORE STALLED AND SET U0100, ADVISE TO REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008788247

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6341510217)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010661026)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012316

Report#: SSV008788247
Open Date: 04/02/2007
Mileage: 8311
Warr Built Dt: 01/23/2006
Supplier RP:

Zone/Cd: 42-68334
Name: COUNTRY CHRYSLER DODGE JEEP
Address: 2705 N MICHIGAN
 PLYMOUTH, IN 465637813
Phone: 219 936-2115
 574 936-2115

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: NO DTC S. AFTER PERFORMING AN OIL CHANGE THE VEHICLE STALLED. SVC. MANAGER HAD IT HAPPENED ONCE. TECH. ASKING FOR DIRECTION. TECH. STATES THAT THE OIL IS THE CORRECT VISCOSITY. TECH DROVE FOR 20 MILES.

Service Action: ADVISED TECH. TO PERFORM AN ETC RELEARN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008775334

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510396)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349561423)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011602

Report#: SSV008775334
Open Date: 03/28/2007
Mileage: 22817
Warr Built Dt: 01/16/2006
Supplier RP:

Zone/Cd: 66-61977
Name: HARRY LANE CHRYSLER-PLYMOUTH I
Address: 240 PETERS ROAD NORTH
 KNOXVILLE, TN 379234909
Phone: INACTIVE
 865 531-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: THROTTLE GOES DEAD AFTER DRIVING 80 PLUS MILES. VEH WAS TOWED IN AND TECH FOUND NO CODES IN PCM AND VEH HAS IDLED LAST 2 DAYS FOR OVER 12 HOURS. NO PROBLEM SHOWED UP. PCM, TCM AND THROTTLE BODY HAVE BEEN REPLACED. WHEN THROTTLE DROPS OUT THERE IS NO INDICATION ON CLUSTER OF THROTTLE FAULT.

Service Action: TECH TO CHECK WIRING FROM PCM TO THROTTLE BODY MOTOR FOR ANY CIRCUIT ISSUE OWNER COMPLAINS THAT THE DLRS CANNOT DUPLICATE THE CONCERN - OWNER CLAIMS THE ISSUE IS REAL - VEHICLE HAS A LOSS OF THROTTLE REPOSENSE WHILE DRIVING - DLR HAS A LOST OF ESM STORED CODE.. DLR TO TRACK THE CONNECTIONS AT THE ESM.. REPLACE AS NEEDED. POSSIBLE ISSUE WITH THE SHIFT MODULE. DLR TO TRACK FURTHER AND TRY TO HAVE THE OWNER DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008782546

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6086610644)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J090660716)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041923

Report#: SSV008782546
Open Date: 03/28/2007
Mileage: 7000
Warr Built Dt: 04/19/2006
Supplier RP:

Zone/Cd: 32-39075
Name: BUHLER & BITTER INC
Address: 3290 HIGHWAY 35
 HAZLET, NJ 077301589
Phone: 732 264-5000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE VEHICLE WILL START AND STALL, TECH HAS REPLACE THE PCM AND THROTTLE CONTROL AND STILL HAS THE SAME CONDITION.

Service Action: TRANSFER TO DRIVE FOR INPUT. CALLED TECH. ON THIS CONCERN DUE TO THE CALL DROPPED. TECH. WAS ON THE OTHER LINE WITH STAR ALREADY BECAUSE STAR HAD CALLED TECH, BACK AFTER THE CALL DROPPED. P0688, P2101, REPLACED THE PCM P2111, P2112 ACTIVE.
 LOAD TEST PCM POWERS AND GROUND AND ASD FEEDS TO THE PCM. EXPLAINED LOAD TESTING AND HOW TO TEST ASD OUTPUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008779266

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6326510592)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J306560404)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 121410

Report#: SSV008779266

Open Date: 03/27/2007

Mileage: 1947

Warr Built Dt: 12/14/2005

Supplier RP:

Zone/Cd: 66-57778

Name: NAPLES DODGE CHRYSLER JEEP

Address: 6381 AIRPORT PULLING ROAD
NAPLES, FL 34109

Phone: 239 594-2100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: 2ND TIME IN . WHEN COMING TO A STOP IN PARK OR DRIVE VEHICLE WILL STALL. NETWORK TOPLOOGY SHOWS THAT NOTHING FALLS OFF LINE. U0100 CODE IS ONLY IN THE TCM AND IT IS STORED. CODE NEVER SHOWS ACTIVE. CONCERN HAPPENS INTERMITTENTLY. NO STOMBLE OR HESITATION WHEN COMING TO A STOP BEFOR DIE-OUT. VEH. JUST DIES OUT, IT RE-STARTS FINE.TECH. CAN DUPLICATE CONCERN. TCM HAS BEEN REPLACED.

Service Action: ADVISED TECH. TO GET A FLIGHT RECORDER IN THE VEHICLE AND SEE IF ANY DATA CAN BE OBTAINED. SUSPECT TIPM CONCERN. WILL NEED TO VIEW OTHER GATHERED DATA TO ROOT CAUSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008779387

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57246H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6017610543)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J009661539)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020612

Report#: SSV008779387
Open Date: 03/27/2007
Mileage: 16471
Warr Built Dt: 02/06/2006
Supplier RP:

Zone/Cd: 51-44353
Name: HUNT CHRYSLER CENTER
Address: 1000 S MAIN
 FRANKLIN, KY 42134
Phone: 270 586-3281

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE ENGINE STALLS AT STOPS. THE TECH STATES NO CODES STORED OR ACTIVE. THE FUEL TRIM IS -3. THE TECH HAS CLEANED THE ETC. THE TECH HAS NOT DUPLICATED ISSUE. THE TECH STATES THERE IS A FLASH UPDATE FOR THE PCM.

Service Action: THE TECH TO UPDATE THE PCM, QUESTION THE CUSTOMER WHEN THIS DIE OUT HAPPENS. DATA RECORD THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008779996

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510134)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J340560912)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121411

Report#: SSV008779996
Open Date: 03/27/2007
Mileage: 4592
Warr Built Dt: 12/14/2005
Supplier RP:

Zone/Cd: 74-44373
Name: PERFORMANCE CHRYSLER JEEP DODG
Address: 6601 TELLURIDE DRIVE
 LINCOLN, NE 68521
Phone: 402 477-3777

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE DIED WHILE DRIVING. THE TECH HAS CODES FOR P0100. THIS IS THE FIRST TIME IN FOR THIS ISSUE. THE TECH HAS NOT DUPLICATED THE DIEOUT BUT DID DUPLICATED A RPM DROP AND CRUISE DROP OUT. THE TECH HAS CHECKED THE POWERS AND GROUNDS. THE TECH HAS CHECKED THE CONNECTIONS AT THE PCM FOR WATER.

Service Action: THE TECH TO LOAD TEST THE POWERS AND GROUNDS IF OK REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008772009

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6031610645)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J019660387)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030710

Report#: SSV008772009
Open Date: 03/22/2007
Mileage: 11100
Warr Built Dt: 03/07/2006
Supplier RP:

Zone/Cd: 51-64826
Name: MUELLER CHRYSLER INC
Address: 2060 OMRO RD
 OSHKOSH, WI 549047706
Phone: INACTIVE
 920 231-5010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINTS OF DIE OUT WHILE TURNING. VEHICLE IS NOT THERE NOW.

Service Action:NEED VEH IN SHOP TO CHECK. CALL BACK WHEN VEHICLE THERE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008772431

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57266H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6339510397)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J348560225)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011300

Report#: SSV008772431
Open Date: 03/22/2007
Mileage: 19936
Warr Built Dt: 01/13/2006
Supplier RP:

Zone/Cd: 35-60253
Name: JOHNSON FAMILY CHRYSLER JEEP
Address: 1007 E STUART DR
 GALAX, VA 243332511
Phone: INACTIVE
 276 236-6122

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED AT HIGHWAY SPEED AND INTERMITTENTLY WHEN COMING TO STOPS. U0100, THINKS THE CODE MAY OF BEEN SET DUE TO OTHER REPAIRS. UNABLE TO DUPLICATE THE CONCERN.

Service Action: CLEAR THE CODE, TRY TO DUPLICATE, DATA RECORD. IF U0100 RESETS LOAD TEST THE PCM POWERS AND GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008769041

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6070510200)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J083560598)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 041407

Report#: SSV008769041

Open Date: 03/21/2007

Mileage: 18621

Warr Built Dt: 04/14/2005

Supplier RP:

Zone/Cd: 63-60300

Name: FREEDOM JEEP CHRYSLER

Address: 3602 E CENTRAL TEXAS EXPY
KILLEEN, TX 765437301

Phone: 254 200-4800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT DIE OUT ON REVERSE APPLY LIKE TCC LOCKED UP.NO CODES,CAN T READILY DUPLICATE.

Service Action: TRY TO VERIFY OR WAIT UNTIL MORE RECURRENT.CK FLUID LEVEL AND CONDITION.CK FOR DEBRIS,CK FOR STICKY VALVE(S) IN VALVEBODY,CK FOR DAMAGED CHECK BALL(S),CK FOR DEBRIS IN TCC SOLENOID.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008564688

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6076610234)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J068660268)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032014

Report#: SSV008564688
Open Date: 03/20/2007
Mileage: 10000
Warr Built Dt: 03/20/2006
Supplier RP:

Zone/Cd: 71-43582
Name: MOSS BROS. CHRYSLER JEEP DODGE
Address: 1100 SOUTH E STREET
 SAN BERNARDINO, CA 924081900
Phone: 909 884-8255

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: COMPLAINS OF DIE OUT OR STUMBLE. CAN HAPPEN AT ANY TIME. CLAIMS IT HAPPENS AT IDLE OR WHILE DRIVING ON HWY. HAD U0100 IN TCM, FCM, ABS, ESM. P0700 IN PCM. TECH HAS DUPLICATED CONDITION WITH VEH PARKED AND IDLING. ENGINE WILL RESTART RIGHT AWAY. ALSO DIED WHILE DRIVING AT PARKING LOT SPEEDS.

Service Action: MONITOR POWER AND GROUND FEEDS TO PCM WHEN PROBLEM OCCURS. IF OK, MIGHT NEED PCM. TECH TO CONNECT BREAK OUT BOX AND MONITOR KEY ON FEED AND GROUNDS TO PCM WHEN CONDITION OCCURS. SAME CONDITION. CLAIMS GROUNDS OK. TECH TO PERFORM DATA RECORDING OF CONDITION. ADVISED TECH. TO CHECK THE APP SENSORS ETC RELEARN AND FOLLOWER TEST. TECH. HAS CLEANED THE CONNECTIONS AT THE PCM. CHECK APPS SENSORS. TECH TO INSTALL DATA RECORDER IS UNABLE TO DUPLICATE. MONITOR KEY ON FEED AND GROUND TO PCM IF ABLE TO DUPLICATE. IF CIRCUITS OK, REPLACE PCM. THE TECH STATES THE VEHICLE HAS STALLED ON HIM ONE TIME WHEN PARKING THE VEHICLE. THE TECH TO DATA RECORD THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008755243

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D8GV77306F [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE MAGNUM SRT8 RWD LXDX49</p> <p>Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6111620107)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J082661183)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 051211</p>	<p>Report#: SSV008755243</p> <p>Open Date: 03/14/2007</p> <p>Mileage: 8470</p> <p>Warr Built Dt: 05/12/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-45189</p> <p>Name: DCH CHRYSLER JEEP DODGE OF</p> <p>Address: 26845 YNEZ RD TEMECULA, CA 925914695</p> <p>Phone: 951 676-0010</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR STALL AND WILL NOT RESTART. THE DEALER CAN NOT DUPLICATE IT.

Service Action: ADVISE THE TECHNICIAN THAT IF THE CUSTOMER CONCERN CAN NOT BE DUPLICATED, TO INSTALL A COPILOT OR STAR MOBIL (LOADED WITH A ENGINE TEMPLATE) ON THE VEHICLE AND CAPTURE THE COMPLAINT WITH A DATA RECORDING. DEALER CAN DUPLICATE THE DIE OUT. TECH REPLACED THE FCM AND ENGINE RUNS OK. BUT THE ESP LIGHT IS ON. CODE U140E. NEED TO RECONFIGURE THE FCM (TIPM).

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008754662

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6131510852)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J140560590)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053118

Report#: SSV008754662
Open Date: 03/13/2007
Mileage: 22000
Warr Built Dt: 05/31/2005
Supplier RP:

Zone/Cd: 32-09733
Name: CENTRAL CHRYSLER JEEP DODGE
Address: 56 PROVIDENCE HWY
 NORWOOD, MA 020622622
Phone: 781 762-2200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: COMPLAINT OF DIED OUT WHILE DRIVING. INGESTED WATER AND HYDROLOCKED THE ENGINE.

Service Action: ORDERING CP SHORT BLOCK ASSEMBLY.\r\n\r\n0881**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008752155

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6024610201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045660144)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031703

Report#: SSV008752155
Open Date: 03/12/2007
Mileage: 1043
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 66-44403
Name: HAMPTON CHRYSLER DODGE & JEEP,
Address: 202 WEST SUGARLAND HWY
 CLEWISTON, FL 33440
Phone: INACTIVE
 863 983-4600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: RUN IN SHOP 1HR. WILL STALL WHEN COLD WHEN HOT WILL STALL 20MI. NO CODE GOOD FUEL PRESSER SEE CAM AND CRANK REPLACE MAP,CRANK,CAM,SENSOR
 FCM,CAM,CRANK.SENSOR MAP SENSOR
Service Action: CLOSE STATUS
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008753819

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6297510011)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J315561126)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112113

Report#: SSV008753819
Open Date: 03/12/2007
Mileage: 18352
Warr Built Dt: 11/21/2005
Supplier RP:

Zone/Cd: 66-68257
Name: TOWN & COUNTRY DODGE CHRYSLER
Address: 1630 IRIS DR SW
 CONYERS, GA 30094
Phone: INACTIVE
 770 922-3400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUTS OUT WHILE DRIVING AFTER FILLING WITH FUEL. NO CODES. UNABLE TO DUPLICATE CONCERN.

Service Action: CHECK FOR OVER FILL THE TANK. CHECK THE CANISTER FOR FUEL. POSSIBLE PURGING LIQUID FUEL CAUSING A DIE OUT. ADVISE HIM TO MAKE SURE THEY ARE NOT OVER FILLING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008589872

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6024610201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045660144)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031703

Report#: SSV008589872
Open Date: 03/10/2007
Mileage: 619
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 66-44403
Name: HAMPTON CHRYSLER DODGE & JEEP,
Address: 202 WEST SUGARLAND HWY
 CLEWISTON, FL 33440
Phone: INACTIVE
 863 983-4600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE WHEN STARTED THE SHUTS OFF. THE TECH STATES CODES FOR P2122 ACTIVE. THE TECH HAS RAN THE DIAGNOSTICS FOR THE CODE. THE TECH TO RELEARN ETC AND THIS CORRECTED THE ISSUE AT THIS TIME.

Service Action: THE TECH TO DUPLICATED THE CONCERN AGAIN. IF SO HARDWIRE THE NO. 1 SIGNAL CIRCUIT FOR THE APP1 IF STILL HAS ISSUE MONITOR THE VOLTAGE AT PIN 5 OF THE APP 1 SIGNAL. IF OK REPLACE THE PCM. NOW HAS OTHER CODES SETTING IN OTHER MODULES, AS MANY AS 10 IN ONE CONTROLLER. DID NOT NOTE CODES. INTERMITTENTLY DIFFERENT DASH WARNING LIGHTS LIGHT. MAKE NOTE OF ALL CODES. ARE THEY POINTING AT ONE MODULE GET A RECORDING OF THE DIE OUTTECH SAYS HE IS NOT LOOSING IGNITION FEED TO CONTROLLER NO LONGER SETTING AN FAULT CODES . CODE COMES AND GOES INTERMITTENTLY. TECH. SENT THE RECORDINGS VENON WANTED HELP SEND US DATA RECORDINGS. SHOWED HIM HOW TO SEND RECORDINGS. HE WILL CALL BACK IN THE A/M AFTER RECORDINGS ARE

SENT. RUN IN SHOP 1HR. WILL STALL WHEN COLD WHEN HOT WILL STALL 20MI. NO CODE GOOD FUEL PRESSER SEE CAM AND CRANK REPLACE MAP,CRANK,CAM,SENSOR
FCM,CAM,CRANK.SENSOR MAP SENSOR .\n\nINSTALL STARMOBILE AND DATA RECORD CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008750925

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510253)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560537)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122203

Report#: SSV008750925
Open Date: 03/09/2007
Mileage: 10800
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 63-66901
Name: CHAMPION CHRYSLER JEEP GULF
Address: 12215 GULF FREEWAY
 HOUSTON, TX 770344503
Phone: INACTIVE
 713 371-4300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERM DIE OUT. SOMETIMES A START/STALL WHEN COLD STARTED. ALSO HAS HAPPENED WHILE SITTING STILL, IDLING. ENGINE WILL USUALLY RESTART RIGHT AWAY. HAS LOSS OF COMM FAULT CODES SET IN SEVERAL MODULES. STORED CODE IN PCM FOR P0700. LOGGED AGAINST COUNTS ON SCAN TOOL SHOW PCM TO BE THE HIGHEST AT 3.

Service Action: NEED TO MONITOR PCM KEY ON FEED WHEN CONDITION OCCURS TO VERIFY. POSSIBLE FAULTY PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008750965

Vehicle Information

Repair Information

Dealer Information

VIN: [REDACTED]

Model Year: 2006

Make/Model:
MAGNUM RWD
LXDH49

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6224510447)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J325561161)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 113016

Report#: SSV008750965

Open Date: 03/09/2007

Mileage: 1120

Warr Built Dt: 11/30/2005

Supplier RP:

Zone/Cd: 51-45239

Name: JACK PHELAN DODGE, LLC

Address: 7050 OGDEN AVE
BERWYN, IL 604023653

Phone: INACTIVE
708 484-1200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE OUT UNDER LIGHT ACCELLRATION OR WHEN SITTING AT A STOP. HAS CODES FOR LOST OF COMMUNICATION IN THE ABS U0100, TCM U0100, FCM U0100, PCM P0700. CODES ARE STORED ALL BUT THE P700 WHICH IS ACTIVE.

Service Action:SINCE ALL MODULES ARE POINTING TO THE PCM LETS TRY REPLACING THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008730680

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6291510952)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349561631)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010315

Report#: SSV008730680
Open Date: 03/07/2007
Mileage: 6663
Warr Built Dt: 01/03/2006
Supplier RP:

Zone/Cd: 51-26017
Name: CONTINENTAL CHRYSLER JEEP INC
Address: 5800 SOUTH LAGRANGE ROAD
 COUNTRYSIDE, IL 605254064
Phone: INACTIVE
 708 354-1400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE DEALER CAN NOT DUPLICATE CUSTOMERS CONCERN

Service Action:MAKE SURE CONTROLLER IS UP TO DATE , IF CONCERN CAN NOR BE DUPLICATEDINSTALL CO PILOT AND GET RECORDINGS OF THE DIE OUT . ENGINE DIES OUT AT STOPS INTERMITTENTLY HAS CODE U0100. NOT ABLE TO DATA RECORD EVENT. TRY FLASHING THE TCM. INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE DIE OUT . TRYING TO DATA RECORD THE ESM AND TCM. GET NOTHING ON THE RECORDING.\r\nDATA RECORD THE PCM WHEN CONCERN HAPPENS. CHECK PCM POWERS, GROUNDS AND BUSS WIRING. REPLACED THE TCM. GETTING A P1644. SAYS HE DID THE TCM INITIALIZING. 7.03.\r\nTRY BACK DATING TO 7.01. TECH BACKDATED SCAN TOOL TO 7.01 AND IS TRYING TO FLASH TCM. TCM IS ALREADY PROGRAMMED. NEEDS TO PERFORM TCM INITIALIZATION WITH STARSCAN AT 7.01. U0100 STILL SETS. CELL PHONE NUMBER IS 708-334-1130. DATA RECORDING SERVER DONE RIGHT NOW, UNABLE TO LOOK A DATA RECORDINGS. DEALER TO E-MAIL ME RECORDINGS. CHECK PCM POWERS

AND GROUNDS. DEALER WANTED TO KNOW IF I GOT RECORDINGS THEY E-MAILED ME, (NO). TRY SENDING THEM TO OUR SERVER AND E-MAIL TO ME AGAIN. VIEWED RECORDINGS THAT JOHN DID WHILE DUPLICATING THE DIE OUT. RECORDING SHOW EVERY THING GOING OFF LINE WHEN THE ENGINE ACTS UP. HAS LOAD TESTED PCM POWER AND GROUNDS AND CHECK BUSS WIRING. TEST OK. TRY A PCM. ORDER NUMBER : 4489** CHIR\nFLASH TO 05094594AI.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008746720

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6089510178)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J087560506)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041513

Report#: SSV008746720
Open Date: 03/07/2007
Mileage: 7000
Warr Built Dt: 04/15/2005
Supplier RP:

Zone/Cd: 66-67438
Name: POTAMKIN CHRYSLER PLYMOUTH JEE
Address: 16600 NW 57TH AVE
 MIAMI, FL 330146199
Phone: INACTIVE
 305 558-0200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIE OUT AFTER FUEL TANK FILLEDCODE P0456 STORED

Service Action:FILL TANK UP AN VERIFY THE CONCERN.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008664724

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510488)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J342561289)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121323

Report#: SSV008664724
Open Date: 03/06/2007
Mileage: 8368
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 35-45027
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 5202 JEFFERSON DAVIS HWY
 FREDERICKSBURG, VA 22408
Phone: 540 898-7200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CK ENG LT ON, TECH PULLED DTC OF P0700 IN PCM & U0100 IN TCM. TECH CLEARS DTC AND RETURNS AS ACTIVE, CAN COMMUNICATE WITH PCM, CKD ALL RELATED WIRING AND CONNECTORS.

Service Action:ORDER TCM, OUT OF NWK 9052 MIL. TECH SAID THERE WAS STORED TRANS TEMP SENSOR. \n\nADVISED TECH IF CODE STILL SETS, POSSIBLE ESM ISSUE. INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE DIE OUT ENGINE WILL DIE OUT. OCCURED FOR TECH WHILE ENGINE WAS IDLING IN PARK. MONITOR KEY ON FEED WHEN CONDITION HAPPENS. IF LAMP DOES NOT GO OUT WHEN CONDITION OCCURS, ORDER PCM. TECH CALLING TO VERIFY WHICH MODULE NEEDED TO BE CHECKED. WAS TOLD PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008733739

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510321)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J340561395)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121013

Report#: SSV008733739
Open Date: 03/05/2007
Mileage: 9447
Warr Built Dt: 12/10/2005
Supplier RP:

Zone/Cd: 71-67086
Name: CHASE CHRYSLER JEEP
Address: 2979 AUTO CENTER CIRCLE
 STOCKTON, CA 952122830
Phone: INACTIVE
 209 956-7600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHILE ROLLING SLOWLY TO A STOP LIGHT, AFTER STOPPING FOR 5 19 SECONDS VEHICLE DIES. RESTARTS RIGHT AWAY. SHOWS CODE U0100 IN TCM. NO OTHER CODES ANYWHERE. PCM REPLACED AND REPROGRAMMED 500 MILES AGO. CODE GOES TO STORED STATUS AFTER RESTART. BUS TESTS OK.

Service Action: DATA RECORD THE DIE OUT . TCM WAS REPLACED, NOT PCM. TECH SENT DATA RECORDINGS UP. NO RECS FOUND ON SERVER. TECH WILL RESEND THEM. WILL CHECK FOR RECS AND CALL TECH BACK. ADVISE HIM ON HOW TO SEND THE DATA RECORDING. LOOK AT THE DATA RECORDING AND THEY SHOW THE PCM IS LOOSEN THE IGNITION SWITCH INPUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008738265

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W36H [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
SRT8 RWD
LXCX48

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6019620058)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J014660901)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 020605

Report#: SSV008738265

Open Date: 03/05/2007

Mileage: 5905

Warr Built Dt: 02/06/2006

Supplier RP:

Zone/Cd: 35-60181

Name: STAR CHRYSLER JEEP, LLC

Address: 3006 GOVERNOR PRINTZ BLVD.
WILMINGTON, DE 198022898

Phone: INACTIVE
302 764-3888

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CAME IN WITH CRANK NO START. DIED ON THE ROAD. RED LIGHT FLASHING WHAT RED LIGHT TECH DOESN T KNOW. VEHICLE STARTS AND RUNS FINE. STORED CODES, PCM COMMUNICATION CODES.

Service Action: TECH TO ROAD TEST FOR CONCERN. CRANK, NO START. NO NOISE AT ALL WHEN KEY TURNED TO CRANK. U0100 FAULT STORED IN MULTIPLE MODULES. INTERM CONDITION. SUSPECT PCM FAULTY. REPLACED THE PCM. GETTING MDS CODES NO. BUILT WITH 05030232AD. PCM FLASH TO 04896568AI.
FLASH THE GENERIC PCM TO A 5.7. NEED A NEW PCM AND FLASH IT TO 05030232AF.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008740324

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H36H [REDACTED]

Model Year: 2006

Make/Model: DODGE
CHARGER RWD
LXDH48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6030610467)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J056660170)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 030805

Report#: SSV008740324

Open Date: 03/02/2007

Mileage: 21944

Warr Built Dt: 03/08/2006

Supplier RP:

Zone/Cd: 63-58830

Name: APPEL DODGE CHRYSLER JEEP

Address: 1880 HWY 290 WEST
BRENHAM, TX 778333694

Phone: INACTIVE
979 836-4425

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: POLICE VEHICLE. WILL DIE OUT WHILE DRIVING, GAUGES DROPPED. NO WARNING LIGHTS ON THE CLUSTER. TECH CYCLED THE KEY AND IT WAS RUNNING. NEVER CRANKED. NO BULB CHECK. ONLY ONE CODE. U0100.

Service Action: TECH WILL CHECK THE FEED TO THE PCM FROM THE IGNITION SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008680865

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GZ57296H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6128610515)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J112660898)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061123

Report#: SSV008680865
Open Date: 02/26/2007
Mileage: 4653
Warr Built Dt: 06/11/2006
Supplier RP:

Zone/Cd: 51-66804
Name: MANCARI'S CHRYSLER JEEP DODGE,
Address: 4630 WEST 95TH STREET
 OAK LAWN, IL 604532514
Phone: 708 423-0910

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. DIES OUT INTERMITTENTLY. CHANGED THE TORQUE CONVERTER AND VALVE BODY. CANNOT DUPLICATE.

Service Action:INSTALL THE COPILOT AND CAPTURE THE DIEOUT ON DATA RECORDING. INTERM DIE OUT. U0100 SETTING IN TCM. ABLE TO START ENGINE RIGHT AWAY. CLUSTER AND PCM ON SAME KEY ON FEED. CLUSTER DOESN T DO A BULB CHECK WHEN CONDITION OCCURS. TECH TO REPLACE PCM. ORDER NGC, OUT OF CHI THE DEALER CALL TO ASK IF YOU HAVE TO DOWN LOAD A FLASH INTO THE PCM. ADVISE HIM YES YOU DO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008721940

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510062)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660541)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021401

Report#: SSV008721940
Open Date: 02/26/2007
Mileage: 3325
Warr Built Dt: 02/14/2006
Supplier RP:

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 6500 OKEECHOBEE BLVD
 WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLING....P0700...TCM: U0100.....PERFORMED DIAGNOSTICS.....

Service Action: ORDER NUMBER : 5862** ORL U0100 P2638 REPEATING AT TIMES. ERRONEOUS CODE. DOES NOT VALIDATE TCM REPLACEMENT. ENGINEERING SAYS DISREGARD THIS CODE. CHECK CONNECTOR PINS AT TCM FOR THE U0100. OWNER UPSET DLR IS LOOKING FOR ASSISTANCE - COMPLAINT IS THE SAME AS ABOVE - DLR INDICATES MANY FAULTS - DLR SAID SOME ARE NOT EVEN KNOWN. DLR TO PERFORM A SCAN REPORT - USE TSB 08-17-06.. DLR TO CALL BACK WHEN THE REPORTS ARE SET - DLR ALSO ADVISED ABOUT THE STAR MOBILE CO PILOT OPTION AT THE TIME OF THE FAILURE. DLR TECH INDICATE HE WOULD PURSUE..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008723189

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6333510146)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010660018)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011904

Report#: SSV008723189
Open Date: 02/26/2007
Mileage: 8736
Warr Built Dt: 01/19/2006
Supplier RP:

Zone/Cd: 71-67167
Name: RENEAU CHRYSLER DODGE
Address: 2235 SPRING ST
 PASO ROBLES, CA 93446
Phone: INACTIVE
 805 239-0790

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT WHILE DRIVING THE FIRST 3 MILES IN THE MORNING ON A COLD ENGINE . DEALER CAN NOT DUPLICATE THE CONCERN .

Service Action:INSTALL THE STAR MOBILE AND GET DATA RECORDINGS OF THE CONCERN POSSIBLE POOR FUEL , OR CARBONNED UP CYLINDERS . VEHICLE AT NEW DEALER
REQUESTING DATA RECORDINGS OF THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008728598

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6255510503)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J285560579)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 102418

Report#: SSV008728598
Open Date: 02/23/2007
Mileage: 5150
Warr Built Dt: 10/24/2005
Supplier RP:

Zone/Cd: 35-66320
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 5060 AUTH WAY
 TEMPLE HILLS, MD 20746
Phone: 301 423-0853
 301 423-5111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:U1408..STORED..STALLED WHILE TURNING.....

Service Action:TCM HAS NOT FIXED. POSSIBLE PCM CONCERN: CHECK FOR LOOSE CONNECTORS, PINS WIRING. \r\nPOSSIBLE CAUSES FOR ACTIVE DTCS: \r\nFCM CAN BUS DTC S PRESENT
 \r\nABS DTC S PRESENT \r\nTRANSMISSION CONTROL MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008726704

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144510057)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151561165)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060815

Report#: SSV008726704
Open Date: 02/22/2007
Mileage: 15783
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 74-68678
Name: WARRENSBURG CHRYSLER DODGE JEE
Address: 329 E YOUNG AVE
 WARRENSBURG, MO 640931209
Phone: 660 747-5175

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE HAS STALLED A COUPLE OF TIME AND HAS CODES FOR WCM. ABS U0126, APM,CCN, FCM, OCM, ORC, RADIO, SETTING U0168, WCM B1A28.

Service Action:RUN THROUGH THE DIAGNOSTICS FOR THE U0126 AND B1A28 CODES. CHECK FOR POSSIBLE LOOSE CONNECTIONS OR PIN OUTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008700673

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H3 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6118610557)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J133660679)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052223

Report#: SSV008700673
Open Date: 02/21/2007
Mileage: 4137
Warr Built Dt: 05/22/2006
Supplier RP:

Zone/Cd: 63-43268
Name: MAXWELL CHRYSLER DODGE JEEP
Address: 14150 STATE HIGHWAY 79
 TAYLOR, TX 765744606
Phone: INACTIVE
 512 352-3696

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: WHILE DRIVING ON THE HIGHWAY FOR ABOUT 30 MINUTES, THE PRNDL/ODOMETER DISPLAY WENT OUT, THEN THE VEHICLE DIED. ONCE OFF TO THE SIDE OF THE ROAD, THE VEHICLE RESTARTED. DRIVING BACK FROM HIS DESTINATION, THE PRNDL/ODOMETER DISPLAY WENT OUT AGAIN, BUT THE VEHICLE CONTINUED TO RUN. NO MIL LAMP ILLUMINATION. NO CODES.

Service Action: ADVISED TECH TO TRY AND DUPLICATE THE CONDITION BEFORE ATTEMPTING TO REPAIR. MAKE SURE THAT YOUR STAR MOBILE IS AT 7.02-SP1. TECH TO CALL BACK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008705636

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6298510123)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J310560375)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111606

Report#: SSV008705636
Open Date: 02/21/2007
Mileage: 15503
Warr Built Dt: 11/16/2005
Supplier RP:

Zone/Cd: 32-42295
Name: BALD HILL DODGE CHRYSLER JEEP
Address: 1035 BALD HILL RD
 WARWICK, RI 028860723
Phone: 401 828-3700

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE HAS BEEN IN 5 TIMES FOR LOSS OF POWER AND LIGHTING BOLT LIGHT FLASHING ON THE DASH . DEALER CAN NEVER DUPLICATE THE CONCERN .

Service Action:INSTALL THE CO PILOT AND GET DATA RECORDINGS OF THE CONCERN WILL REVIEW DATA RECORDINGS AND CALL YOU BACKWILL FORWARD TO ELECTRICAL GROUP FOR THEIR INPUT ON THE U CODES YOU ALSO SET ! OWNER STATES THAT THE ENGINE STALLED, U0100, U1415, U1414. TECH HAS SUBMITTED A SCAN REPORT. I WILL REVIEW IT AND CALL TECH BACK. SUGGESTED TECH REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008723189

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6333510146)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J010660018)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011904

Report#: SSV008723189
Open Date: 02/21/2007
Mileage: 8736
Warr Built Dt: 01/19/2006
Supplier RP:

Zone/Cd: 71-61667
Name: COLE CHRYSLER DODGE JEEP
Address: 3550 BROAD STREET
 SAN LUIS OBISPO, CA 93401
Phone: 805 543-7321

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT WHILE DRIVING THE FIRST 3 MILES IN THE MORNING ON A COLD ENGINE . DEALER CAN NOT DUPLICATE THE CONCERN .
Service Action:INSTALL THE STAR MOBILE AND GET DATA RECORDINGS OF THE CONCERN POSSIBLE POOR FUEL , OR CARBONNED UP CYLINDERS .
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008692736

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6336511444)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J354560138)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010519

Report#: SSV008692736
Open Date: 02/19/2007
Mileage: 14016
Warr Built Dt: 01/05/2006
Supplier RP:

Zone/Cd: 63-44409
Name: RANDALL DODGE CHRYSLER JEEP
Address: 100 KILGORE DR
 HENDERSON, TX 756543609
Phone: 903 657-9513

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE INTERMITTENTLY STALLS OUT. HAS CODES P0700 AND U0100, NO OTHER TRANS CODES. ERASED THE CODES AND THEY DIDN T COME BACK.

Service Action:HASN T DONE ANY DIAGNOSTICS YET. NEEDS TO CHECK THE CONNECTOR AT THE TRANS. DUPLICATE THE CONDITION BEFORE ANY FURTHER DIAGNOSTICS CAN BE DONE.
 THE VEHICLE CAME BACK IN YESTERDAY FOR THE SAME DIEOUT CONDITION, BUT HAD NO FAULT CODES. WHEN THE CUSTOMER CAME TO PICK UP THE VEHICLE, THE ENGINE DIED AGAIN AND THE FAULT CODES CAME BACK. DETERMINED THAT THE CONDITION IS ONLY OCCURRING WHEN THE VEHICLE IS COLD. SUGGESTED THAT HE CHECK OUT THE WIRING AT THE PCM, AND IF OK, REPLACE THE PCM. *TECH LOOKING FOR PCM,TO PCM FFB. TECH WILL FREEZE PCM TO SEE IF HE CAN DUPLICATE, MAY HAVE TCM ISSUE IF PCM IS NOT CAUSE. *COLD SOAKED THE PCM,TESTED IN A.M. ENGINE DIED OUT./ REVIEW MORE WITH PCM FFB GROUP. TECH STATES DTC IS ONLY SET IN TCM, CKD ALL RELATED WIRING AND CONNECTORS.\r\nORDER NGC PER DIAG, OUT OF DAL DLR HAS REPLACED THE TCM - SAME CONCERN.. DLR HAD THE SAME

CONDITION AFTER REPALCING THE TCM - DLR HAS TRACKED ALL THE WRG INVOLVED. DLR IS LOOKING FOR A PCM REPLACEMENT - DLR TO ORDER A PCM AS NEEDED.
TECH STATES CHECKED POWERS/GROUND TO PCM. TECH CONTACTED ELECTRICAL (391) AND WAS REC TO REPLACE PCM.\n\nORDERED NGC OUT OF DAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008660024

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6087610437)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J118660026)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050304

Report#: SSV008660024
Open Date: 02/19/2007
Mileage: 9202
Warr Built Dt: 05/03/2006
Supplier RP:

Zone/Cd: 70-44894
Name: CHRYSLER JEEP DODGE OF WILSONV
Address: 27490 SW 95TH AVENUE
 WILSONVILLE, OR 97070
Phone: 503 454-2500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE KEEPS STALLING INTERMITTENTLY AT STOPS. UPDATED THE PCM AND SET A STORED CODE IN THE SCM U0141.

Service Action:STORED CODE WAS PROBERLY SET DURING THE UPDATE TO THE PCM. WHAT YOU NEED TO DO IS INSTALL THE COPILOT AND HAVE CUSTOMER RECORD EVENT.\r\nTHIS CALL WAS TRANSFERRED TO ELECTRICAL FROM THE DRIVE GROUP....TECH SAID AGENT SAID SOUNDS LIKE AN FCM ISSUE AND THEN TRANSFERRED CALL TO ELECTRICAL. UPDATED CASE TECH PULLED DTC OF U0100 OUT OF TCM, CKD ALL RELATED WIRING AND CONNECTORS, TECH ADVISOR REQUESTED TO REPLACE TCM.\r\nORDER TCM, OUT OF POR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008593545

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6024610201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J045660144)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031703

Report#: SSV008593545
Open Date: 02/16/2007
Mileage: 619
Warr Built Dt: 03/17/2006
Supplier RP:

Zone/Cd: 66-44403
Name: HAMPTON CHRYSLER DODGE & JEEP,
Address: 202 WEST SUGARLAND HWY
 CLEWISTON, FL 33440
Phone: INACTIVE
 863 983-4600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:

Service Action: CODE COMES AND GOES INTERMITTENTLY. TECH. SENT THE RECORDINGS CANNOT FIND THE RECORDINGS ON THE SERVER. WILL WAIT AND TRY TO LOOK FOR THEM LATER. THE DLR STILL HAS THE CONCERN WITH THE VEHICLE STALLING OUT AT TIMES. THERE ARE NO CURRENT CODES. THE DLR SAYS THE DATA RECORDING IS DOWN. -- POSSIBLE FCM CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008715906

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6312510297)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J329560445)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112922

Report#: SSV008715906
Open Date: 02/16/2007
Mileage: 4555
Warr Built Dt: 11/29/2005
Supplier RP:

Zone/Cd: 63-67387
Name: RALPH SELLERS CHRYSLER DODGE J
Address: 14215 N AIRLINE HWY
 GONZALES, LA 707373632
Phone: 225 644-7542
 225 388-9875

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: DIES OUT AT STOPS. TECH STATES THE ENG WILL DROP OUT IF THROTTLE IS PRESSED 1/2 WAY THE ENGINE WILL LOSE POWER DOWN TO A VERY SLOW SPEED AND MAY DIE OUT IF THROTTLE IS NOT RELEASED. TECH NOTES THE NGC IS NO RESPONSE WHEN THIS OCCURS AND THE TCM WILL LOG U0100. TECH ALSO NOTED THE 6 CYL S WILL DO THIS ALSO BUT ONLY THE LX WITH NAG TRANS (SEPERATE TCM) SEEMS TO HAVE THIS FAULT.

Service Action: ORDERED NGC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008714171

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6030610084)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J059660277)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030818

Report#: SSV008714171
Open Date: 02/15/2007
Mileage: 6908
Warr Built Dt: 03/08/2006
Supplier RP:

Zone/Cd: 66-26653
Name: MAROONE CHRYSLER JEEP DODGE
Address: 4250 N STATE ROAD 7
 CORAL SPRINGS, FL 330733803
Phone: INACTIVE
 954 917-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES THE MIL ON AND STALLING OUT. THE TECH STATES NO CODES STORED OR ACTIVE. THE TECH HAS NOT DUPLICATED THE ISSUE.

Service Action:THE TECH TO MAKE A DATA RECORDING OF THE DIEOUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008701251

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6326510622)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J004660312)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011310

Report#: SSV008701251
Open Date: 02/13/2007
Mileage: 4475
Warr Built Dt: 01/13/2006
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL DIE OUT. HAS CODE U0100. ALSO HAS CODE U1108. TECH CAN NOT FIND THE ADDITIONAL MODULE.

Service Action:SUGGEST TECH SEND VEHICLE MODULE SCAN FOR STAR REVIEW. SAME ISSUE. COULD NOT GET A SCAN REPORT. WHEN IT OCCURS ALL CAN-C MODULES GO RED ON ECU VIEW.
 INSPECT FOR WATER INTRUSION INTO FCM CONNECTORS. TECH REPLACED FCM BUT VEH STILL STALLS AND SET U0100 IN TCM. TECH WILL GET RECORDING OF DIE OUT AND SEND TO DRIVE FOR DIAG. SCAN REPORT SHOWED ONLY A STORED U0100FOLLOW DIAGNOSTICS FOR CODE U0100 . THE TECH TO LOAD TEST THE PCM POWERS AND GROUNDS AT THE PCM. IF ALL GOOD REPLACE THE PCM. REPLACE THE PCM ID POWERS AND GROUNDS WHERE GOOD . ORDER NGC, OUT OF ORL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008688784

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6304510603)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J349561580)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010414

Report#: SSV008688784
Open Date: 02/12/2007
Mileage: 10589
Warr Built Dt: 01/04/2006
Supplier RP:

Zone/Cd: 42-55483
Name: PALMER DODGE INC
Address: 4545 EAST 96TH STREET
 INDIANAPOLIS, IN 46240
Phone: INACTIVE
 317 846-5555

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:DIES WHEN IN REVERSE.....U0100 IN TCM.....NO DTCS IN OTHER MODULES EXCEPT P0700 IN PCM.....

Service Action:UPDATE ENGINE CONTROLLER TO 04896568Al..... \r\nORDER NUMBER : 5954** CHI STALLING C121C IN ABS MODULE. U0100 IN PCM.CONTROLLER IS UPDATED TO
 05094594Al.....\r\nORDER NUMBER : 5954** CHI

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008707131

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6088610595)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J108661098)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050110

Report#: SSV008707131
Open Date: 02/12/2007
Mileage: 5000
Warr Built Dt: 05/01/2006
Supplier RP:

Zone/Cd: 66-59320
Name: D & E CAR EXCHANGE INC
Address: 6220 MARKET STREET
 WILMINGTON, NC 28405
Phone: INACTIVE
 910 799-4210

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED OUT WHILE DRIVING AT HWY SPEEDS. WOULD NOT RESTART IMMEDIATELY. OTHER ELECTRICAL ACCYS SEEM TO BE AFFECTED. TCM STORED FAULT U0100. NO CODES IN OTHER MODULES. TECH HAS NOT BEEN ABLE TO DUPLICATE CONDITION.

Service Action: NEED TO DUPLICATE CONDITION TO DIAGNOSE. MONITOR POWER AND GROUND FEEDS TO PCM TO SEE IF ANY CIRCUITS DROP OUT WHEN CONDITION OCCURS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008695119

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510774)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J145560785)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060317

Report#: SSV008695119
Open Date: 02/08/2007
Mileage: 2500
Warr Built Dt: 06/03/2005
Supplier RP:

Zone/Cd: 42-09880
Name: BILL SNETHKAMP INC
Address: 16400 WOODWARD AVE
 HIGHLAND PARK, MI 482032818
Phone: 313 868-3300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLS WHILE DRIVING IN THE CITY. NO CODES. UNABLE TO DUPLICATE. CUSTOMER SAID IT SEEMS TO HAPPEN AFTER FILLING THE TANK. VIEWED DATA RECORDINGS. ONE WAS NO GOOD. THE OTHER RECORDING SHOWED THE ENGINE DIE RIGHT AFTER PURGE. MISSING MAIN SENSOR IN THE RECORDINGS.

Service Action: FILL THE FUEL TANK AND TRY TO DUPLICATE CONCERN. TECH IS REQUESTING BUSINESS ASSISTANCE, FOR A TECH ADVISOR. FORWARD TO SHANE FOR FURTHER ASSISTANCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008702352

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6348510064)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J004660028)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011205

Report#: SSV008702352
Open Date: 02/08/2007
Mileage: 3946
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 71-60026
Name: BAKERSFIELD CHRYSLER JEEP
Address: 3101 CATTLE DRIVE
 BAKERSFIELD, CA 933132604
Phone: 661 832-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALL CHECKED POWERS AND GROUND TO PCM OK CONNECTOR AND PINS OK. \r\nREQUEST PCM

Service Action: YOU NEED TO CALL INTO RESTRICTED PARTS TO ORDER A CONTROLLERCAN NOT ORDER CONTROLLER AT THIS LOCATION. TECH RAN DIAGS PER LAST 2 ONLINE CASES. ORDERED NGC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008699373

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6348510064)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J004660028)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011205

Report#: SSV008699373
Open Date: 02/07/2007
Mileage: 4090
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 71-60026
Name: BAKERSFIELD CHRYSLER JEEP
Address: 3101 CATTLE DRIVE
 BAKERSFIELD, CA 933132604
Phone: 661 832-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS SENT RECORDING OF STALL. VEHICLE ALSO SET CODE IN TCM EU100 LOST COMMUNICATION WITH PCM.

Service Action:THE DATA RECORDINGS SHOW GAPS IN THE DATA. CHECK THE PCM POWERS AND GROUNDS. IF OK REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008672830

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6348510064)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J004660028)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011205

Report#: SSV008672830
Open Date: 02/05/2007
Mileage: 3946
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 71-60026
Name: BAKERSFIELD CHRYSLER JEEP
Address: 3101 CATTLE DRIVE
 BAKERSFIELD, CA 933132604
Phone: 661 832-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WHILE COMING TO A STOP CAR DIES INTERMITT, STARTS BACK UP, ONE TIME CRANKED LONGER THEN NORMAL BUT DID START UP. AFTER CAR STARTS UP CUSTOMER PUT IN GEAR AND IT DOES NOT MOVE IN DRIVE OR REVERSE FOR ABOUT 30 SEC. THEN KICKS IN GEAR AND MOVES. NO T.S.B TEST DROVE CAR OVER 100 MILES, NO CODES.

Service Action: WAS ENGINE RUNNING GOOD WHEN VEHICLE WOULD NOT MOVE WAS EXHAUST BLOWING BLACK SMOKE WAS FUEL TANK JUST FILLED IF CONDITION CAN BE DUPLICATED PUT IT ON A DATA RECORDING OF THE CONCERN THE TECH HAS DRIVEN THE VEHICLE FOR 150 MILES AND THE VEHICLE DIED OUT AND RESTART FINE. THE TECH TO DATA RECORD THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008679973

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6108510851)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J097560616)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092612

Report#: SSV008679973
Open Date: 02/02/2007
Mileage: 20498
Warr Built Dt: 09/26/2005
Supplier RP:

Zone/Cd: 35-68963
Name: HANOVER CHRYSLER
Address: 735 CARLISLE STREET
 HANOVER, PA 173311702
Phone: INACTIVE
 717 637-5111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED WHILE DRIVING. INTERMITTENT. CHK ENG LT ON. TECH FOUND 1 (P0730) STORED DTC IN TCM. TECH STATES CHECKED FLUID COND. TECH FOLLOWED FLOW CHART WHICH DIRECTS TO DISASSEMBLE TRANS. TECH STATES CLEARED CODE AND DID NOT RETURN. TECH STATES CAN NOT DUPLICATE.

Service Action:REFERED TECH TO TRANS FOR FURTHER DIAG TO PERFORM BEFORE ANY MOD IS REPLACED. TRANSFERED TO NAG GROUP VALVEBODY:\r\nREMOVE THE STEEL SEPERATOR PLATE FROM THE UPPER VALEBODY SECTION (LEAD FRAME). REMOVE THE STEEL END PLATE COVERING THE THE 3-4 SHIFT VALVES. REMOVE THE VALVES. FLUSH OUT THE BORES AND VALVES WITH SUITABLE SOLVENT SUCH AS MINERAL SPIRITS TO REMOVE ANY FINE METALLIC DEBRIS THAT MAY CAUSE THE 3-4 SHIFT PRESSURE VALVE AND/OR THE 3-4 HOLDING VALVE TO BIND UP. ASSEMBLE THE VALVEBODY AND INSTALL. IF CONDITION PERSISTS, REPLACE THE VALVEBODY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008679958

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6061620139)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J086661020)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041810

Report#: SSV008679958
Open Date: 01/31/2007
Mileage: 12915
Warr Built Dt: 04/18/2006
Supplier RP:

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP RAM
Address: 6500 OKEECHOBEE BLVD
 WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: NOISE IN THE LOWER MID ENG.AREA

Service Action: TECH WANTED THE SRT GROUP TECH HAS A CONCERN OF THUMPING SOUND AND A STALL. TECH STATES THAT WHEN PLACED IN FORWARD OR REVERSE THE ENGINE STALLS OUT. TECH HAS NO DTCS. TECH PULLED THE TRANS AND AIR CHECKED THE CLUTCHES AND HEARD CLUTCHES THUMPING. TECH REPLACED THE T/CONVERTER. TECH STILL HAS THE CONCERN OF ENGINE DYING AND THE STALLING IN GEAR IS STILL THERE. TECH DROPPED THE OIL PAN AND DIDN T SEE ANYTHING UNUSUAL. \n\nADVISED TECH TO BACK OFF THE T/CONVERTER TO ISOLATE CONCERN TO EITHER TRANS OR ENGINE. TECH TO ADVISE. TECH FIXED THE VEHICLE BY DISLODGING THE T/CONVERTER. TECH STATES THE CONVERTER WAS CONSTANTLY LOCKED AND REPLACED THE VALVE BODY TO REPAIR THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008635610

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6102610575)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J118660030)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050304

Report#: SSV008635610
Open Date: 01/29/2007
Mileage: 4478
Warr Built Dt: 05/03/2006
Supplier RP:

Zone/Cd: 71-45073
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 1025 ROLLINGS ROAD
 BURLINGAME, CA 94010
Phone: INACTIVE
 650 342-2120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLED COMING TO A STOP. MIL ON. C121C, U0100, P0700, P2172. HAS AN AFTERMARKET ALARM SYSTEM.

Service Action: LOOK FOR VACUUM LEAKS, MONITOR THE TPS VALUES AND MAP. IS THE ALARM SYSTEM CAUSING THE U0100 IF AFTERMARKET ALARM IS NOT CAUSING THE PROBLEMINSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE DIE OUTPOSSIBLE FCM CONCERN. THE TECH HAS REPLACED THE FCM ON THIS VEHICLE. THE TECH HAS DRIVEN FOR 25 MILES WITH NO ISSUE. THE TECH STATES THE VEHICLE DIED OUT AGAIN FOR THE CUSTOMER. THE TECH STATES THERE IS A CODE FOR U0100. THE TECH TO CHECK THE PCM POWERS AND GROUNDS IF GOOD REPLACE THE PCM. U0100 IS SETTING IN TCM, FCM, ESM & ABS MODULES, CKD ALL RELATED WIRING AND CONNECTORS, ALL POWERS AND GROUND OK.\r\nORDER NGC, OUT OF SFR U0100 IS SETTING IN TCM, FCM, ESM & ABS MODULES, CKD ALL RELATED WIRING AND CONNECTORS, ALL POWERS AND GROUND OK.\r\nORDER NGC, OUT OF SFR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008644411

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6040610258)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J062660358)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031505

Report#: SSV008644411
Open Date: 01/29/2007
Mileage: 10334
Warr Built Dt: 03/15/2006
Supplier RP:

Zone/Cd: 63-23657
Name: CHRIS NIKEL CHRYSLER JEEP DODG
Address: 2920 N ASPEN AVE
 BROKEN ARROW, OK 740121187
Phone: 918 592-1636
 918 355-5000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING OR AT IDLE. P2172, U0100, C121C.

Service Action: CHECK MAP TPS OPERATION AND CHECK FOR VACUUM LEAKS. CHECK PCM POWER, GROUND, BUSS WIRING. TECH CALLED BACK, COMPLAINT: VEHICLE DIES OUT INTERMITTENTLY, WILL RESTART AND RUN FINE. PREVIOUS HISTORY FROM ANOTHER DEALERSHIP WITH THE SAME COMPLAINTS, THERE WERE FAULTS. VEHICLE NOW AT THE SELLING DEALERSHIP. \r\nTECH CANNOT DUPLICATE THE COMPLAINTS, NO FAULTS STORED. NO ACTIVE FAULTS . TECH DOES NOT KNOW WHAT TO TO . SUGGESTION: TAKE A DATA RECORDING OF THE DIEOUT. U0100 SET IN THE TCM AND ESM. SERVICE MANAGE DUPLICATED. DRIVING HIGHWAY SPEED LOST THROTTLE RESPONSE FOR ABOUT 5 SECONDS BUT THE ENGINE DIDN T DIE.\r\nLOAD TEST PCM POWERS AND GROUNDS, CHECK BUSS CONNECTIONS. MAKE SURE THE DATA RECORDER IS INSTALLED WHEN TEST DRIVING. LOAD TESTED POWERS AND GROUND....WIRING GOOD...PINS AND CONNECTORS GOOD.....NO DTCS IN FCM...\r\nUPDATE CONTROLLER TO A

04896568AI...AND RECHECK.....U0100 LEADS TO TCM REPLACEMENT.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008683080

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H3 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6151510057)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151561302)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062202

Report#: SSV008683080
Open Date: 01/29/2007
Mileage: 18294
Warr Built Dt: 06/22/2005
Supplier RP:

Zone/Cd: 42-44836
Name: GENESEE CHRYSLER DODGE JEEP RA
Address: G-4140 MILLER ROAD
 FLINT, MI 48507
Phone: INACTIVE
 810 720-9800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR STALL AT TIME. THE DEALER STATES THE T/CONV IS STAYING ENGAGE WHEN IT HAPPENS. THE DEALER HAS REPLACE THE T/CONV.
 NO HELP.

Service Action: ADVISE HIM TO CHECK OUT THE VALVE BODY FOR THE VALVE STICKING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008679057

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ5724 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6342510261)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J007661138)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020218

Report#: SSV008679057
Open Date: 01/26/2007
Mileage: 23919
Warr Built Dt: 02/02/2006
Supplier RP:

Zone/Cd: 66-23815
Name: PREBUL CHRY-JEEP-DODGE
Address: 2120 CHAPMAN ROAD
 CHATTANOOGA, TN 37421
Phone: INACTIVE
 423 855-1166

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CK ENG LT ON, VEHICLE WILL DIE AT IDLE, TECH PULLED DTC S OF P2638 & U0100 IN TCM, P0222 IN PCM. CLEARED DTC S AND U0100 RESETS IN TCM, CKD RELATED WIRING AND CONNECTORS.
Service Action:ORDER TCM PER DIAG, OUT OF NAT
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008649741

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510034)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021315

Report#: SSV008649741
Open Date: 01/17/2007
Mileage: 10997
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 35-64869
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 12511 PROSPERITY DR
 SILVER SPRING, MD 209041662
Phone: 301 622-0010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VECHILE STALLING SOMETIMES,MOSTLY AT IDLE.CASE #95879 EVENT DATA SENT 1-09-07.TO DXC THRU STARMOBILE DESKTOP. NONE,P0700,U0100

Service Action:DATA RECORDINGS DO NOT HAVE THE CORRECT SENSORS FOR A DIE OUT CONCERN . REDO DATA RECORDINGS WITH MORE SENSORS NEEDED TO RUN ENGINE TECH SENT MORE DATA RECS AND TRANSFERRED TO DRIVE. THE DEALER SENT IN DATA RECORDING AND THEY DID NOT SHOW TOO MUCH. ADVISE HIM TO GET SOME MORE DATA RECORDINGS AND TO USE THE NGC3 FUEL TEMP. TECH STATES CLEARED DTC S AND NOW ONLY SETS IN TCM, PERFORMED FLOWCHART DIAG AND LEADS TO TCM REPLACEMENT.\n\nORDER TCM, OUT OF NWK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008658470

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332511579)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560741)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011006

Report#: SSV008658470
Open Date: 01/17/2007
Mileage: 26334
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 70-68803
Name: POWER CHRYSLER JEEP
Address: 6460 E MCDOWELL ROAD
 SCOTTSDALE, AZ 85257
Phone: INACTIVE
 480 994-4999

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT ON AND STALLS PREVIOUSLY CONTACTED CASE# 8656700. VEHICLE WILL DIE AT TAKEOFF BUT STARTS RIGHT AWAY. CHECKED POWERS AND GROUNDS AND ARE GOOD. CHECKED PINS AT FCM CONNECTOR AND APPEAR TO BE FINE. CHECK ENGINE LIGHT DOES NOT COME ON IMMEDIATELY BUT CODE U0100 SETS IN TCM AND ESM. IGNITION FEEDS CHECK GOOD.

Service Action: SEND IN DATA RECORDINGS OF THE DIE OUT . IS OWNER RUNNING 87 OCTANE OR 89 OCTANE FUEL . TECH STATES HAS CHECKED POWERS, GROUNDS AND CAN C BUS TO PCM. TECH TO PERFORM STAR MOBILE RECORDINGS OF CONCERN HAS THE RECORDINGS BEEN SENT IN FOR THIS ISSUE. POSSIBLE PCM IF THE POWERS AND GROUNDS FOR THE PCM HAVE BEEN LOAD TESTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008662638

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6334511579)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J034661355)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021708

Report#: SSV008662638
Open Date: 01/17/2007
Mileage: 17423
Warr Built Dt: 02/17/2006
Supplier RP:

Zone/Cd: 35-66910
Name: COWLES CHRYSLER
Address: 14777 JEFFERSON DAVIS HWY
 WOODBRIDGE, VA 221913416
Phone: INACTIVE
 703 497-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLING OUT AT STOP LIGHT OR IDLE REPLCED TCM CHECKED ALL WIRING FROM TCM TO PCM TALKED TO DAN AND TERRY IN DRIVEABILITY ABOUT PROBLEM CAN DROVE CAR FOR THREE HOURS BEFORE IT STALLED ONE TIME AND THEN AGAIN PEFORMED DATA RECORDING AND VEHICLE SCAN REPORT UPLOADED TO DCX REC 2C3KA63H56H4091452 & REC 2C3KA63H56H4091453 UNABLE TO SEE ANYTHING

Service Action: ORDERED (04606839AD) NGC 9145** OUT OF NWK.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008660024

Vehicle Information

Repair Information

Dealer Information

<p>VIN: ██████████</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6087610437)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J118660026)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050304</p>	<p>Report#: SSV008660024</p> <p>Open Date: 01/16/2007</p> <p>Mileage: 9202</p> <p>Warr Built Dt: 05/03/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 70-68832</p> <p>Name: NEWBERG DODGE JEEP CHRYSLER, I</p> <p>Address: 2809 PORTLAND ROAD NEWBERG, OR 97132</p> <p>Phone: 503 538-9444</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE KEEPS STALLING INTERMITTENTLY AT STOPS. UPDATED THE PCM AND SET A STORED CODE IN THE SCM U0141.

Service Action:STORED CODE WAS PROBERLY SET DURING THE UPDATE TO THE PCM. WHAT YOU NEED TO DO IS INSTALL THE COPILOT AND HAVE CUSTOMER RECORD EVENT.\n\nTHIS CALL WAS TRANSFERRED TO ELECTRICAL FROM THE DRIVE GROUP....TECH SAID AGENT SAID SOUNDS LIKE AN FCM ISSUE AND THEN TRANSFERRED CALL TO ELECTRICAL. UPDATED CASE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008656700

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332511579)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J357560741)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011006

Report#: SSV008656700
Open Date: 01/13/2007
Mileage: 26334
Warr Built Dt: 01/10/2006
Supplier RP:

Zone/Cd: 70-68803
Name: POWER CHRYSLER JEEP
Address: 6460 E MCDOWELL ROAD
 SCOTTSDALE, AZ 85257
Phone: INACTIVE
 480 994-4999

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES AND WILL START RIGHT BACK UP EVERY ONCE IN A WHILE. HAS CODE U0100 IN TCM AND ESM I HAVE UPDATED THE FCM AND PCM, BUT STILL DIES.

Service Action:DOES THE VEHICLE DIE WHILE DRIVING DOWN THE ROAD ARE THERE ANY OTHER ASSOCIATED CODES DOES THE CHECK ENGINE LIGHT COMES ON THE DLR NEEDS TO
 DUPLICATE AND CHECK THE POWER AND GROUNDS TO THE PCM. ALSO CHECK THE CONNECTIONS AT THE FCM FOR PIN ISSUES. CHECK THE IGNITION SWITCH FEEDS ETC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008590034

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6051610093)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070661057)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032116

Report#: SSV008590034
Open Date: 01/12/2007
Mileage: 2019
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 35-26704
Name: BRENNER CHRY-JEEP LLC
Address: 6039 CARLISLE PIKE
 MECHANICSBURG, PA 170502426
Phone: 717 766-7686

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: 2006 LX 5.7 AUTO. RUNNING ROUGH AND DIES OUT WHEN DRIVING. WILL ALSO DIE OUT AT AN IDLE WHEN HOT . STORED P CODE FOR P2172 NO VACUUM LEAKS FOUND. WHEN IT DOES DIE OUT, IT WILL RESTART AND RUN FINE. TECH DID DUPLICATE THE AT IDLE DIE OUT. PCM IS UP TO DATE.

Service Action: SUGGESTED TO TAKE A DATA RECORDING. TECH TO REDO DATA RECORDINGS . NOTHING IS HERE ! IF YOU CAN NOT OPEN RECORDINGS AT YOUR ENDWE WILL NOT BE ABLE TO OPEN HERE EITHERWE HAVE THE SAME SYSTEM AS YOU DO . TRANSFER TO STAR NORTH. GETTING A U0100 CODE IN THE THREE MODULES, TCM AND NOT SURE WHAT OTHER MODULES. VEHICLES STARTS RIGHT BACK UP.\r\nSET A CODE IN THE PCM. DRIVE AND DUPLICATE CONCERN. CHECK CODES. IF THERE ARE NO CODES. CHECK PCM B+ AND GROUND. IT THE CODE IS STILL THERE CHECK SWITCHED IGNITION AND BUSS. SHUTS OFF WHILE AT A STOP SIGN AND RESTARTS RIGHT AWAY-IDLE ISSUE.THERE ARE TIMES WHEN PLACED IN GEAR IT DOES NOT MOVE. TECH HAS SENT DATA RECORDINGS. SERVER IS NOT AVAILABLE AT THIS TIME. WILL CHECK

RECORDINGS WHEN SERVER COMES BACK UP. WILL CALL TECH BACK. REVIEWED RECORDING. RPM DROPPING OFF SUDDENLY. SOME DATA DROPS OUT FOR A COUPLE OF SECONDS THEN COMES BACK JUST BEFORE ENGINE DIES AND RPM DROPS. TECH SAYS PCM HAS BEEN REPLACED ALREADY. TECH TO WIRE UP TEST LAMPS TO MONITOR POWER FEEDS AND GROUNDS WHEN CONDITION OCCURS. ALSO GET NEW RECS. PCM WAS NOT REPLACED PREVIOUSLY, TCM HAS BEEN REPLACED, TECH CKD RELATED WIRING AND CONNECTORS.\n\nORDER NGC, OUT OF SHR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008649684

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6325510387)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J320561170)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120622

Report#: SSV008649684
Open Date: 01/11/2007
Mileage: 2425
Warr Built Dt: 12/06/2005
Supplier RP:

Zone/Cd: 71-43582
Name: MOSS BROS. CHRYSLER JEEP DODGE
Address: 1100 SOUTH E STREET
 SAN BERNARDINO, CA 924081900
Phone: 909 884-8255

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STALLS WHILE SITTING AT A STOP MIL COMES ON. TECH CANNOT DUPLICATE. HE ERASED TEH CDOES AND DROVE THE VEHICLE AND IT RAN FINE.

Service Action: ADVISED TECH PER A SEARCH ON THE U0100, NO KNOWN CONCERNS. RECOMMEND TO CHECK PCM CONNECTIONS AND CHECK FOR LOOSE BATTERY CONNECTIONS. WILL TRANSFER TO THE TRANS GROUP TO DISCUSS THE OTHER TWO CODES. TECH SAID MIL WAS NOT ON WHEN THEY GOT VEHICLE. CUSTOMER STATES THAT VEHICLE DIES OUT AT A STOP, AND THE MIL ON AND THROTTLE LIGHT COMES ON. TECH SAID THE CODES ARE STORED CODES. TECH THINKS IT MIGHT BE DO TO A TRANS CONCERN, FROM ANOTHER TECH HE TALKED WITH IN HIS SHOP.\r\nADVISED THIS TRANS NO KNOWN TO CAUSE AN ENGINE DIE OUT. MIGHT WANT TO GET A DATA RECORDING OF EVENT IF POSSIBLE TO TRY AND ISOLATE THE CONCERN. THE TECH HAS CLEARED THE CODES. DATA RECORD THE EVENT. DO NOT ERASE THE CODES NEXT TIME. U0100 IN

THE TCM. GOT THE ENGINE TO STALL BY SHIFTING INTO GEAR AND LETTING THE ENGINE MOVE THE VEHICLE AT IDLE WITH OUT GIVING IT THE GAS. PCM POWER AND
GROUNDS SEEMS OK. ADVANCED LOC SHOWS ONE PROBLEM LOGGED TO THE PCM.\r\n\r\nRECHECK PCM POWER AND GROUND AND BUSS CONNECTIONS. IF OK TRY A PCM.
CUSTOMER CONCERN VEHICLE WILL DIE AT LOW IDLE. TECH STATES THAT HE CAN DUPLICATE CONCERN. TECH HAS ACTIVE P0700, U0100. TECH STATES THAT THE PCM IS
BLINING OUT WITH THE TOP OLIGY ON WITH THE STAR SCAN.\r\n\r\nORDER NUMBER : 5177** ORDER TYPE : S SPCL HNDLIN EXCEPTIONS : X LINE : \r\n\r\nLINE PART# ORDER OT
BIN LOC NPN SRV STAT STAT REASON CODE \r\nDESC QTY QLOT DLR NET PDC QTY CODE DESCRIPTION \r\n\r\n0001 04606839AD 1 S SHR 1 0502 NATIONAL PDC \r\n\r\nMODULE Q1
220.00

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008652311

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6199510043)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J199560872)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082418

Report#: SSV008652311
Open Date: 01/11/2007
Mileage: 12050
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 63-43570
Name: KARL KLEMENT CHRYSLER-DODGE-JE
Address: 500 N US HIGHWAY 81-287
 DECATUR, TX 762343324
Phone: 817 430-8416
 940 627-6700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS DTC U0100 IN TCM, INTERMITTENT 1 SEC STALL AT ANY SPEED, STARSCAN LOSES COMMUNICATION WITH PCM ONLY DURING STALL, POWERS AND
 GROUNDS GOOD, THINKINK BAD PCM.
Service Action:CHECK THE PURGE SOL OPERATION. MAKE A DATA RECORDING OF THE DIE OUT .
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008654434

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145610358)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J156660827)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061223

Report#: SSV008654434
Open Date: 01/11/2007
Mileage: 7600
Warr Built Dt: 06/12/2006
Supplier RP:

Zone/Cd: 63-60024
Name: RAMIREZ CHRYSLER JEEP DODGE IN
Address: 5373 EAST US HWY 83
 RIO GRANDE CITY, TX 78582
Phone: INACTIVE
 956 487-2582

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINS OF DIE OUT WHILE DRIVING HWY SPEEDS. ALSO OCCURS WHEN COMING TO A STOP. MIL ON. TECH ERASED FAULTS ALREADY. DID SAY HE HAD A B2100.

Service Action:MONITOR KEY ON CIRCUIT AND SEE IF IT GOES AWAY WHEN CONDITION OCCURS. POSSIBLE BAD IGN SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008632550

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6181510418)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J181561300)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082004

Report#: SSV008632550
Open Date: 01/10/2007
Mileage: 12600
Warr Built Dt: 08/20/2005
Supplier RP:

Zone/Cd: 70-43194
Name: KARMART CHRYSLER JEEP DODGE
Address: 660 AUTO BLVD
 BURLINGTON, WA 98233
Phone: 360 757-2273

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS OF A IDLE UNDERSHOOT AT IDLE. SAYS ENGINE DIED 2 TIMES BUT USUALLY DOES NOT STALL. OCCURS WHILE AT AN IDLE IN GEAR. NO CODES IN PCM. CODE FOR U0100 IN TCM. TECH HAS NOT BEEN ABLE TO DUPLICATE CONDITION.

Service Action: INSTALL DATA RECORDER IN VEH AND ATTEMPT TO CAPTURE CONDITION DATA. TECH NOW CAN DUPLICATE CONDITION. TECH HAS BEEN HAVING DIFFICULTY GETTING STARMOBILE TO WORK. TECH WANTS A PCM. WILL TRANSFER TO PCM GROUP. TECH PULLED DTC OF U0100 OUT OF FCM, ABS ESM & TCM, CKD ALL RELATED WIRING AND CONNECTORS.
 ORDER NGC, OUT OF POR ON B/O TECH INSTALLED NEW CONTROLLER AND NOW HAS DTC OF P2308, SWAPPED COILS AND CKD CONNECTORS, INSTALLS ORIGINAL AND FAULT IS NOT THERE
 ORDER NGC, OUT OF SHR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008648484

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6207510187)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J237561018)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 083014

Report#: SSV008648484
Open Date: 01/09/2007
Mileage: 9156
Warr Built Dt: 08/30/2005
Supplier RP:

Zone/Cd: 42-67311
Name: FLETCHER CHRY PRODUCTS IN
Address: 3099 NORTH MORTON
 FRANKLIN, IN 461319744
Phone: 317 738-4170

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE RUNS ROUGH AT TIMESVEHICLE DIES OUT AT TIMESDEALER CAN NOT DUPLICATE THE DIE OUT , BUT HAS SEEN MISFIRES COUNT ON #4 CYLINDER AT TIMES .

Service Action:PREFORM A RUNNING COMPRESSION TEST FOR # 4 CYLINDER . MAY NEED A DECARBON AND A GOOD RUN . INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008644411

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6040610258)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J062660358)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031505

Report#: SSV008644411
Open Date: 01/05/2007
Mileage: 10334
Warr Built Dt: 03/15/2006
Supplier RP:

Zone/Cd: 63-44272
Name: DARRELL YATES AUTO MALL INC
Address: 3001 SOUTH MUSKOGEE
 TAHLEQUAH, OK 74464
Phone: 918 456-2541

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:DIES WHILE DRIVING OR AT IDLE. P2172, U0100, C121C.

Service Action:CHECK MAP TPS OPERATION AND CHECK FOR VACUUM LEAKS. CHECK PCM POWER, GROUND, BUSS WIRING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008561672

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6012610390)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J016661143)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 013005

Report#: SSV008561672
Open Date: 01/03/2007
Mileage: 4500
Warr Built Dt: 01/30/2006
Supplier RP:

Zone/Cd: 71-43761
Name: AMADOR MOTORS INC
Address: 11383 PROSPECT DR
 JACKSON, CA 956429311
Phone: INACTIVE
 209 223-7690

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE INTERMITTENTLY DIES WHEN COMING TO STOP. NO CODES. FLASHED CONTROLLER LAST TIME IT WAS IN SHOP. CUSTOMER HEARS TWO CLICKS JUST BEFORE ENGINE DIES, AND FEELS LIKE A MANUAL CLUTCH STAYING ENGAGED.

Service Action:GET DATA RECORDINGS OF THE DIE OUT . THIS ISSUE HAS NOT BEEN DUPLICATED. THE TECH TO ASK THE CUSTOMER IF THIS HAPPENS AFTER FILLING THE FUEL TANK. TECH CALLED AT REQUEST OF HIS BOSS. VEH NOT IN SHOP. SAME CONDITION. NOT ABLE TO DUPLICATE CONDITION. NO RECORDINGS YET. TECH NEEDS TO GET VEH IN SHOP AND INSTALL STARMOBILE TO ATTEMPT TO DATA RECORD CONDITION. FOUND THAT THIS ONLY DIES OUT ONLY HAPPENS AFTER FILLING THE FUEL TANK. VEHICLE IS STILL NOT IN THE SHOP. \nVERIFY THE CONCERN. IS THERE FUEL IN THE VAPOR SYSTEM CHECK THE FUEL FLOW CONTROL VALVE OPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008636060

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6068610163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660866)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033105

Report#: SSV008636060
Open Date: 01/03/2007
Mileage: 1526
Warr Built Dt: 03/31/2006
Supplier RP:

Zone/Cd: 71-52912
Name: GLENN E THOMAS DODGE CHRYSLER
Address: 2100 E SPRING ST
 SIGNAL HILL, CA 90755
Phone: 562 426-5111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLS WHILE DRIVING OR SITTING STILL-RESTARTS EASILY

Service Action: TRANSFERED CALLER TO THE STAR NORTH. TECH CALLED BACK, VEHICLE DID DIE OUT ONE TIME, CANNOT DUPLICATE THE DIE OUT. THERE IS A FAULT IN THE CAB FOR U0100 AND IN THE TCM AND IN THE FCM. THE TCM HAS A P0700 FAULT. SUGGESTED TO RUN A SCAN REPORT. AFTERMARKET EQUIPMENT., ALARM FOR A STARTER DISABLE, THERE IS A KEY FOB INCLUDED. THEN TRY AND DUPLICATE THE DIE OUT AND OR THE FAULT CODES. TECH STATES CHECKED POWERS/GROUNDS TO PCM. TECH STATES CAN COMM WITH ALL OTHER MODS. \n\nORDERED NGC OUT OF LA.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008537580

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510034)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021315

Report#: SSV008537580
Open Date: 01/03/2007
Mileage: 6434
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 35-64869
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 12511 PROSPERITY DR
 SILVER SPRING, MD 209041662
Phone: 301 622-0010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: STALLING OUT, NO CODES , REPLACED TCM LAST VISIT TECH CAN T DUPLICATE THIS VISIT

Service Action: NO KNOWN ISSUE , TECH TO CONTINUE INSPECTING TECH CALLED BACK, INTERMITTENT DIE OUT WHEN COMING TO A STOP. MIL WAS ON AND THERE WAS COMMUNICATION U CODES. NO PCM CODES BUT CODES IN ALL THE OTHER MODULES. SUGGESTED, INSTALL THE STAR MOBILE AND CAPTURE THE DIE OUT ON A DATA RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008637377

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6020610439)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017661224)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021001

Report#: SSV008637377
Open Date: 01/04/2007
Mileage: 8308
Warr Built Dt: 02/10/2006
Supplier RP:

Zone/Cd: 63-23889
Name: DON DAVIS DODGE CHRYSLER JEEP
Address: 1901 NORTH COLLINS
 ARLINGTON, TX 76011
Phone: 817 461-1000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: AFTER DRIVING FOR A WHILE THE ENGINE DIES. HAS DIED 4 TIMES IN 1 DAY. CHECK ENGINE LIGHT COMES ON AND STAYS ON UNTIL NEXT DAY. CUSTOMER SAYS HAPPENED COMING TO A STOP, GOING AROUND A CORNER AND GOING DOWN HIGHWAY. ONLY NOTICABLE DTCS ARE ABS C121C AND TCM 2638. I DONT KNOW IF SETTING THESE CODES COULD CAUSE VEHICLE TO DIE. COULD NOT DUPLICATE AFTER DRIVE. SENT VEHICLE SCAN REPORT. PLEASE ADVISE ON ANY PROBLEMS SEEN.

Service Action: INSTALL STAR MOBILE AND DATA RECORD THE DIE OUT . TECH CALLED BACK, SENT US A RECORDING. REVIEWED RECORDINGS, VEHICLE DID DIE OUT. INCONCLUSIVE . SENSORS DROPPED RIGHT OUT. I REQUESTED THAT THE TECH BUILD A CUSTOM TEMPLATE AND RECORD AGAIN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008638486

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6213510158)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560771)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082619

Report#: SSV008638486
Open Date: 01/03/2007
Mileage: 12987
Warr Built Dt: 08/26/2005
Supplier RP:

Zone/Cd: 42-64751
Name: BYRDS CHRYSLER PRODUCTS
Address: 9413 E HIGHWAY 60
 SALT LICK, KY 40371
Phone: 606 683-3021

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: NO START & START & STALL RAN TESTS FOR P1607DTC IN PCM CHECKED WIRING AT PCM OK RAN TESTS FOR UO168 LOST COMM WITH AMP CCN FCMCGW OCM ORC RADIO & WCM MODULE DTC B1A28 ALL TEST OK .REPLACE PCM

Service Action: ADVISE TECH TO CONTACT STAR FOR ADDITIONAL DIAG TO PERFORM. MAY BE COLD TEMPERATURE RELATED. SOFTWARE LEVEL IS AT A 5094779AF.....CONTROLLER CAN BE UPDATED TO AN AI LEVEL.....UPDATE AND COLD SOAK OVERNIGHT.....CALL BACK WITH RESULTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008641331

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510720)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J311561200)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111706

Report#: SSV008641331
Open Date: 01/04/2007
Mileage: 32085
Warr Built Dt: 11/17/2005
Supplier RP:

Zone/Cd: 42-63975
Name: MILOSCH'S PALACE CHRYSLER JEEP
Address: 3800 S LAPEER RD
 LAKE ORION, MI 483591325
Phone: 248 393-2222

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED OUTONE FUEL TANK FULL AND ONE EMPTY

Service Action:REPLACE THE MAIN DRIVERS SIDE PUMP .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008633932

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H46H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6017610237)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J315561250)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022723

Report#: SSV008633932
Open Date: 01/02/2007
Mileage: 2100
Warr Built Dt: 02/27/2006
Supplier RP:

Zone/Cd: 66-60030
Name: WOODSTOCK CHRYSLER JEEP DODGE
Address: 11300 HIGHWAY 92
 WOODSTOCK, GA 30188
Phone: INACTIVE
 678 494-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS AT TIMES.

Service Action:INSPECT FOR WATER INTRUSION INITO PCM CONNECTORS. U0100 IN 4 DIFFERENT MODULES.\r\nCHECK PCM BUSS CONNECTIONS, LOAD TEST PCM POWER AND GROUND FEEDS CHECK CONNECTOR PINS AND CRIMPS. STALLED SIX TIMES..DTC IN ABS, TCM, ESM: U0100...FLIGHT RECORDING: CAM SYNC STATESCAM-CRANK LAST LOST STATE...CRANK SNC STATE WENT AWAY...SKIM-VTA HAS COMPLETED, SKIM VTA INVALID KEY RECEIVED FAULTS.18 SECONDS BEFORE STALL.....KEYS ARE GOOD.....\r\nORDER NUMBER : 5000** LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008635026

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GZ57226 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510713)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560517)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042522

Report#: SSV008635026
Open Date: 01/02/2007
Mileage: 16346
Warr Built Dt: 04/25/2005
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: WILL ONLY RUN IF YOU KEEP THE RPMS ABOVE 2000. DIED OUT WHILE DRIVING. NO DTCS NO TSBS STAR SCAN PCM DATA COPARED TO KNOWN GOOD UNIT. NOTHING OBVIOUS. GAS SAMPLE GOOD. SWAPPED MAP SENSOR SAME.

Service Action: GET DATA RECORDINGS OF THE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008626969

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6017610042)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J017660264)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020204

Report#: SSV008626969
Open Date: 12/28/2006
Mileage: 8267
Warr Built Dt: 02/02/2006
Supplier RP:

Zone/Cd: 66-68654
Name: MIKE SHAD CHRY-JEEP AT CASSAT
Address: 1736 CASSAT AVENUE
 JACKSONVILLE, FL 322101693
Phone: INACTIVE
 904 389-7792

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. STATES THAT THE VEH. STALLS. U0100. WILL STALL OUT AFTER STARTING. CODE HAPPENED RECENTLY.

Service Action: ADVISED TECH. TO OBTAIN DATA RECORDING ON THE CONCERN. THE TECH HAS CLEARED THE CODES AND NOW HAS THE U0195. THE TECH TO LOAD TEST THE PCM POWERS AND GROUNDS IF OK REPLACE THE PCM. DATA RECORD THE EVENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008631189

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ572X6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6293510981)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J319560989)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112808

Report#: SSV008631189
Open Date: 12/27/2006
Mileage: 24773
Warr Built Dt: 11/28/2005
Supplier RP:

Zone/Cd: 71-68707
Name: MICHAEL STEAD'S HILLTOP CHRYSL
Address: 3291 AUTO PLAZA DR
 RICHMOND, CA 94806
Phone: 510 243-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL WHILE DRIVING, TECH PULLED DTC U0100 OUT OF TCM, TCM & APP SENSOR HAS BEEN REPLACED,
Service Action:ORDER NGC, OUT OF SFR
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008623582

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H4 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6051610093)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J070661057)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 032116</p>	<p>Report#: SSV008623582</p> <p>Open Date: 12/20/2006</p> <p>Mileage: 2240</p> <p>Warr Built Dt: 03/21/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-26704</p> <p>Name: BRENNER CHRY-JEEP LLC</p> <p>Address: 6039 CARLISLE PIKE MECHANICSBURG, PA 170502426</p> <p>Phone: 717 766-7686</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
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE VEHICLE WILL STALL OUT AT TIMES. TECH CAN DUPLICATE CONCERN. TECH STATES THAT THERE ARE U0100 CODES IN THE TCM. TECH STATES THAT THE VEHICLE WILL JUST SIT THERE IDLEING AND THEN DIE OUT. VEHICLE WILL RESTART. TECH CALLING FOR ASSISTANCE AND POSSIBLE PCM.

Service Action: TRANSFERED TO STAR ELE FOR DIAGNOSTICS AND POSSIBLE CAUSES...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008606220

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610161)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660274)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021320

Report#: SSV008606220
Open Date: 12/18/2006
Mileage: 13064
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 71-60238
Name: CAR PROS CHRYSLER JEEP
Address: 21126 AVALON BLVD
 CARSON, CA 907452203
Phone: INACTIVE
 310 816-2800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:THE MIL ON AND THE ENGINE STALLING AT STOPS DUE TO WHAT THE TECH FEELS IS A TRANS ISSUE. IT HAS CODE 100 IN THE TCM.

Service Action:TRANSFER TO STAR NORTH TRANS GROUP. SUGGEST PUTTING THE TRANS INTO LI DOES THE CONDITION CHANGE DROPPING THE PAN CHECKING FOR DEBRIS / CONTAMINATION VEHICLE HAS BEEN IN SEVERAL TIMES FOR VEHICLE STALLING AND CK ENG LT COMES ON, TECH PULLED DTC OF U0100 OUT OF SEVERAL MODULES. TECH HAS UPDATED SOFTWARE, CKD ALL RELATED WIRING AND CONNECTORS.\r\nORDER NGC, OUT OF LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008590389

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6090610248)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J121660118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050515

Report#: SSV008590389
Open Date: 12/14/2006
Mileage: 5864
Warr Built Dt: 05/05/2006
Supplier RP:

Zone/Cd: 71-59605
Name: RESEDA DODGE SALES INC
Address: 6625 RESEDA BOULEVARD
 RESEDA, CA 913355396
Phone: INACTIVE
 818 345-4001

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: DIE AT ANY TIME WHILE DRIVING. HAPPENED ONCE FOR THE DEALER. STARTS RIGHT BACK UP. EVERY MODULE HAD A PCM COMMENDATION CODE EXCEPT THE PCM. FLASHED THE PCM. SETS ONE CODE NOW. P1521. HAS NOT HAD A OIL CHANGE YET. NO AFTER MARKET STUFF. HAS DIED OUT AND NOT RESET THE BUSS CODES.

Service Action: CHANGE THE OIL AND DATA RECORD DIE OUT. REPLACED THE PCM AND VEH. WAS PROGRAMMED. VEH. CONCERN HAPPENED AGAIN. U0100 CODE IN THE TCM. WHILE PERFORMING THE TEST THE DIAGNOSTICS LEAD TO REPLACE THE TCM. TECH DID NOT HAVE BATTERY CHARGER ON THE VEH. WHILE FLASHING AND THIS IS A NEW CODE NOT YET SEEN. ADVISED TECH. TO PERF. BATTERY DISCONNECT, RE-FLASH THE VEH. THIS TIME HAVE A BATTERY CHARGER ON THE VEH. WHEN FLASHING. TECH TO TRY DATA RECORDING CONDITION. TECH STATES UNABLE TO DO RECORDING BECAUSE STAR MOBIL IS INOP AT THIS TIME. TECH STATES NOW HAS U0100 IN MULTI MODS. TECH STATES CAN COMM WITH ALL MODS. TECH RECHECKED POWERS/GROUND/IGN TO PCM. \n\nORDERED NGC OUT OF LA.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008603439

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6019610389)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660532)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021423

Report#: SSV008603439
Open Date: 12/14/2006
Mileage: 16330
Warr Built Dt: 02/14/2006
Supplier RP:

Zone/Cd: 63-68842
Name: GREENVILLE CHRYSLER
Address: 5401 INTERSTATE HIGHWAY 30
 GREENVILLE, TX 754027514
Phone: 903 454-0283

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:TRANS STOPED SHIFTING THEN THE ENGINE STALLED .

Service Action:THE DLR NEEDS TO CHECK THE STAR ONLINE CASES RELATED TO THE STEERING ANGLE AND THE PCM INPUTS. ALSO CHECK THE HARNESS FOR RUBBING ON THE BRAKE PEDAL U0100 REPEATING AT TIMES. REPLACE TCM PER DIAG TEST. TECH CHECKED FOR WIRE CHAFFING, ETC. POLICE VEHICLE. NEED TO DUPLICATE TO GAIN INFORMATION ON WHAT IS HAPPENING WHEN IT HAPPENS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008597158

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H76H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6046610130)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J074661570)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 032811</p>	<p>Report#: SSV008597158</p> <p>Open Date: 12/12/2006</p> <p>Mileage: 11678</p> <p>Warr Built Dt: 03/28/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-63720</p> <p>Name: RIVERSIDE AUTO SALES INC</p> <p>Address: 2511 LUDINGTON ST ESCANABA, MI 498291330</p> <p>Phone: 906 786-6834</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES WHILE DRIVING THE VEHICLE DIES OUT AT TIMES. IT DOES RESTART. TECH CANNOT DUPLICATE.

Service Action: NO KNOWN CONCERNS. WILL TRANSFER TO DRIVE FOR ASSISTANCE. INSTALL STAR MOBILE AND GET RECORDINGS OF THE DIE OUT . P0700...U0100....TRANSFERRED TO DRIVE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008602201

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6074610164)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660776)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033109

Report#: SSV008602201
Open Date: 12/11/2006
Mileage: 8517
Warr Built Dt: 03/31/2006
Supplier RP:

Zone/Cd: 66-42631
Name: LANDMARK DODGE CHRYSLER JEEP
Address: 6850 MOUNT ZION BLVD
 MORROW, GA 302603104
Phone: 770 968-4900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLS INTERMITTENTLY, THE VEHICLE IS SITTING STILL WHEN IT OCCURS. THE CONCERN OCCURS WHEN COLD AFTER THE ENGINE RUNS FOR 15 MINUTES. P2172 STORED AND P0700.

Service Action:TRANSFER TO STAR NORTH. VEH. STALLS. VEH. STALLS WHEN WARM. VEH. WILL RE-START. NETWORK VIEW SHOWS EVERYTHING IS ON-LINE. CUST. STATES THAT THE ETC LIGHT COMES ON. APP SENSORS LOOK GOOD. ADVISED TECH. TO PERFORM ETC RE-LEARN AND FOLLOWER TEST. VEH. WILL STALL IN THE TECH S BAY. WATCH FOR CLOSURE OF THE THROTTLE BLADE WHILE VEH IS STALLING. TECH HAS REPLACED THROTTLE BODY ANS SAME CONDITION, ALSO HAS U0100 IN SEVERAL MODULES, CKD ALL RLEATD WIRING AND CONNECTORS.
 ORDER NGC, OUT OF ATL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008605257

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W0 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6319520022)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J343560932)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121823

Report#: SSV008605257
Open Date: 12/08/2006
Mileage: 17771
Warr Built Dt: 12/18/2005
Supplier RP:

Zone/Cd: 70-43389
Name: EARNHARDT CHRYSLER JEEP DODGE
Address: 1301 NORTH ARIZONA AVENUE
 GILBERT, AZ 85233
Phone: 480 926-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEH. DIES OUT WHILE DRIVING. TECH. HAS VIEWED NETWORK TOPOLOGY REPORT . PCM IS DEAD. ALL OTHER MODULES ARE AVAILABLE. TECH. HAS CHECKED POWER AND GROUNDS. WHEN HOT VEH. WILL STALL. AFTER THE MODULE COOLS THE VEH. WILL START. TECH. STATES THAT DIAGNOSTICS LEAD TO REPLACE THE PCM.

Service Action:ADVISED TECH. TO REPLACE THE PCM. ORDERED NGC PART WAS NOT NEEDED FOR THIS VEHICLE, WRONG VIN # FOR THIS CASE, DEALER IS RETURNING, TRANSFER INFOT O CORRECT CASE FOR VIN 6H362775.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008606220

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6013610161)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660274)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021320

Report#: SSV008606220
Open Date: 12/08/2006
Mileage: 13064
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 71-57862
Name: SOUTARS
Address: 631 WEST MAIN STREET
 BARSTOW, CA 923112599
Phone: 760 256-3502

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE MIL ON AND THE ENGINE STALLING AT STOPS DUE TO WHAT THE TECH FEELS IS A TRANS ISSUE. IT HAS CODE 100 IN THE TCM.

Service Action: TRANSFER TO STAR NORTH TRANS GROUP. SUGGEST PUTTING THE TRANS INTO LI DOES THE CONDITION CHANGE DROPPING THE PAN CHECKING FOR DEBRIS / CONTAMINATION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008603980

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H16H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6171510014)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J193560587)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080118

Report#: SSV008603980
Open Date: 12/07/2006
Mileage: 24129
Warr Built Dt: 08/01/2005
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT IS ON, ENGINE STALLS WITH P0700 AND U0100 STORED. THE STALLING CONCERN HAS BEEN DUPLICATED. WHEN THE ENGINE STALLS ALL MODULES ARE PRESENT ON THE NETWORK.

Service Action:TRANSFER TO STAR NORTH. MIL ON. ENGINE DIES OUT AT TIMES. NO COMM WITH PCM FAULT IN TCM. NO CODES, OTHER THAN P0700 IN PCM. ENGINE RESTARTS RIGHT AWAY AFTER CONDITION OCCURS. MONITOR POWER AND GROUND FEEDS TO PCM. POSSIBLE PCM ISSUE. TECH WILL TRY TO DATA RECORD CONDITION. TECH CKD ALL RELATED WIRING AND CONNECTORS.
 ORDER NGC, OUT OF LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008592457

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6017610018)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J025661408)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 020707

Report#: SSV008592457
Open Date: 12/05/2006
Mileage: 7955
Warr Built Dt: 02/07/2006
Supplier RP:

Zone/Cd: 63-44231
Name: DEMONTROND AUTO COUNTRY
Address: 888 IH 45 SOUTH
 CONROE, TX 773042628
Phone: 936 539-3181
 281 443-2500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT AT IDLE AND AT HIGHWAY SPEEDS.RPM S DROP FROM 4000 DOWN TO 500 RPM.NO ENGINE CODES.HAVE A TCM CODE U0100. HAD NEW TCM 2 DAYS AGO.
 STILL CUTS OUT AT HIGHWAY SPEEDS.

Service Action:REVIEW WITH DRIVEABILITY.MAY NEED TO DATA RECORD. TECH. REPLACED THE TRANS. CONTROLLER AND IT HAS STOPPED THE DIE OUT. ON HIGHWAY WHEN TRYING TO ACCELERATE THE VEH. WILL LOSE POWER THEN REGAIN POWER AND ACCELERATE. (U100 CODE PRESENT) WHEN TRYING TO DATA RECORD NULL POINTER EXEMPTION MESSAGE PRESENT. TECH. STATED THAT HE SAW A RED LIGHT FLICKER QUICKLY,NOT SURE OF THE INDICATOR.TECH. HAS PERFORMED AN ETC RE-LEARN. CMP AND CKP. ADVISED TECH. TO SWAP ETC WITH KNOWN GOOD AND RE-TEST AFTER CHECKING APP SENSORS AND PERFORMING A FOLLOWER TEST WITH RE-TEST OF THE VEH. REPLACED THE ECT AND TCM. STILL HAVE THE SAME CONCERN. HAS DATA RECORDINGS, SEE APP2 SPIKING. TOM IS GOING TO SEND RECORDINGS TO SEE IF THE SPIKING

IS NORMAL OR NOT. BASE ON DATA RECORDING READINGS REPLACE THE ENGINE CONTROLLER . ORDER NGC PER DRIVE, OUT OF DAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008584723

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H36 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C AWD
LXFS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6322510606)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J335561177)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 122010

Report#: SSV008584723

Open Date: 12/04/2006

Mileage: 9400

Warr Built Dt: 12/20/2005

Supplier RP:

Zone/Cd: 42-68790

Name: HAROLD ZEIGLER DODGE JEEP

Address: 1186 EAST M-89
PLAINWELL, MI 490801134

Phone: 269 685-5800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: HESITATION AND AT TIMES STALLS WHEN ACCELERATING FROM A STOP. INTERM CONDITION. MIL ON. WHEN PROBLEM OCCURRED FOR TECH, TCM WAS INACTIVE ON BUS. ENGINE DID DIE WHEN CONDITION OCCURRED. AFTER RESTART, ENGINE REVVED LIKE TRANS IN NEUTRAL, THEN TRANS KICKED INTO GEAR HARD.

Service Action: MONITOR POWER AND GROUND TO TCM. SEE IF PROBLEM CAN BE DUPLICATED. MAY WANT TO TALK TO TRANS GROUP ABOUT CONDITION. INSTALL STAR MOBILE ,AND GET DATA RECORDINGS OF THE CONCERN . CODES ARE NO LONGER SETTING . ONLY GETTING THE HESISATION EVERY FEW HUNDRED MILES .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008590034

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6051610093)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070661057)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032116

Report#: SSV008590034
Open Date: 11/30/2006
Mileage: 2019
Warr Built Dt: 03/21/2006
Supplier RP:

Zone/Cd: 35-54023
Name: BRENNER MOTORS INC
Address: 1812-30 PAXTON ST
 HARRISBURG, PA 17104
Phone: INACTIVE
 717 232-4271

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. RUNNING ROUGH AND DIES OUT WHEN DRIVING. WILL ALSO DIE OUT AT AN IDLE WHEN HOT . STORED P CODE FOR P2172 NO VACUUM LEAKS FOUND.
 WHEN IT DOES DIE OUT, IT WILL RESTART AND RUN FINE. TECH DID DUPLICATE THE AT IDLE DIE OUT. PCM IS UP TO DATE.

Service Action:SUGGESTED TO TAKE A DATA RECORDING. TECH TO REDO DATA RECORDINGS . NOTHING IS HERE ! IF YOU CAN NOT OPEN RECORDINGS AT YOUR ENDWE WILL NOT BE
 ABLE TO OPEN HERE EITHERWE HAVE THE SAME SYSTEM AS YOU DO .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008585293

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6348520163)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J351560169)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010313

Report#: SSV008585293
Open Date: 11/27/2006
Mileage: 5704
Warr Built Dt: 01/03/2006
Supplier RP:

Zone/Cd: 35-60136
Name: FAIR OAKS CHRYSLER JEEP DODGE
Address: 4170 AUTO PARK CIRCLE
 CHANTILLY, VA 20151
Phone: 703 961-9900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED FOR OWNER ESP LIGHT WAS FLASHING ,AND MULTI CODES SET IN THE PCM FOR SENSORS VOLTAGE HIGH AND LOW .

Service Action:LOAD TEST THE POWERS AND GROUNDS FOR THE CONTROLLER IF GOODPEPLACE THE CONTROLLER . TECH LOAD TESTED WIRING AND PASSED. ORDERED NGC PER
 DRIVE GRP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008585405

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6300510683)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J325560429)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120612

Report#: SSV008585405
Open Date: 11/27/2006
Mileage: 11298
Warr Built Dt: 12/06/2005
Supplier RP:

Zone/Cd: 70-68600
Name: AVONDALE CHRYSLER-JEEP
Address: 10055 W PAPAGO FREEWAY
 AVONDALE, AZ 85323
Phone: INACTIVE
 623 298-1100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED IN FLIGHT - CRANK / NO START RETRIEVE DTC S: PCM P0443 P0406 P0113 P060B P0523 P0653 P0643 P2111 P0198 P2122 P2127 - AFTER ANALIZING DTC S FOUND
 NESSASARY TO PERFORM DIAGNOSTIC TESTS FOR DTC\r\nP0653 & P0643: NO 5 VOLT SUPPLY VOLTAGE FROM PCM - INSPECT AND TEST PCM POWER \r\nFEEDS AND
 GROUNDS - DISCONNECT SOURCE VOLTAGE AND RETEST: ALL DTC S REMAIN ACTIVE - RERUN DIAGNOSTIC TEST ROUTINES FOR BOTH DTC S: SAME RESULT -
 \r\nDIAGNOSIS: INTERNAL PCM MALFUNCTION RESULTING IN 5 VOLT SUPPLY OUTPUT FAILURE

Service Action:ORDERED NGC 5919** OUT OF LA.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008577042

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6073610292)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088661808)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042822

Report#: SSV008577042
Open Date: 11/17/2006
Mileage: 5031
Warr Built Dt: 04/28/2006
Supplier RP:

Zone/Cd: 35-67274
Name: ROTHROCK CHRYSLER
Address: 1648 PLAZA LANE
 ALLENTOWN, PA 18104
Phone: INACTIVE
 610 439-8485

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STARTS AND STALLS INTERMITTENTLY. TECH HAS CONFIRMED. HAS NO CODES. REPLACED WCM IN THE PAST FOR THIS CONCERN. NO SIGNS SKIM IS CAUSING STALLING.

Service Action:RECOMMEND MONITORING WCM AND PCM DATA DISPLAY TO DETERMINE IF THE STALLING IS DRIVEABILITY OR SKIM...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008550873

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6018611493)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660710)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030214

Report#: SSV008550873
Open Date: 11/13/2006
Mileage: 9221
Warr Built Dt: 03/02/2006
Supplier RP:

Zone/Cd: 42-51988
Name: NEWLON CHRYSLER DODGE JEEP
Address: 500 W BROADWAY ST
 NEW LEXINGTON, OH 437649040
Phone: INACTIVE
 740 342-5151

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. TOWED IN FROM ANOTHER DEALER, AS A DIE OUT, NO RESTART. RIGHT NOW THE VEHICLE WILL START AND IDLE FINE, IF YOU GO TO GIVE IT GAS, THEN THE IDLE STARTS TO FLUCTUATE , THEN DIE OUT. THE CURRENT PCM PART NUMBER IS A 05094779AH

Service Action:MAKE SURE THE FUEL PRESSURE IS AT SPEC, THEN CHECK MAIN POWER AND GROUND FEEDS TO THE CONTROLLER. ENGINE START AND DIES. WILL RUN ABOUT 30 SECONDS. IT WILL IDLE WITH THE APPS UNPLUGGED. NO CODES. IF A CODE IS FORCED TO SET THERE ARE NO CODES AT KEY ON AFTER THE ENGINE DIES. HAS A STEERING ANGLE SENSOR NOT SET CODE IN THE ABS MODULE, ERIC THIS HE SET IT.
 CHECK MAIN POWER AND GROUND FEED TO ALL MODULES (BATTERY AND PDC).
 TECH IS ABLE TO DUPLICATE CONDITION. ENGINE STARTS WHEN COLD AND RUNS FOR 30 SECONDS AND DIES OUT. ENGINE RESTARTS AND RUNS OK. FUEL PRESSURE AT 60 PSI AND DOES NOT DROP OFF WHEN CAR DIES. SAYS HE MONITORED POWER AND GROUND TO PCM AND NEITHER GOES AWAY WHEN PROBLEM OCCURS. NEED TO

WATCH ASD FEED, CAM, CRANK, INJ OR COIL FEED. FIND OUT WHAT IS GOING AWAY WHEN ENGINE DIES. TECH CLAIMS CAM, CRANK, ASD FEED ARE ALL OK. CAN SEE NOTHING GOING AWAY WHEN ENGINE DIES. ADVISED TECH TO DATA RECORD CONDITION. SENT IN 3 RECORDINGS 2 HAD NO DATA ,AND THE 3RD DAD 20 SECONDS , BUT NO DID OUT WHEN THE THROTTLE BODY WAS REPLACED IT WAS NOT RELEARNED PCM, THROTTLE BODY REPLACED. RECHECKED RECORDINGS. SEEMS TO LOSE PCM DATA WHEN ENGINE DIES OUT. TECH SAYS HE DOES LOSE RESPONSE TO PCM THRU TOOL WHEN CONDITION OCCURS. IT COMES RIGHT BACK AND TECH IS ABLE TO RESTART VEH RIGHT AWAY. TECH TO SET UP BREAK OUT BOX ON PCM C1 AND MONITOR KEY ON, BATTERY AND BOTH GROUND CIRCUITS WITH TEST LAMPS WHEN CONDITION OCCURS. THE TECH TO TRY TO KEEP THE ENGINE RUNNING ON CARB SRAY. THE TECH STATES THE FUEL PSI IS 60.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008561465

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6182510052)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J217560361)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081617

Report#: SSV008561465
Open Date: 11/08/2006
Mileage: 13000
Warr Built Dt: 08/16/2005
Supplier RP:

Zone/Cd: 74-60083
Name: HOUSTON DODGE CHRYSLER JEEP
Address: 2628 HIGHWAY 371 SW
 PINE RIVER, MN 56474
Phone: INACTIVE
 218 587-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLS WHEN SETTING SPEED CONTROL INTERMITTENT 2 TIMES, CAR RESTARTS JUST FINE, TCM DTC U1408, ESM DTC U0100, HSM DTC U0184,U0186, HVAC DTC B10AC, RADIO B1421.

Service Action:DATA RECORD THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H295545611AE21

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57276 [REDACTED]

Report#: 6H295545611AE21

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 11/09/2006

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 19005

Address: 800 CHRYSLER DRIVE

MAGNUM RT RWD

Warr Built Dt: 10/21/2005

AUBURN HILLS, MI 48326-2757

LXDP49

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser

#:6278510534)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J288560352)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 102100

Service Narrative Information

Evaluator's Comment:E21 Engine, Engine stalls. ENGINE STALL, DURING BRAKING, THREE OCCURRENCES

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008556088

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H16 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6145610126)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J164660646)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 061623</p>	<p>Report#: SSV008556088</p> <p>Open Date: 11/06/2006</p> <p>Mileage: 3201</p> <p>Warr Built Dt: 06/16/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 51-44372</p> <p>Name: TAYLOR CHRYSLER JEEP DODGE</p> <p>Address: 1497 N STATE ROUTE 50 BOURBONNAIS, IL 60914</p> <p>Phone: 815 935-7900</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIED WHILE DRIVING. U0100. CAN T FIND THE DIAGNOSTICS FOR THE CODE.

Service Action:SHOWED JOHN WHERE DIAGNOSTICS ARE. CHECK BUSS CIRCUIT PINS AND CRIMPS. GET CORRECT LEVEL OF COOLANT BACK IN VEHICLE . SEE IF IT HAS AN OVERHEATING CONCERN NOTE VEHICLE HIT A ANIMAL AND DID SOME FRONT END DAMAGE , AND DAMAGE TO THE COOLANT SYSTEM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008556612

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6173510434)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J204560415)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080803

Report#: SSV008556612
Open Date: 11/06/2006
Mileage: 10000
Warr Built Dt: 08/08/2005
Supplier RP:

Zone/Cd: 42-45033
Name: COURTESY AUTO WORLD OF WARREN
Address: 3600 YOUNGSTOWN ROAD
 WARREN, OH 44484
Phone: INACTIVE
 330 369-4440

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: OWNER STATES- VEHICLE STALLED AND WOULD NOT RESTART. FUEL TANK IS THOUGHT TO BE DRY. NOT SURE THOUGH.

Service Action: RECOMMEND USING STARSCAN TO VIEW FUEL DATA IN THE CCN- TO START WITH. DESCRIBED THE OPERATION OF PRIMARY AND SECONDARY FUEL SENDING UNITS. PRIMARY SHOWS 2.7V AND PASSENGER SHOWS 5.9V. RECOMMEND DRAINING THE TANK, MEASURE THE ACTUAL FUEL. INSPECT TRANSFER TUBES FOR RESTRICTION, TEST SENDING UNITS...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008557006

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6224510496)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J324560466)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112921

Report#: SSV008557006
Open Date: 11/06/2006
Mileage: 10460
Warr Built Dt: 11/29/2005
Supplier RP:

Zone/Cd: 32-25002
Name: CARBONE DODGE CITY
Address: 5017 COMMERCIAL DR
 YORKVILLE, NY 13495
Phone: 315 736-0729
 315 736-3371

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. ETC LIGHT FLASHING AND THE MIL COMES ON AND THE TRACK LIGHT COMES ON . FAULTS PRESENT. ENGINE STUMBLING AND HESITATING. MAY DIE OUT COMING TO A STOP. WOULD RESTART AND STORE CODES. TECH CAN DUPLICATE THE CONDITION. NEW TCM. DID NOT HELP. IF YOU KEY OFF AND BACK ON , IT CLEARS OUT THE CONDITION. WORSE WHEN HOT , DOES NOT OCCUR WHEN COLD.

Service Action:PERFORM A SCAN REPORT TO SEE IF THERE ARE ANY OTHER MODULE ANOMOLIES. THIS MAY BE A COMMUNICATION ISSUE. TECH CKD ALL RELATED WIRING AND CONNECTORS, FOUND ALL POWERS AND GROUNDS OK.\r\nORDER NGC, OUT OF NY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008555698

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6313510445)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J326560676)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 113018

Report#: SSV008555698
Open Date: 11/04/2006
Mileage: 3230
Warr Built Dt: 11/30/2005
Supplier RP:

Zone/Cd: 71-68687
Name: CASA DE GONZALES CHRYSLER JEEP
Address: 5800 E FIRESTONE BLVD.
 SOUTH GATE, CA 90280
Phone: INACTIVE
 562 776-2330

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLING TO MANY FOULT CODES ON EVERY SYSTEM

Service Action:YOU NEED TO SEND IN A SCAN REPORT FOR FAULT CODES. SEE TSB 08-017-06 FOR SCAN REPORT PROCEDURE. NO KNOWN PROBLEMS. MIGHT TRY DATA RECORDING
 CONDITION IF YOU CAN DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008512578

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6072610122)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660822)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033109

Report#: SSV008512578
Open Date: 10/30/2006
Mileage: 3460
Warr Built Dt: 03/31/2006
Supplier RP:

Zone/Cd: 32-45248
Name: MITCHELL CHRYSLER DODGE
Address: 416 HOPMEADOW ST
 SIMSBURY, CT 06070
Phone: 860 688-4967
 860 408-6005

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: TOWED IN, STALLED OUT WHILE DRIVING, MIL ON, U0100. RAN O.K. FOR TECH ON ROADTEST.

Service Action: CK CAN C +/- CIRCUITS, PINS, WIRES, CONNECTIONS, SPLICES WHEN MORE RECURRENT. CODE IN ESM. TECH HAS NOT BEEN ABLE TO DUPLICATE. NEED TO GET DATA RECORDINGS OF EVENT. SERVICE MANAGER CALLED BACK. WANTED TO KNOW IF THERE WAS ANYTHING ELSE HE COULD LOOK AT. ADVISED HIM UNLESS HE COULD DUPLICATE CONDITION, DATA RECORDING WOULD BE OUR ONLY OPTION. HE WAS NOT SATISFIED WITH THAT. HAS DATA RECORDINGS. NEED HELP SENDING THEM TO US. \nTOLD DAN HOW TO SEND RECORDINGS. DATA RECORDINGS ARE NOT HERE YET ! DATA RECORDINGS NOT SHOWING THE DIE OUTADVISED TECH TO GO LOOK AT THE RECORDINGS ,AND CALL BACK AND EXPLAIN WHERE YOU SEE THE DIE OUT . DOUBLE CHECKED DATA RECORDINGS. RECS ARE AS INDICATED BY STAR ENGINEER, THEY DO NOT REFLECT A DIE OUT. TECH WILL REMAKE TEMPLATES ACCORDING TO INSTRUCTION AND WILL TRY TO GET MORE RECORDINGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008543788

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GV57286F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT RWD
 LXDP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6207510477)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J231561269)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090616

Report#: SSV008543788
Open Date: 10/27/2006
Mileage: 2670
Warr Built Dt: 09/06/2005
Supplier RP:

Zone/Cd: 51-68165
Name: DON MILLER CHRYSLER-JEEP INC
Address: 5339 WAYNE TERRACE
 MADISON, WI 537186384
Phone: INACTIVE
 608 242-6800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CAME IN FOR A TOW IN FOR A START AND STALL NOW ALL IS WOKING WELL - FAULT CODES WCM B1A28,P1607

Service Action: TECH WILL NEED TO CHECK POWER AND GROUND,CHECK PCM CONNECTOR FOR MOISTURE .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008540855

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6031610497)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J070661026)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 032205

Report#: SSV008540855
Open Date: 10/26/2006
Mileage: 5975
Warr Built Dt: 03/22/2006
Supplier RP:

Zone/Cd: 66-63159
Name: CASS BURCH CHRYSLER
Address: 4164 NORTH VALDOSTA ROAD
 VALDOSTA, GA 31602
Phone: 229 242-1540

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DYING WHILE DRIVING, VEHICLE WILL RESTART, TECH IS PULLING DTC OF U0100 IN THE TCM, TECH HAS DUPLICATED CONDITION, CK ENG LT WAS ON, TECH HAS CKD ALL RELATED WIRING AND CONNECTORS.

Service Action:ORDER NGC, OUT OF SHR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008306862

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6045620102)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J051660618)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031515

Report#: SSV008306862
Open Date: 10/25/2006
Mileage: 3621
Warr Built Dt: 03/15/2006
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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: DIED WHILE DRIVING. VEHICLE NOW STARTS. VEHICLE CONFIGURATION MISMATCH. B222C IN THE FCM.

Service Action: AS THE RELEASE ENGINEER, HE IS GOING TO GET ME THE LATEST PN FOR THE SHIFTER MODULE. ORDERED PARTS. DAVE F RELEASED THE PCM - 1338**, CCN HAS BEEN RELEASED FOR FUNCTION 11, SHIFTER MODULE PER ENGINEERING IS NOT A SEPERATE PIECE AND MUST BE ORDERED WITH THE SHIFTER ASSEMBLY. TECH WILL CALL BACK WITH RESULTS FOLLOWING THE REPLACEMENT OF ALL PARTS. RECEIVED PCM, CCN AND SHIFTER MODULE AND THE VEHICLE FIRED UP BUT ALL WARNING LAMPS IN THE CLUSTER. ESP/BAS LAMP STILL ON. WHEN I CALLED BACK THE TECH FOUND 13 STORED CODES IN THE PCM, WE ERASED THEM AND THE MIL TURNED OFF. ESP/BAS LAMP STILL ON. NEXT I WALKED HIM THROUGHT THE ABS MODULE INITIALIZATION PROCEDURE AND IT FAILED ON THE FIRST ATTEMPT. HAD HIM PERFORM IT AGAIN. WE TESTED THE SAS AND IT FUNCTIONED FLAWLESSLY. THE INHIBIT FACTOR LISTED IN THE ABS MODULE IS THE INITIALIZED FALSE. TECH WILL TAKE THE VEHICLE TO A

LARGER PARKING LOT AND TRY INITIALIZING AGAIN. TECH STATES ALL IS WORKING CORRECTLY EXCEPT ODO IN NEW CLUSTER READS ZERO. UNAUTHORIZED CLUSTER. RECOMMENDED TO TECH TO KEEP VEHICLE DOWN UNTIL ORIGINAL MILES ARE REINSTALLED INTO NEW MOD. TRANSFER FROM CUMMINS TO ELECTRICAL GROUP. B221E ACTIVE IN RADIO. RECOMMEND CHECK B+ CABLE TO FCM, CHECK GROUNDS AT BATTERY AND RF STRUT TOWER. NO ADD ON EQUIPMENT. TECH ALREADY PERFORMED A RESTORE VEHICLE CONFIGURATION AFTER WHICH THE VEHICLE STARTED. HAVING PROBLEMS TAKING AND SENDING VEHICLE SCAN REPORT. PROVIDED DERRICK WITH MY PRIVATE LINE AND ASKED HIM TO GO TO THE VEHICLE WITH A PORTABLE PHONE AND CALL ME BACK SO WE CAN GO THROUGH A SCAN REPORT. CUSTOMER IS LIVID. TECH PERFORMED A VEHICLE SCAN REPORT SENT A COPY TO ME AND PRINTED ONE FOR HIMSELF. PREDICATE ON VEHICLE SCAN REPORT I RECOMMEND REPLACEMENT OF FCM, IPM, AND RADIO. VEHICLE CAME BACK WITH ALL WARNING LAMPS ON IN THE CLUSTER AT 3154 MILES, 5 MONTHS SINCE THE LAST FAILURE. THE ENGINE WAS LEFT RUNNING WHILE THE OWNER SHOWED THE VEHICLE TO THE SERVICE MANAGER AND THE SM TURNED OFF THE IGNITION ONCE HE VERIFIED THE CONCERN. THE VEHICLE BECAME A NO CRANK. NOT START/STALLX3, FLAT NO CRANK CONDITION. TECH SENT IN TWO VEHICLE SCAN REPORTS WITH MANY INDICATIONS OF A CAN C BUS FAILURE BUT NOTHING VERY CONCRETE TO ALLOW US TO FIND ROOT CAUSE. ASKED BRYAN R TO JOIN ME IN A THREE WAY. AS WE PROCEEDED THE STARSCAN LEDS STARTED FLASHING GREEN TO RED AND BACK, ALL WARNING LAMPS CAME ON AND IT WAS AN ACTUAL LIVE FAILURE. SINCE THE FCM / IPM WAS REPLACED IN MAY ONLY THREE MODULES REMAIN THAT COULD CAUSE A FLAT NO CRANK. PCM (WHICH NEVER SHOWED UP ON EITHER VEHICLE SCAN REPORT), SHIFTER MODULE, AND THE CCN. THE PCM WAS DISCONNECTED AND THE CONDITION REMAINED THE SAME. BRYAN HAD THE TECH REBOOT THE STARSCAN BY HOLDING THE SHIFT AND SHIFT KEYS DOWN AS THE SCAN TOOL APPEARED TO BE IN AN ENDLESS LOOP. FOLLOWING THE REBOOT WE CHECKED ALL CODES AND THEY REMAINED THE SAME, WE THEN CONNECTED THE PCM AND DISCONNECTED THE NAG TCM AND THE AMP. BUS FAILURE REMAINED THE SAME AND WE THEN CHANGED TACTICS. AT THE TIME WE BELIEVED THAT FOUR MODULES HAD THE ABILITY TO CAUSE A NO CRANK (PCM, ESM, TCM, AND CCN) HOWEVER, THE VEHICLE STARTED WITH THE TCM DISCONNECTED. SPOKE TO DAVE F AND EXPLAINED OUR SYNOPSIS THAT ONE OR TWO OF THE REMAINING THREE MODULES WERE THE ROOT CAUSE OF THIS PROBLEM HOWEVER REPLACEMENT OF ALL IS THE ONLY KNOWN WAY OF ENSURING A FIX. CALLED BACK TO ASK DERRICK TO TAKE 5030225AE IS THE CCN PN. 4606839AD IS THE PCM. NOT SURE IF 4606753AA IS THE SHIFTER MODULE. CHECKED THE ENGINEERING PORTAL AND FOUND PAT MCCOURT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008537580

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6350510034)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021315

Report#: SSV008537580
Open Date: 10/24/2006
Mileage: 6434
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 70-67623
Name: HULING BROS CHRYSLER JEEP INC
Address: 4550 FAUNTLEROY WAY S W
 SEATTLE, WA 981262748
Phone: INACTIVE
 206 938-6161

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: STALLING OUT, NO CODES , REPLACED TCM LAST VISIT TECH CAN T DUPLICATE THIS VISIT
Service Action: NO KNOWN ISSUE , TECH TO CONTINUE INSPECTING
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008534736

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6072610122)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J077660822)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033109

Report#: SSV008534736
Open Date: 10/23/2006
Mileage: 3732
Warr Built Dt: 03/31/2006
Supplier RP:

Zone/Cd: 32-45248
Name: MITCHELL CHRYSLER DODGE
Address: 416 HOPMEADOW ST
 SIMSBURY, CT 06070
Phone: 860 688-4967
 860 408-6005

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT STALLING OUT AND DYING OUT UNDER ACCELERATION PERFORMED DRIVEABILITY TEST FOR CODES ESM LOST COMMUNICATION WITH ECM\r\nTCM LOST COMMUNICATION WITH ECM

Service Action:HAS DATA RECORDINGS BEEN PREFORMED AS SUGGESTED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008530398

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LK63HX6 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C AWD LXFS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6060511142)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J061560506)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 042205</p>	<p>Report#: SSV008530398</p> <p>Open Date: 10/19/2006</p> <p>Mileage: 17829</p> <p>Warr Built Dt: 04/22/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 70-66012</p> <p>Name: COAST AUTO CENTER INC</p> <p>Address: 530 CHETCO AVE BROOKINGS, OR 97415</p> <p>Phone: 541 469-5321</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: 2006 LX 5.7 AUTO. VEHICLE WILL IDLE ROUGH AND DIE OUT WHEN COMING TO A STOP. WILL RESTART AND RUN FINE, NO MIL OR FAULTS. TECH CANNOT DUPLICATE THE CONDITION.

Service Action: SUGGESTED TO DATA RECORD THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008520891

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86F [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6023610346)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660474)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021223

Report#: SSV008520891
Open Date: 10/17/2006
Mileage: 11727
Warr Built Dt: 02/12/2006
Supplier RP:

Zone/Cd: 35-41092
Name: KIRKWOOD MOTORS INC
Address: 4800 KIRKWOOD HY
 WILMINGTON, DE 19808
Phone: INACTIVE
 302 999-0541

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIES WHILE DRIVING, STARTS RIGHT BACK UP. NO CODES. UNABLE TO DUPLICATE BUT HAS DATA RECORDINGS OF THE CONCERN.

Service Action: DEALER TO SEND US THE RECORDINGS. TECH CALLED BACK, I VIEWED RECORDINGS. INCONCLUSIVE, SEEMS TO DIE OUT, BUT THE RECORDINGS SEEM CORRUPT. \r\nTAKE FURTHER RECORDINGS. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008331191

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178511519)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072823

Report#: SSV008331191
Open Date: 10/16/2006
Mileage: 10063
Warr Built Dt: 07/28/2005
Supplier RP:

Zone/Cd: 35-60134
Name: REEDMAN TOLL AUTO WORLD
Address: 1700 E LINCOLN HWY
 LANGHORNE, PA 190473042
Phone: 215 757-4961

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE CUTS OUT WHILE DRIVING DEALER HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN . TECH CALLING TO SEE IF THERE WHERE ANY CONCERNS .

Service Action:MAKE SURE CONTROLLER IS UP TO DATEHAVE OWNER GET DATA RECORDING OF THE CONCERN. THE TECH NEEDED HELP SETTING UP THE NETWORK ON HIS STARMOBILE. THE STARMOBILE SHOWS NOT CONNECTED AND HAS NO IP ADDRESS SHOWN. THE TECH TO HOOK THE STARMOBILE DIRECTLY TO THE DEALERCONNECT CLIENT. WE SWITCH THE CABLES AND THE STARMOBILE IS NOW CONNECTED. INSTALL STAR MOBILE AGAIN AND GET A RECORDING OF THE DIE OUTNO KNOWN CONCERNS TECH. HAS A STARMOBILE CONCERN. TECH. CANNOT DOWNLOAD TO THE MDS.TECH. IS NOT SURE WHAT TO DO.TECH. ASKING FOR DIRECTION. ADVISED TECH. TO ENSURE THAT HE CAN GET INTO TECH.CONNECT. TECH STATES THAT HE CAN. VERIFY CABLE INTEGRITY. HAVE STARMOBILE SVCD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008447353

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327511581)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660275)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021105

Report#: SSV008447353
Open Date: 10/11/2006
Mileage: 7886
Warr Built Dt: 02/11/2006
Supplier RP:

Zone/Cd: 71-06333
Name: MCCUNE CHRYSLER JEEP DODGE
Address: 2340 NATIONAL CITY BLVD
 NATIONAL CITY, CA 919506508
Phone: INACTIVE
 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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS THE MOTOR HAS STALL TWICE GOING DOWN THE ROAD. THE DEALER CAN NOT DUPLICATE IT.

Service Action:ADVISE HIM TO INSTALL THE STAR MOBILE AND GET A DATA RECORDING OF IT STALLING. TECH WILL CHECK TECH WILL TAKE RECORDING IF ALL ELSE IS GOOD - THE FCM WAS REPLACED FOR COMM. CODES. THE DATA RECORDING WAS DONE AND NOTHING WAS FOUND. U0100, U1010 STORED. THE WIRING HAS BEEN CHECKED ALONG WITH THE IGNITION SWITCH. THE VEHICLE STILL DIES INTERMITTENTLY. THERE ARE NO LIGHTS ON WHEN THIS HAPPEN. THEY CAN CYCLE THE KEY AND THE CONCERN GOES AWAY. ---THE CONCERN CAN BE WITH THE IPM OR THE NAG UNIT. TCM HAS LOST COMMUN WITH ECM AND FCM LOST COMMUN WITH TCM. TECH HAS REPLACED FCM BUT DID NOT HELP. TECH FEELS HE HAS BEEN GETTING RUN AROUND BETWEEN GROUPS. TECH STATES WHEN VEH STALLS, THE CLUSTER DOES A SWEEP OF GAUGES LIKE KEY WAS CYCLED AND ENGINE DIES. TECH WILL CHECK FOR RESET INDICATORS WITH ECM/TCM AND IF A LOSS OF VOLTAGE IS CAUSE FOR MODS DROPPING OUT, WILL

CHECK IPM FOR FAULT. TCM SHOULD NOT CAUSE AN ENGINE STALL. TECH WILL CALL WITH RESULTS STEVE DOTY CHECKED VEH OUT AND PCM RESETS. STEVE THINKS A PCM WILL FIX VEH. RESULTS DO NOT REFLECT A PCM BECAUSE BOTH CLUSTER AND PCM RESET WHEN CONDITION OCCURS BUT ORDERED NGC AS STEVE IS ADAMENT ABOUT IT REPAIRING VEH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008463763

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H06 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6101610709)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J122661227)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050611</p>	<p>Report#: SSV008463763</p> <p>Open Date: 10/03/2006</p> <p>Mileage: 1860</p> <p>Warr Built Dt: 05/06/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 70-43021</p> <p>Name: DONOVAN DODGE-CHRY-PLYM-JEEP</p> <p>Address: 1901 SOUTH HIGHWAY 92 SIERRA VISTA, AZ 85635</p> <p>Phone: INACTIVE 520 458-8000</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES MIL IS ON, ENGINE STALLS. TECH SAID THE TCM IS THE ONLY MODULE WITH THIS CODE.

Service Action:ADVISED TECH TP PERFORM THE TEST FOR THE DTC. THE TECH STATES THE CODE IS NOT ACTIVE. THE TECH HAS NOT DUPLICATED THE ISSUE. THE TECH TO CHECK THE WIRING FOR CHAFFING AT THE PARKING BRAKE AREA. POSSIBLE PCM ISSUE. TECH DUPLICATED ISSUE, FOUND PCM OFF LINE WHEN STALLED, WOULD START UP AFTER KEY CYCLED, 2ND TIME IN FOR CONDITION, CKD ALL RELATED WIRING AND CONNECTORS, LOAD TESTED WIRING.\r\nORDER NGC, OUT OF LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008479369

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W16 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6074620047)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J076660930)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040515

Report#: SSV008479369
Open Date: 10/02/2006
Mileage: 1489
Warr Built Dt: 04/05/2006
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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR WILL DIE AT THE FIRST STOP IN THE MORNING. THE DEALER CAN NOT DUPLICATE IT.

Service Action: ADVISE HIM TO INSTALL THE STAR MOBIL AND GET A DATA RECORDING OF IT ACTING UP. CHECK FOR LIQUID FUEL IN THE VENT LINES AND PURGE LINESPOSSIBLE BAD ROLL OVER VALVE . TECH HAS GAS CAP MESSAGE ON IN CLUSTER WHEN VEHICLE IS STARTED. OTHER CONCERNS HAVE BEEN REPAIRED WITH A NEW FUEL TANK. DISCONNECT BATTERY FOR 10 MINUTES AND MESSAGE WILL RESET.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008484350

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H26 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510294)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J347560555)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122203

Report#: SSV008484350
Open Date: 10/03/2006
Mileage: 9605
Warr Built Dt: 12/22/2005
Supplier RP:

Zone/Cd: 35-43272
Name: DODGE CHRYSLER JEEP CITY
Address: 4395 ROUTE 130 S
 BURLINGTON, NJ 080162249
Phone: 609 871-2800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR STALL AT TIMES. THE DEALER STATES WHEN IT HAPPES THERE IS A LOT OF U CODES THAT SHOW UP AND WHEN YOU CYCLE THE KEY THEY ARE GONE.

Service Action: ADVISE HIM TO CHECK OUT THE F20 CIRCUIT FOR LOOSEN POWER. CHECK ENGINE LIGHT....PCM: P0700.....TCM: U0100.....ABS: U0100.....CCN: U0100.....PERFORMED DIAGNOSTICS...
 ORDER NUMBER : 5447** NWK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008454968

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H4 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6018610295)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J039661171)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022207

Report#: SSV008454968
Open Date: 09/01/2006
Mileage: 11997
Warr Built Dt: 02/22/2006
Supplier RP:

Zone/Cd: 63-44600
Name: DICK POE DODGE LP
Address: 1363 AIRWAY BOULEVARD
 EL PASO, TX 79925
Phone: 915 779-0100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: WHILE DRIVING IT LOCKED UP AND STALLED. TECH STATES BOTTOM END LOCKED UP. TECH STATES CRANK AND BEARINGS DAMAGED. LIFTERS COLLAPSED. OIL PUMP FAILED ACCORDING TO TECH DIAGNOSTICS

Service Action: ORDERING SHORT BLOCK.\r\n\r\n0116**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008464228

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6176510008)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J201570087)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080502

Report#: SSV008464228
Open Date: 09/08/2006
Mileage: 12970
Warr Built Dt: 08/05/2005
Supplier RP:

Zone/Cd: 63-44433
Name: BONHAM CHRYSLER DODGE JEEP RAM
Address: 2122 N CENTER ST
 BONHAM, TX 754182628
Phone: 903 583-8877

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE DIED WHILE DRIVING. THIS IS THE FIRST VISIT. THE TECH HAS DUPLICATED THE ISSUE FOR 5 SECONDS WHILE DRIVING. THE TECH STATES NO CODES IN ANY CONTROLLER. NOW THE TECH HAS NO ISSUES WHILE DRIVING THE VEHICLE. THE TECH LET THE VEHICLE IDLE THEN THE VEHICLE DIED OUT AT IDLE. THE TECH STATES THERE IS FUEL PSI IN THE RAIL, CAM, CKP IS IN SYNC. THE TECH HAS INJECTOR PULSE AND COIL DRIVERS. NOW HAS P1128 AND P1129.

Service Action: THE TECH TO TAP TEST THE PCM AND HEAT WITH A HEAT GUN CHECK FOR DIEOUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008500823

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6047618360)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J047660401)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 031813

Report#: SSV008500823
Open Date: 10/02/2006
Mileage: 9013
Warr Built Dt: 03/18/2006
Supplier RP:

Zone/Cd: 32-23171
Name: HUNTINGTON JEEP CHRYSLER DODGE
Address: 1220 E JERICO TPKE
 HUNTINGTON, NY 117435437
Phone: 516 673-1877
 631 673-0270

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLS.....INTERMITTENTLY.....ABS DTC: LOSS COMMUNICATION WITH ECM/PCM.....WHEN STALLING RED X D....ECM/PCM....\nRPM DROPS 200 THEN STALLS.....WIRING PINS/CONNECTORS GOOD...

Service Action: ORDER NUMBER : 4051** NY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008506591

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6018611493)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J032660710)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 030214

Report#: SSV008506591
Open Date: 10/05/2006
Mileage: 9220
Warr Built Dt: 03/02/2006
Supplier RP:

Zone/Cd: 42-62888
Name: RIVER VALLEY CHRY-JEEP
Address: 1903 RIVERWAY
 LANCASTER, OH 43130
Phone: INACTIVE
 614 837-7717

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED,RESTARTS ABD IDLES BUT WONT ACCEL NO DTC S STORED,LOSES COMMUNICATION WITH STAR SCAN WHEN ENGINE CUTS OUT VEHICLE WANTS TO CUT OUT AND LOSES COMMUNICATION WITH STAR SCAN WHEN THIS HAPPENS NO DTC S STORED AND VEHICLE RESTARTS

Service Action:GET STAR MOBILE RECORDINGS OF THE DIE OUT ARE WE LOOSING IGNITION RUN TO THE PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008507304

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6242510558)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J265561420)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092903

Report#: SSV008507304
Open Date: 10/05/2006
Mileage: 11054
Warr Built Dt: 09/29/2005
Supplier RP:

Zone/Cd: 66-51437
Name: ILBERTON DODGE-CHRY JEEP
Address: 701-709 S MAIN ST POB350
 HIGH POINT, NC 27260
Phone: 336 841-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED ON CUSTOMER, CRANKS/NO START, TECH PULLED DTC OF P1607, TECH PERFORMED FLOWCHART DIAG, CKD RELATED WIRING AND CONNECTORS, FOUND NO 5V REFERENCES OUT OF PCM.
Service Action:ORDER NGC, OUT OF ATL
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008489001

Vehicle Information

Repair Information

Dealer Information

<p>VIN: [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6161510522)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J132560417)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 062109</p>	<p>Report#: SSV008489001</p> <p>Open Date: 09/25/2006</p> <p>Mileage: 10775</p> <p>Warr Built Dt: 06/21/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-56634</p> <p>Name: BURGUNDER MOTORS INC</p> <p>Address: 3000 WASHINGTON PIKE BRIDGEVILLE, PA 15017</p> <p>Phone: INACTIVE 412 221-9500</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: START AND STALL, NO CRANK. U0168, B1043, B105B, U1415, U1414. CODES ARE STORED, NOW CANNOT DUPLICATE.

Service Action: RECOMMEND CLEAN GROUNDS AT B- INTRUNK AND RF STRUT TOWER, CHECK PDC TERMINAL PINS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008441954

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H8 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510434)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J199560951)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082408

Report#: SSV008441954
Open Date: 09/18/2006
Mileage: 12100
Warr Built Dt: 08/24/2005
Supplier RP:

Zone/Cd: 32-42731
Name: PETER FULLER DODGE INC
Address: 43 NORTH BEACON ST
 WATERTOWN, MA 02472
Phone: INACTIVE
 617 924-8100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: INTERM DIE OUT. COULD HAPPEN AT IDLE OR WHILE DRIVING. HAD FOUND SOME COMM CODES IN FCM, TCM, ABS.

Service Action: LOAD TEST KEY ON FEED AND GROUNDS TO PCM. IF OK, MONITOR KEY ON AND GROUND FEEDS TO PCM AND DUPLICATE CONDITION. IF CIRCUITS CHECK OK WHEN PROBLEM PRESENT, REPLACE PCM. TECH DID PERFORM VOLT DROP ACROSS POWERS/GROUNDS OF PCM. TECH STATES FOUND \ U\ CODE IN FCM. TECH STATES HAS BEGAN AND GETTING MORE FREQUENT AFTER REFLASHED PCM. TECH STRONGLY BELIEVES THE PCM IS FAULT FOR THIS ISSUE. TECH CONTACTED DRIVABILITY (331) FOR ASSISTANCE WITH THIS ISSUE.\r\nADVISED TECH TO DRIVE VEHICLE UNTIL ISSUE EXISTS WITH SCAN TOOL TO VERIFY WHICH MOD IS CAUSE MOD. CAN-C BUS IS GOING DOWN. INTERMITTENT. THERE IS NO WATRETR INTRUSION.\r\nREPLACE FCM. REPLACED FCM TO NO AVAIL. CALLER FEELS THE PCM IS AT FAULT IT IS VERY INTERMITTENT.\r\nREPLACE PCM ORDERED NGC OUT OF BOS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008470648

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73W06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6006620100)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J012660211)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 012417

Report#: SSV008470648
Open Date: 09/19/2006
Mileage: 10783
Warr Built Dt: 01/24/2006
Supplier RP:

Zone/Cd: 74-66735
Name: STEVEN CHRYSLER JEEP DODGE,INC
Address: 11028 W KELLOGG ST
 WICHITA, KS 672091227
Phone: INACTIVE
 316 773-2002

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:ENGINE DIED.#6 EXHAUST VALVE DROPPED.

Service Action:REVIEW WITH HEMI FFB. TECH LOOKING FOR DIRECTION ON HOW FAR TO GO IN TERMS OF DIAG/REPAIR.\n\nADVISED TECH TO PULL HEAD AND LOOK FOR POSSIBLE DAMAGE TO THE CYLINDER WALL FROM THE VALVE DROPPING. IF NO WALL DAMAGE, TECH TO REPLACE HEAD AND #6 PISTON/ROD ASSY. SPRING IS BROKE.. PUSH ROD BENT.. GUIDE OUT OF HEAD.. ORDERED HEAD, PUSH ROD, OIL PAN GASKET AND PISTON

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008426170

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6241510245)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J182560326)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091921

Report#: SSV008426170
Open Date: 09/18/2006
Mileage: 10285
Warr Built Dt: 09/19/2005
Supplier RP:

Zone/Cd: 71-66579
Name: COUNTY WIDE CHRY-JEEP
Address: 10800 TRASK AVE
 GARDEN GROVE, CA 92843
Phone: INACTIVE
 714 638-7300

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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLED WHEN DRIVING AND WAS UNABLE TO GET INTO PCM-RAN NO RESPONSE TEST-FUSED IGN OUT PUT START/FUSE WAS BLOWN SO REPLACED IT AND STILL WOULD NOT START.UNPLUGGED C102 AND CAR WOULD START BUT THEN DIE.TAKES 2 MINUTES TO 20 MINUTES AND A HOUR BEFORE IT DIES.HAD FCM UNPLUGGED AND WOULD START.

Service Action: ADVISED TO REPLACE FCM/IPM BECAUSE NO WAY CAR SHOULD START WITH FCM UNPLUGGED-SHOULD HAVE NO ASD RELAY OUTPUT TECH TO PUT AN INLINE FUSE AT F202 GOING INTO IPM. TECH INSTALLED FUSES AT ALL MODULES ON F202 AND FUSE 29 STILL BLOWS. TECH TO FUSE F202 AT BRAKE SWITCH. TECH FOUND THAT SHORT IS BETWEEN C200 (MALE PIN SIDE OF CONNECTOR) AND C102 (MALE PIN SIDE OF CONNECTOR). IT LOOKS LIKE THAT IS PART OF THE DASH HARNESS. REPLACE HARNESS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008473491

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6256510720)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J308561546)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111411

Report#: SSV008473491
Open Date: 09/14/2006
Mileage: 3068
Warr Built Dt: 11/14/2005
Supplier RP:

Zone/Cd: 32-65674
Name: EAST HILLS CHRYSLER JEEP DODGE
Address: 2300 NORTHERN BLVD
 GREENVALE, NY 115481210
Phone: 516 621-9191

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT ENGINE DIE OUTDEALER CAN NOT DUPLICATE THE CONCERN

Service Action:INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE CONCERN .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008342223

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6188510286)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J220560831)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081700

Report#: SSV008342223
Open Date: 07/07/2006
Mileage: 1852
Warr Built Dt: 08/17/2005
Supplier RP:

Zone/Cd: 35-26319
Name: ZIMMERMAN ENTERPRISES INC
Address: 1301 MARKET STREET
 SUNBURY, PA 178012523
Phone: 570 286-5873

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO VEHICLE DIES OUT INTERMITTNETLY COMING TO A STOP. MIL CAME ON AND P2299 FAULT PRESENT. MIL MAY COME ON OR MAY NOT COME ON OR MAY OR MAY NOT DIE OUT.

Service Action:DATA RECORD THE CONDITION. RECORDINGS SHOWING THE BARO TO BE AT 28.2 WHEN THEY NEED TO BE AROUND 29.3 TECH WILL NEED TO CHECK THE MAP SENSOR TECH. REPLACED THE MAP SENSOR HAS BLOCKED THE EGR AND HAS SWAPPED THE CMP.ADVISED TECH. TO INSPECT THROTTLE BODY FOR ANY ISSUES, COKING ETC. SEE IF THROTTLE BODY IS STICKING CLOSED OR BINDING. RE-TEST. TECH SENT DAT RECORDING WILL REVIEW AND CALL TECH. BACK. TECH CALLED TO SEE ABOUT DATA RECORDING THAT HE SENT FOR REVIEW. GAVE TECH A CALL ON THE RECORDINGS HE SENT OVER. TECH HAD LEFT FOR THE DAY. TECH.WILL CALL ME TOMMORROW AT 9. ADVISED TECH. TO REPLACE THE PCM. ORDER NUMBER : 8074** NWK TECH. REPLACED THE PCM AND VEH. STILL STALLS AT IDLE. ADVISED THE TECH. TO REPLACE THE

FCM PROBLEM HAPPENS MORE FREQUENTLY DURING WARM UP. ENGINE DIES OUT AT A STOP OR COMING TO A STOP. TYPICALLY A CLOSED THROTTLE PROBLEM. REPLACED PCM AND FCM. TECH HAS RECORDINGS AND WILL SEND A FEW NEW ONES. WILL REVIEW RECS AND CALL TECH BACK THIS AFTERNOON. DATA RECORDINGS SHOW CAM SENSOR SYNC DROPS OUT JUST BEFORE RPMS GO TO 0. TECH WILL TRY UNPLUGGING CAM SENSOR AND SEE IF CONDITION WILL OCCUR. THE DEALER CALL BACK TO SAY THE VEHICLE STILL STALL WITH THE CAM SENSOR UNPLUG. ADVISE HIM I WOULD GET A HOLD OF THE TA AT THE ZONE OFFICE FOR HIM. CASE FORWARDED TO THE ZONE FOR ASSISTANCE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008395433

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6341510115)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J003661495)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011217

Report#: SSV008395433
Open Date: 07/28/2006
Mileage: 8500
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 63-41548
Name: BANKSTON DODGE OF GRAND PRAIRI
Address: 2615 INTERSTATE 20
 GRAND PRAIRIE, TX 75052
Phone: INACTIVE
 972 595-5400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: THE VEHICLE WILL DIE WILL DRIVING ON THE HIGHWAY AND THERE IS A CODE FOR: U0100 LOST COMMUNICATION WITH ECM/PCM

Service Action: TRANSFER TO DRIVE FOR INPUT. THE TECH HAS DUPLICATED THE ISSUE. THE TECH STATES HE GETS THE U0100 WHEN THIS HAPPENS. THE TECH TO CHECK THE PCM POWERS AND GROUNDS LOAD TESTING. IF OK REPLACE THE PCM. LOAD TESTED AS REQUESTED.....\r\n ORDER NUMBER : 2053** DAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008442637

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H0 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6102610498)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J101660965)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050614</p>	<p>Report#: SSV008442637</p> <p>Open Date: 08/25/2006</p> <p>Mileage: 1245</p> <p>Warr Built Dt: 05/06/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-43102</p> <p>Name: BRUCE CAMPBELL DODGE INC</p> <p>Address: 14875 TELEGRAPH REDFORD, MI 48239</p> <p>Phone: INACTIVE 313 538-1500</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED ON CUSTOMER AND WAS TOWED IN, TECH STATES WHEN CONDITION OCCURS PCM GOES OFFLINE, TECH CKD RELATED WIRING AND CONNECTORS.

Service Action:ORDER NGC, OUT OF CLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008309699

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KK63H36H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C AWD LXFS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6342510193)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J007661117)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 020222</p>	<p>Report#: SSV008309699</p> <p>Open Date: 06/02/2006</p> <p>Mileage: 1600</p> <p>Warr Built Dt: 02/02/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 70-08011</p> <p>Name: LARRY H MILLER CHRYSLER JEEP</p> <p>Address: 10905 S AUTO MALL DRIVE SANDY, UT 84070</p> <p>Phone: 801 553-5900</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER SAYS ENGINE DIES OUT AT TIMES. CAN HAPPEN AT A STOP, WHILE BACKING UP, ESSENTIALLY AT IDLE. NO FAULT CODES. ENGINE DIED ONCE FOR OTHER TECH WHEN TRANS WAS SHIFTED INTO REVERSE. ENGINE DID RESTART RIGHT AWAY.

Service Action: TECH TO INSTALL DATA RECORDER AND TRY TO RECORD CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008322179

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6189510060)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J230560730)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082614

Report#: SSV008322179
Open Date: 06/09/2006
Mileage: 1181
Warr Built Dt: 08/26/2005
Supplier RP:

Zone/Cd: 63-45083
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 3207 SOUTH GENERAL BRUCE DRIVE
 TEMPLE, TX 76504
Phone: 254 773-4556

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE PCS AND ETC LIGHTS COME ON, ENGINES RUNS ROUGH AND VEHICLE BARELY IDLES. THE ENGINE STALLED AND NOW IT WILL NOT START. TECH CANNOT COMMUNICATE WITH THE TCM, PCM, AND ESM. INTERM THE ABM WILL DROP OFF THE BUS. TECH SAYS THE TEST FOR THESE CODE JUST HAS HIM LOOKING FOR OTHER CODES AND RUN TESTS FOR THEM FIRST. THERE ARE NO OTHER CODES.

Service Action: ADVISED TECH TO CHECK THE BUS VOLTAGE AND POWERS AND GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008353612

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101610647)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J122661206)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050611

Report#: SSV008353612
Open Date: 06/30/2006
Mileage: 619
Warr Built Dt: 05/06/2006
Supplier RP:

Zone/Cd: 66-23820
Name: CLOVERLEAF CHRYSLER DODGE JEEP
Address: 725 BELTLINE RD SW
 DECATUR, AL 356016335
Phone: INACTIVE
 256 350-3071

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: OIL LIGHT ON PER CUSTOMER. ENGINE STALLED. FOUND 2 QUARTS LOW ON OIL. ADDED BY CUSTOMER AT SUBLET STORE. CAN T READILY VERIFY AT THIS TIME. NO CODES FOUND.

Service Action: KEEP A EYE ON OIL CONSUMPTION. MAY NEED TO WAIT UNTIL MORE RECURRENT. REVIEW ANY DIE OUT CONCERNS WITH DRIVEABILITY GROUP. NO KNOWN CONDITIONS. IF UNABLE TO DUPLICATE DIE OUT, INSTALL STARMOBILE AND ATTEMPT TO RECORD CONDITION WHEN IT HAPPENS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008408595

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6133510512)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J095660720)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042414

Report#: SSV008408595
Open Date: 08/04/2006
Mileage: 1484
Warr Built Dt: 04/24/2006
Supplier RP:

Zone/Cd: 51-43835
Name: ANDERSON DODGE CHRYSLER JEEP
Address: 5711 EAST STATE STREET
 ROCKFORD, IL 611082473
Phone: 815 229-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: POLICE CAR. CUST STATES THAT IT DIED AT A STOP AND WHILE GOING DOWN THE ROAD. TECH. SAYS CONCERN CANNOT BE DUPLICATED. NO OTHER DRIVEABILITY CONCERNS.

Service Action: ADVISED TECH. TO INSTALL STAR MOBILE TO CAPTURE EVNT DATA. CHECK CANP SOLENOID AS WELL AS FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008471525

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GZ57216 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6255510557)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313560158)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111216

Report#: SSV008471525
Open Date: 09/13/2006
Mileage: 13000
Warr Built Dt: 11/12/2005
Supplier RP:

Zone/Cd: 42-63540
Name: WEEKLEY CHRYSLER DODGE JEEP CO
Address: 50 MAIN ST
 BUTLER, OH 448228806
Phone: 419 883-2461

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE ROUGH IDLE. THIS VEHICLE HAS BEEN IN FOR THIS BEFORE. THE CUSTOMER STATES THE VEHICLE DIED OUT THIS MORNING. THE TECH STATES NO DTCS. THERE ARE NO MISFIRES DISPLAYING ON THE MISFIRE SCREEN.

Service Action: THE TECH TO MAKE A DATA RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008456941

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6080610232)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J081660162)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040305

Report#: SSV008456941
Open Date: 09/05/2006
Mileage: 23
Warr Built Dt: 04/03/2006
Supplier RP:

Zone/Cd: 66-67768
Name: SARASOTA CHRYSLER, LTD.
Address: 6826 SOUTH TAMiami TRAIL
 SARASOTA, FL 34231
Phone: INACTIVE
 941 922-1521

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: U110B, U0100, IN TCM. U0100 ALSO IN FCM. VEH WILL ALSO DIE OUT WHILE DRIVING. FAULTS ARE INTERMITTANT AND CODES ARE STORED BUT DO RESET. CUST MAY BACK OUT OF PURCHASE. TECH WANTS A PCM

Service Action: ORDERED NGC

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008457423

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6321511463)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J346560487)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 122003

Report#: SSV008457423
Open Date: 09/05/2006
Mileage: 7583
Warr Built Dt: 12/20/2005
Supplier RP:

Zone/Cd: 63-68940
Name: BANKSTON CHRYSLER JEEP DODGE
Address: 6600 HIGHWAY 121
 FRISCO, TX 75034
Phone: INACTIVE
 972 668-9600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:ENGINE DIED AND MIL COME ON, PER CUSTOMER. TECH SAID HE HAS A CODE P0730 STORED. TECH DROVE VEHICLE AND HAS NOT BEEN ABLE TO DUPLICATED IT. WANTED TO CALL AND CHECK IF THERE WAS ANY ISSUES.

Service Action:ADVISED TECH ON POSSIBLE ISSUES WITH P0730 AND WIRING AND CONNECTORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008451342

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GZ57286H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM RT AWD
 LXEP49
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6290510892)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J303560646)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110901

Report#: SSV008451342
Open Date: 08/31/2006
Mileage: 15645
Warr Built Dt: 11/09/2005
Supplier RP:

Zone/Cd: 42-52664
Name: JUNCTION AUTO SALES INC
Address: 12423 MAYFIELD
 CHARDON, OH 44024
Phone: 440 946-5577
 440 286-6161

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE RUNS ROUGH,STALLS.NO CODES,UNABLE TO DUPLICATE

Service Action:INSTALL STAR MOBILE AND GET RECORDINGS OF THE DIE OUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H150632609AI93

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W06 [REDACTED]

Report#: 6H150632609AI93

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 09/01/2006

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 30500

Address: 800 CHRYSLER DRIVE

CHARGER SRT8 RWD

Warr Built Dt: 08/05/2005

AUBURN HILLS, MI 48326-2757

LXDX48

Supplier RP:

Phone:

Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
#:6160520028)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J171560264)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 080502

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. ENGINE STALLED ONCE WHILE DRIVING AT 70 MPH.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 6H410116609AF35

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]

Report#: 6H410116609AF35

Zone/Cd: 63-44600

Model Year: 2006

Open Date: 09/01/2006

Name: DICK POE DODGE LP

Make/Model: DODGE

Mileage: 11997

Address: 1363 AIRWAY BOULEVARD

CHARGER R/T RWD

Warr Built Dt: 02/22/2006

EL PASO, TX 79925

LXDP48

Supplier RP:

Phone: 915 779-0100

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6018610295)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J039661171)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 022207

Service Narrative Information

Evaluator's Comment:F35 Transmission & Drive Train, Transmission/axle fluid leaks. 230~LX~6H410116~011997~T1505JC~09/01/2006~WHILE DRIVING IT LOCKED UP AND STALLED. TECH STATES BOTTOM
END LOCKED UP. TECH STATES CRANK AND BEARINGS DAMAGED. LIFTERS COLLAPSED. OIL PUMP FAILED ACCORDING TO TECH DIAGNOSTICS~CASE NUMBER : ~8454968

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008446912

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6179510431)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J231561080)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082707

Report#: SSV008446912
Open Date: 08/29/2006
Mileage: 21831
Warr Built Dt: 08/27/2005
Supplier RP:

Zone/Cd: 35-45307
Name: HALL DODGE
Address: 3443 VIRGINIA BEACH BLVD
 VIRGINIA BEACH, VA 234524419
Phone: INACTIVE
 757 463-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: MIL ON, DIED OUT IN TRAFFIC, NO POWER, POOR SHIFTS, P0730. FEELS LIKE SLIP AFTER HOT. DIAGNOSTICS SAY INTERNAL VS TCM. FLUID CLEAN AND FILTER NOT PLUGGED.

Service Action: CK FOR STICKY VALVES OR DEBRIS IN VALVEBODY. MAY NEED TO TRY TCM VS TEAR DOWN TRANS TO ASSESS AND REPAIR AS NECESSARY PER 70% RULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008439983

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6238510340)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J243561314)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091417

Report#: SSV008439983
Open Date: 08/24/2006
Mileage: 13176
Warr Built Dt: 09/14/2005
Supplier RP:

Zone/Cd: 66-68423
Name: VENICE CHRYSLER
Address: 1550 S TAMiami TRAIL
 VENICE, FL 342931000
Phone: INACTIVE
 941 493-5204

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE VEHICLE IS STALLING AND IS HARD TO START - ALL THE DASH LIGHTS CAME ON AND THE GAUGES WERE JUMPING.. NO CODES - CANNOT DUPLICATE.. RICH IS THE TECH ON THE VEHICLE. POSSIBLY AT ANOTHER DLR WITH CODES - THIS DLR HAS NO DATA ON THESE.

Service Action: DLR TO CHECK THE IGNITION SWITCH SENSITIVITY, DLR TO CHECK THE GRDS IN THE TRUNK - CLEAN ALL THE E COATING AND SECURE - THEN TRACK THE MAIN POWER AT THE IPM/FCM - ALSO CLEAN AND TIGHTEN THE GROUNDS AT THE REAR OF THE HEAD. DUPLICATION IS REQUIRED BEYOND THIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008300544

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6178511735)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J180560796)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 072902

Report#: SSV008300544
Open Date: 08/21/2006
Mileage: 34
Warr Built Dt: 07/29/2005
Supplier RP:

Zone/Cd: 74-68561
Name: CLARK CHRYSLER DODGE, INC
Address: 1358 HWY 5 NORTH
 CAMDENTON, MO 65020
Phone: INACTIVE
 573 346-2293

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: UNLOADED OFF TRANSPORT DROVE AROUND THE BUILDING AND DIED OUT. SOMEONE STOLE THE RADIO.P0057,P0037,P0051,P0031.P0685

Service Action: ADVISED TECH. TO PERFORM DIAGNOSTICS FOR CRANK NO START. ENGINE WOULD NOT START. COILS ARE NOT FIRING, INJECTORS ARE. NOT SURE OF POWER FEED TO O2S. HAD TECH CHECK FUSES 14 AND 15 IN IPM. HAD A 20 AMP FUSE IN 14 AND NOTHING IN 15. BOTH SHOULD BE 25 AMP FUSES. TECH INSTALLS FUSES AND ENGINE STARTS RIGHT UP. TECH WILL TEST DRIVE VEH. CHECK FOR VOLTAGE ON THE HEATER CIRCUIT IF NO VOLTAGE IS PRESENTREPLACE THE CONTROLLER. NEW WIRING HARNESS WAS REPLACED , BECAUSE OF CUT WIRES ,AND NO CONNECTORS AVAILABLE TO REPAIR THE HARNESS. TECH STATES NO VOLTAGE FROM PCM. TECH WAS TOLD BY DRIVE GRP TO REPLACE PCM. ORDERED NGC PART INQUIRY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008399408

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W26H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6124520008)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J073561033)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052800

Report#: SSV008399408
Open Date: 08/16/2006
Mileage: 28268
Warr Built Dt: 05/28/2005
Supplier RP:

Zone/Cd: 63-43928
Name: ARCHER DODGE INC
Address: 12053 SOUTHWEST FREEWAY
 STAFFORD, TX 77477
Phone: INACTIVE
 281 530-7500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:ENGINE STALLED , THEN WOULD NOT STARTS , WILL NOT BAR OVER , HEAVY METAL DEBRIS IN DIP STICK

Service Action:XFERRED TO FFB WIL DROP PAN AND INSPECT DAMAGE TECH STATES THAT THE #2 EXHAUST VALVE SPRING BROKE AND THE VALVE DROPPED, DAMAGING THE PISTON AND BLOCK. TECH HAS DEBRIS IN THE INTAKE ALSO. TECH LOOKING FOR SHORT BLOCK AND BOTH HEADS.\r\nORDERED SHORT BLOCK AND BOTH HEADS.\r\n6153** TECH NEEDS OIL PAN GASKET FOR ENGINE REPAIR.\r\nORDERED GASKET.\r\n6153**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008425292

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H3 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6265510360)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J278561352)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101512

Report#: SSV008425292
Open Date: 08/16/2006
Mileage: 5161
Warr Built Dt: 10/15/2005
Supplier RP:

Zone/Cd: 63-23867
Name: ANCIRA CHRYSLER JEEP DODGE
Address: 10807 IH 10 W
 SAN ANTONIO, TX 782301301
Phone: 800 726-2472
 210 558-1500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT ENGINE DIE OUTSETTING ALL COMMUNICATION CODES ,,,,,,DEALER CAN NOT DUPLICATE THE CONCERN .

Service Action:INSTALL THE CO PILOT ,AND GET RECORDINGS OF THE DIE OUT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008426170

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H46F [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6241510245)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J182560326)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 091921</p>	<p>Report#: SSV008426170</p> <p>Open Date: 08/16/2006</p> <p>Mileage: 10285</p> <p>Warr Built Dt: 09/19/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-24100</p> <p>Name: HUNTINGTON BEACH CHRYSLER DODG</p> <p>Address: 16701 BEACH BLVD HUNTINGTON BEACH, CA 926474814</p> <p>Phone: 714 841-3999</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLED WHEN DRIVING AND WAS UNABLE TO GET INTO PCM-RAN NO RESPONSE TEST-FUSED IGN OUT PUT START/FUSE WAS BLOWN SO REPLACED IT AND STILL WOULD NOT START.UNPLUGGED C102 AND CAR WOULD START BUT THEN DIE.TAKES 2 MINUTES TO 20 MINUTES AND A HOUR BEFORE IT DIES.HAD FCM UNPLUGGED AND WOULD START.

Service Action: ADVISED TO REPLACE FCM/IPM BECAUSE NO WAY CAR SHOULD START WITH FCM UNPLUGGED-SHOULD HAVE NO ASD RELAY OUTPUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008426982

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6348510106)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J003661501)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011102

Report#: SSV008426982
Open Date: 08/16/2006
Mileage: 3602
Warr Built Dt: 01/11/2006
Supplier RP:

Zone/Cd: 74-25062
Name: CHARLIE ZOOK MOTORS
Address: 2101 E SIXTH ST/POB 3266
 SIOUX CITY, IA 511023266
Phone: INACTIVE
 712 277-3221

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THAT THE CUSTOMER HAS A COMPLAINT OF THE VEHICLE STALLING, BRAKE LIGHT ON, BLOWER MOTOR WAS ALSO INOP AT THE SAME TIME. THIS ALL HAPPENED SEVERAL TIMES WHILE ON A TRIP TO CHICAGO - TECH IS NOT ABLE TO DUPLICATE THE CONCERN AND STATES THAT THERE ARE NO CODES IN ANY MODULES.

Service Action: TRANSFERED TO FEATHERSTONE. ADVISE HIM TO ASK THE CUSTOMER IF IT HAPPEN AFTER THE VEHICLE WAS FILL UP WITH FUEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008411293

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER RWD
 LXDH48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6257510714)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J356561089)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 010607

Report#: SSV008411293
Open Date: 08/14/2006
Mileage: 6045
Warr Built Dt: 01/06/2006
Supplier RP:

Zone/Cd: 74-06139
Name: DELUXE MOTORS INC
Address: 711 FORT STREET
 MILES CITY, MT 59301
Phone: 406 234-2980

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: POLICE VEHICLE. DIED OUT WHEN DRIVING ON ROUGH AREA. HAS BEEN TURNING ON WARNING LIGHTS INTERMITTENTLY IN THE PAST. THIS IS THE FIRST TIME IT STALLED OUT AND WOULDN T RESTART.

Service Action: TECH WILL WIGGLE TEST THE PCM & BATTERY POWER WIRING. MAY BE INTERNAL IN THE PCM. TECH STATES HE CAN TAP ON PCM AND IT WILL RESTART. ORDERED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008413645

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H4 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6236510396)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J111111111)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 090815

Report#: SSV008413645
Open Date: 08/09/2006
Mileage: 1431
Warr Built Dt: 09/08/2005
Supplier RP:

Zone/Cd: 63-66098
Name: ARCHER CHRYSLER-PLYMOUTH-JEEP-
Address: 11614 SOUTHWEST FREEWAY
 HOUSTON, TX 770313696
Phone: INACTIVE
 281 933-9000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED WHILE DRIVING AND NOW NO CRANK/NO START . TECH STATES CAN COMM WITH ALL MODS BUT PCM. TECH CHECKED POWERS/GROUNDS.
Service Action:ORDERED NGC OUT OF DAL B/O.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008408903

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96 [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6319510063)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J333561133)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 120514

Report#: SSV008408903

Open Date: 08/05/2006

Mileage: 5906

Warr Built Dt: 12/05/2005

Supplier RP:

Zone/Cd: 71-67167

Name: RENEAU CHRYSLER DODGE

Address: 2235 SPRING ST
PASO ROBLES, CA 93446

Phone: INACTIVE
805 239-0790

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES AT STOPPING. NO STORED CODES AND VEHICLE RESTARTS WITH NO PROBLEMS. LAST WEEK, DTCS WERE NUMEROUS -- TRANS CODE AND COMMUNICATION CODES. THESE APPEAR TO BE RELATED TO THE VEHICLE DYING. TESTDRIVE - DID NOT DO IT FOR TECHNICIAN. LAST WEEK WE CLEARED ALL CODES IN SYSTEM AND INSTRUCTED CUSTOMER TO DRIVE IT AND RETURN VEHICLE TO US WHEN THE VEHICLE DIED. THE VEHICLE DIED AT A STOP LIGHT AFTER DRIVING IT FOR APPROXIMATELY 10 MILES. RESTARTED WITH NO PROBLEMS. CHECKED FOR CODES - NO STORED OR ACTIVE CODES AT THIS TIME.

Service Action:ADRESSED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008406397

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6096610370)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J096660161)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042603

Report#: SSV008406397
Open Date: 08/03/2006
Mileage: 3522
Warr Built Dt: 04/26/2006
Supplier RP:

Zone/Cd: 71-24195
Name: HAYWARD CHRYSLER JEEP
Address: 20095 MISSION BOULEVARD
 HAYWARD, CA 945411292
Phone: INACTIVE
 510 278-8600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIE OUT WHILE DRIVING ,AND WAS TOWED TO THE SHOP , TECH FOUND PRIMARY FUEL TANK EMPTY .AND SECONDARY TANK HAD FUEL .
Service Action:SECONDARY PUMP IS NOT TRANSFERING FUEL TO THE PRIMARY SIDE . REPLACE SECONDARY PUMP MODULE .
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008388101

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6243510412)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J207560427)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092203

Report#: SSV008388101
Open Date: 08/02/2006
Mileage: 21300
Warr Built Dt: 09/22/2005
Supplier RP:

Zone/Cd: 51-66517
Name: DES MOINES CHRYSLER
Address: 4410 MERLE HAY ROAD
 DES MOINES, IA 50310
Phone: INACTIVE
 515 270-8100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE DIED THE OTHER DAY. NOW WILL NOT STAY RUNNING. WILL RUN FOR A MINUTE THEN STARTS RUNNING POORLY. SOMETIMES IT WILL CATCH ITSELF AND ENGINE RUNS FOR A FEW MOMENTS LONGER. NO CODES. ADAPTIVES ARE AROUND -5%.

Service Action:BLOCK OFF PURGE, EGR. CHECK FUEL PRESSURE. IF NTF, CONNECT STARMOBILE AND DATA RECORD CONDITION. TRANSFERRED TO DRIVE FOR CASE FINISH TECH FOUND STAR SCAN IS RESETTING WHEN CONDITION OCCURS, CKD ALL POWERS AND GROUNDS, CKD FUSED IGNITION SWITCH OUTPUT AND ALL RELATED WIRING AND CONNECTORS.\r\nORDER NGC, OUT OF LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008402565

Vehicle Information

VIN: 2C3LK63H96F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
300C AWD
LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6311510907)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J319560901)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120118

Repair Information

Report#: SSV008402565
Open Date: 08/02/2006
Mileage: 1097
Warr Built Dt: 12/01/2005
Supplier RP:

Dealer Information

Zone/Cd: 32-67062
Name: LARCHMONT CHRYSLER-JEEP-DODGE
Address: 2533 BOSTON POST RD
LARCHMONT, NY 105383443
Phone: 914 636-3030

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAME IN FOR STALLING WITH A TON OF COLDS ,ACTIVE STORED AND PENDING CODES

Service Action: TECH WILL FIRST CHECK THE FUEL QUALITY ,CHECK THE QUALITY OF FUEL .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008403500

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6243510617)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J188560635)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092909

Report#: SSV008403500
Open Date: 08/02/2006
Mileage: 4452
Warr Built Dt: 09/29/2005
Supplier RP:

Zone/Cd: 70-67569
Name: INTEGRITY CHRYSLER JEEP DODGE
Address: 6770 REDWOOD STREET
 LAS VEGAS, NV 89118
Phone: INACTIVE
 702 870-9793

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: TECH STATES THAT INTERMITTENTLY THE VEHICLE WILL DIE WHEN COMING TO A STOP, NO CODES AND TECH IS NOT ABLE TO DUPLICATE THE CONCERN.
Service Action: TO FEATHERSTONE. LOST CALL. ADVISE HIM TO CHECK AND SEE IF THE CUSTOMER IS OVER FILLING THE VEHICLE AND HE MAY WANT TO INSTALL THE STAR MOBIL..
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008331493

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6023610162)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026660222)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021300

Report#: SSV008331493
Open Date: 07/31/2006
Mileage: 3500
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 74-62529
Name: BUD BROWN CHRYSLER INC
Address: 9101 METCALF
 OVERLAND PARK, KS 662121499
Phone: INACTIVE
 913 649-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CUSTOMER SAY VEHICLE WILL DIE OUT WHILE DRIVING OR WHILE SITTING AT A STOP LIGHT . DEALER DROVE VEHICLE 20 MILES ,AND CAN NOT DUPLICATE THE CONCERN .

Service Action:INSTALL STAR MOBILE AND GET DATA RECORDINGS OF THE CONCERN. TECH FOUND MULTI LOST COMM. WITH PCM CODES FOUND IN MULTI MODS. TECH STATES CHECKED POWERS/GROUNDS. TECH STATES VEHICLE WILL CUT OUT AND AFTER A COUPLE OF MOMENTS VEHICLE CAN BE RESTARTED. TECH CAN COMM WITH ALL MODS. TECH STATES UNPLUG MOD AND RECONNECT NOW CAN COMM WITH MOD. TECH STATES CHECKED FOR SPREAD PINS. ORDERED NGC OUT OF SHR. THE TECH HAS REPLACED THE PCM VEHICLE WORKED GOOD FOR A 2 WEEKS. THE TECH STATES THEY CAN NOT DUPLICATE THE ISSUE. THE TECH TO CHECK THE WIRING HARNESS FOR ANY RUBBING, CHECK THE CONNECTIONS AT THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008389568

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H76 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6328510449)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J005661455)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011715

Report#: SSV008389568
Open Date: 07/25/2006
Mileage: 8906
Warr Built Dt: 01/17/2006
Supplier RP:

Zone/Cd: 70-43389
Name: EARNHARDT CHRYSLER JEEP DODGE
Address: 1301 NORTH ARIZONA AVENUE
 GILBERT, AZ 85233
Phone: 480 926-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:ENGINE DIED OUT AND MIL CAME ON

Service Action:TECH TO INSPECT FOR DEBRIS IN 3/4 SHIFT OR HOLDING VALVE ALSO CHECK BALL ISSUE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008331696

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6312510505)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J327560457)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112807

Report#: SSV008331696
Open Date: 07/19/2006
Mileage: 13084
Warr Built Dt: 11/28/2005
Supplier RP:

Zone/Cd: 71-43535
Name: VALLEY DODGE INC
Address: 6110 VAN NUYS BOULEVARD
 VAN NUYS, CA 914013305
Phone: INACTIVE
 818 787-0800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL STALL WHEN COMING TO A STOP COLD

Service Action:TECH WILL CHECK THE CONNECTIONS POWERS AND GOUNDS TO THE PCM DDDDDDDDD TECH STATES WHEN CONDITION OCCURS CONTROLLER IS OFFLINE, CKD ALL RELATED WIRING AND CONNECTORS, ALL POWERS AND GROUNDS PRESENT.\n\nORDERED NGC, OUT OF DET THEN TECH STATES THE VEHICLE RETURNED WITH NO DTCS. THE TECH TO CHECK THE PURGE SOL. ASK THE CUSTOMER IF THIS HAPPENS AFTER A FUEL FILL. DATA RECORD THE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008377158

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63HX [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6329510430)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J041660100)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 021623</p>	<p>Report#: SSV008377158</p> <p>Open Date: 07/18/2006</p> <p>Mileage: 195</p> <p>Warr Built Dt: 02/16/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-68405</p> <p>Name: CROWN CHRYSLER JEEP DODGE</p> <p>Address: 6350 PERIMETER LOOP RD DUBLIN, OH 430173206</p> <p>Phone: 614 761-2360</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: THE VEHICLE DIED WHILE DRIVING WONT START THE FCM HAS BEEN REPLACED POWERS AND GROUNDS ARE GOOD TO THE PCM

Service Action: TRANSFER TO STAR NORTH ADVISE HIM TO CHECK AND SEE IF THE PCM IS IN A FUEL SHUT OFF OR IS IT ALLOW THE FUEL. ADVISED THE TECH TO RECONFIGURE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008245088

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H9 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6286510598)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J296560787)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110105

Report#: SSV008245088
Open Date: 07/12/2006
Mileage: 2100
Warr Built Dt: 11/01/2005
Supplier RP:

Zone/Cd: 66-59811
Name: MUSIC CITY DODGE INC
Address: 710 MURFREESBORO RD
 NASHVILLE, TN 37210
Phone: INACTIVE
 615 244-6666

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS VEHICLE DIES OUT WHEN PULLING INTO THE DRIVEWAY OF HER BUSINESS. ENGINE WILL RESTART IMMEDIATELY AND RUNS OK. TECH HAS NEVER BEEN ABLE TO DUPLICATE CONDITION. NO FAULTS SET. ETC AND MIL ALONG WITH OIL LAMPS COME ON. BELIEVE LAMPS CAUSED BY DIE OUT. CUSTOMER TURNING LEFT INTO DRIVE. NO CODES EVER SET. PROBLEM ONLY SEEMS TO OCCUR FOR CUSTOMER WHEN TURNING. TECH SAYS HE THINKS EVERY TIME VEHICLE COMES INTO DLR, TANK IS FULL.

Service Action: NEED TO GET FUEL LEVEL NEAR 1/2 TANK AND PREFERABLY HAVE CUSTOMER DUPLICATE CONDITION. IF ABLE TO DUPLICATE CONDITION, CONNECT FUEL PRESSURE GAUGE TO ENGINE AND SEE IF PRESSURE DROPS OFF WHEN CONDITION OCCURS. IF SO, SUSPECT PROBLEM WITH ONE OF THE PUMP MODULES. TECH CALLED BACK, DOES THE FUEL PRESSURE DROP OFF OR VARY WHEN THE CONDITION OCCURS TECH DID NOT CHECK. SUGGESTION: MONITOR THE FUEL PRESSURE WHEN THE

CONDITION OCCURS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008367047

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6243510649)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J186560690)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091908

Report#: SSV008367047
Open Date: 07/11/2006
Mileage: 7086
Warr Built Dt: 09/19/2005
Supplier RP:

Zone/Cd: 35-45046
Name: SAVAGE 61 CHRYSLER DODGE JEEP
Address: 4645 POTTSVILLE PIKE
 READING, PA 19605
Phone: 610 916-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING AT TIMES. IT MAY IDLE POORLY OR BE A START AND DIE. THE ONLY ACTIVE CODE COMING BACK IS P0700 EATX CONTROLLER DTC PRESENT
 .\nTHE U0100 LOST COMMUNICATION WITH ECM/PCM COMES BACK EVERY TIME AS STORED. AT THIS TIME THE PCM IS NOT SHOWING UP ON THE BUS.

Service Action:ADVISED TECH TO CHECK POWER, GROUND AND BUS TO THE PCM. ALL OK, UNPLUGGED THE PCM, RECONNECTED AND PROBLEMS HAVE GONE AWAY FOR NOW. TECH
 WILL REPLACE THE PCM. TRANSFER FOR PART ORDER. ORDERED NGC PER DRIVE GRP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008053403

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6131511175)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J137560142)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053003

Report#: SSV008053403
Open Date: 07/10/2006
Mileage: 4097
Warr Built Dt: 05/30/2005
Supplier RP:

Zone/Cd: 74-24237
Name: AUTONATION CHRYSLER JEEP WEST
Address: 16300 W COLFAX AVE
 GOLDEN, CO 804013855
Phone: 303 278-0101

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS OF ENGINE DYING WHEN COMING TO A STOP. CUSTOMER STATES WHEN IT DIES, IT FEELS LIKE TRANS IS DOWNSHIFTING HARD. NO DTC S PRESENT. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE.

Service Action: ADVISED TECHNICIAN TO INSPECT FOR DAMAGE TO HARNESS ON TOP OF TRANS. MARIO IF YOU DON T SEE ANY WIRING DAMAGE TRY TO DUPLICATE AND OR GET THE CUSTOMER TO DATA RECORD THEIR CONCERN. . THE TECH STATES THE DIEOUT IS VERY INTERMITANT. THE TECH TO DATA RECORD THE EVENT. RECORDINGS SHOWS A POSSIBLE BAD CRANK SENSOR . REDO DATA RECORDINGS ,AND ADD ENGINE RPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008319291

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6314511605)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J333561354)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120523

Report#: SSV008319291
Open Date: 07/10/2006
Mileage: 1168
Warr Built Dt: 12/05/2005
Supplier RP:

Zone/Cd: 71-45134
Name: LITHIA DODGE OF FAIRFIELD
Address: 2901 AUTO MALL PARKWAY
 FAIRFIELD, CA 94533
Phone: INACTIVE
 707 432-3200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CAR STALLED AND WILL NOT RESTART. TOWED IN. ASD SENDS POWER TO COILS AND INJECTORS BUT PCM DOES NOT PULSE GROUND TO EITHER ONE. NO CODES SET.
 CAM AND CRANK SHOW IN SYNC

Service Action: ORDERED NGC THE DEALER STATES IF HE WIGGLE WITH THE FUEL PUMP RELAY AND THE VEHICLE WILL RUN. ADVISE HIM TO CHECK FOR A SPREAD THERMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008358050

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6270511377)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J280560484)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101413

Report#: SSV008358050
Open Date: 07/05/2006
Mileage: 6565
Warr Built Dt: 10/14/2005
Supplier RP:

Zone/Cd: 71-42947
Name: AUTONATION CHRYSLER DODGE JEEP
Address: 200 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: TECH HAS CONCERN OF ENGINE OVERHEAT AND STALL. TECH FOUND NO COMPRESSION AND NEEDS SHORT BLOCK AND BOTH HEAD. TECH FOUNDS THE VALVE SEATS
 HAVE DROPPED ON CYLINDER IN BOTH HEADS.

Service Action: ORDERED SHORT BLOCK AND BOTH HEADS.\r\n2457**

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008346791

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LK63H36 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C AWD LXFS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6091510588)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J088560402)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050620</p>	<p>Report#: SSV008346791</p> <p>Open Date: 06/27/2006</p> <p>Mileage: 12938</p> <p>Warr Built Dt: 05/06/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 74-24237</p> <p>Name: AUTONATION CHRYSLER JEEP WEST</p> <p>Address: 16300 W COLFAX AVE GOLDEN, CO 804013855</p> <p>Phone: 303 278-0101</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR HAS DIE A STOP A COUPLE OF TIMES. THE DEALER CAN NOT DUPLICATE IT.

Service Action: ADVISE HIM WE DO NOT HAVE ANY KNOW ISSUES AND HE IS GOING TO HAVE TO BE ABLE TO DUPLICATE BEFORE YOU CAN FIX IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008337455

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6103510711)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J110560093)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050410

Report#: SSV008337455
Open Date: 06/21/2006
Mileage: 572
Warr Built Dt: 05/04/2005
Supplier RP:

Zone/Cd: 32-62012
Name: TETERBORO CHRYSLER PLYMOUTH JE
Address: 469 ROUTE 46
 LITTLE FERRY, NJ 07643
Phone: 201 440-1555
 201 440-0222

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENG DIES OUT AFTER VEH IS HOT AND PCM IS DEAD. TECH FOUND THAT VEH WILL RESTART WHEN COLD BUT DIES OUT AGAIN AFTER UNDERHOOD TEMP RISES AND IS NO
 RESPONSE UNTIL COOL.

Service Action:ORDERED NGC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 6H525384606AE21

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56H [REDACTED]

Report#: 6H525384606AE21

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 06/22/2006

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 374

Address: 800 CHRYSLER DRIVE

300C RWD

Warr Built Dt: 06/06/2006

AUBURN HILLS, MI 48326-2757

LXCS48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser

#:6136610548)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J135661285)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 060612

Service Narrative Information

Evaluator's Comment:E21 Engine, Engine stalls. THREE DIE OUTS ON COLD START AT 50 MILES ON ODOMETER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H297347606AE20

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H86 [REDACTED]

Report#: 6H297347606AE20

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 06/16/2006

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 6189

Address: 800 CHRYSLER DRIVE

300C RWD

Warr Built Dt: 10/14/2005

AUBURN HILLS, MI 48326-2757

LXCS48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6270511225)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J280560841)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 101407

Service Narrative Information

Evaluator's Comment: E20 Engine, Engine failed/died/would not restart. WHILE SOUTHBOUND ON I-75 NEAR THE 7 MILE ROAD EXIT THE CHECK ENGINE AND MOST OTHER WARNING LIGHTS STARTED TO BE ILLUMINATED. IT QUICKLY BECAME DIFFICULT TO KEEP UP WITH TRAFFIC, SO THE CAR WAS PULLED OFF AT THE 7 MILE EXIT. IT THEN COMPLETELY STALLED ON THE SHOULDER OF THE OFF RAMP. AFTER 20 MINUTES OR SO, IT WAS ABLE TO RESTART. TURNING AROUND AND HEADING N

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008323499

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H46 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6340510254)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J005660726)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011218

Report#: SSV008323499
Open Date: 06/12/2006
Mileage: 4000
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 35-44773
Name: HERB GORDON DODGE
Address: 3151 AUTOMOBILE BLVD
 SILVER SPRING, MD 209044905
Phone: INACTIVE
 301 890-3040

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUST. STAES THAT THE ENGINE STALLS OUT WHEN COMING TO A STOP. P0700,U0100.TECH. CANNOT DUPLICATE.NO OTHER DRIVEABILITY ISSUES.

Service Action: ADVISED TECH. TO INSTALL STAR MOBILE. AND GET DATA RECORDING OF CONCERN. WILL FORWARD TO TRANS GROUP TO ASK IF THIS CODE COULD BE CAUSING DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H145187606AE20

Vehicle Information

Repair Information

Dealer Information

VIN: [REDACTED]

Report#: 6H145187606AE20

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 06/09/2006

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 35000

Address: 800 CHRYSLER DRIVE

CHARGER R/T RWD

Warr Built Dt: 06/09/2005

AUBURN HILLS, MI 48326-2757

LXDP48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6140510097)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J154560288)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 060907

Service Narrative Information

Evaluator's Comment: E20 Engine, Engine failed/died/would not restart. ENGINE DIED AFTER START FOR A FEW SECONDS, WOULD NOT RESTART TILL AT LEAST ONE HOUR LATER

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008314698

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H36 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510009)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J102561048)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042619

Report#: SSV008314698
Open Date: 06/06/2006
Mileage: 24133
Warr Built Dt: 04/26/2005
Supplier RP:

Zone/Cd: 70-45081
Name: DODGELAND USA
Address: 5750 SKYPOINTE DRIVE
 LAS VEGAS, NV 89130
Phone: INACTIVE
 702 396-5886

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH. SPATTERED OUT DIED AND WOULD NOT RESTART. MIL. ON P0300. TECH. STARTED VEHICLE HAD TO RAISE UP TO 3K RPM. TO KEEP RUNNING. RE-LEARNED ETC,
 CLEANED INJECTORS. TECH. IS NOT SURE IF THE FUEL IS GOOD OR NOT.

Service Action:ADVISED TECH. TO DISCONNECT FUEL LINE FROM THE TANK TO RAIL AND RUN GOOD FUEL IN INJECTOR CLEANER CANNISTER. RE START VEHICLE AND MONITOR FOR
 CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008311439

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6276510564)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J285560863)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101719

Report#: SSV008311439
Open Date: 06/05/2006
Mileage: 5802
Warr Built Dt: 10/17/2005
Supplier RP:

Zone/Cd: 63-68174
Name: MAXWELL CHRYSLER SOUTH
Address: 6905 S I H 35
 AUSTIN, TX 787444814
Phone: INACTIVE
 512 445-1100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: IDLE UNDERSHOOT/HAS DIED TWICE WHILE SITTING AT STOPS.STARTS RIGHT BACK UP.

Service Action: HAVE YOU BEEN ABLE TO DUPLICATE CONDITION YET IF SO, HOW DOES ENGINE RUN AFTER RESTARTING ANY FAULT CODES PERFORM ETC RELEARN. TEST DRIVE TO SEE IF CONDITION GONE. IF NOTHING FOUND, INSTALL DATA RECORDER AND TRY TO GET RECORDING OF CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008313707

Vehicle Information

Repair Information

Dealer Information

VIN: [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6103510532)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J119560537)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 051206

Report#: SSV008313707

Open Date: 06/05/2006

Mileage: 11064

Warr Built Dt: 05/12/2005

Supplier RP:

Zone/Cd: 71-41598

Name: WESTOAKS CHRYSLER-DODGE INC

Address: 3839 AUTO MALL DR
THOUSAND OAKS, CA 91362

Phone: INACTIVE

805 371-4900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CHK ENG LT ON. TECH STATES CAN COMM WITH ALL MODS BUT CAN NOT READ CODES IN PCM (ALL ----). TECH STATES VEHICLE STALLED AND RESTARTED AND NOW LIGHT IS ON. TECH CHECKED POWER/GROUNDS AS WELL AS WIRING/CONN AND CHECKED FOR RUB THROUGHES.

Service Action:ORDERED NGC OUT OF LA.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008299598

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6312510588)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J322560923)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 112503

Report#: SSV008299598
Open Date: 05/25/2006
Mileage: 3335
Warr Built Dt: 11/25/2005
Supplier RP:

Zone/Cd: 70-56384
Name: C & V AUTO SLS & SERV INC
Address: 12174 N. FRONTAGE ROAD EAST
 MOSES LAKE, WA 98837
Phone: INACTIVE
 509 765-3461

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENG STALLED, WOULD NOT RESTART, 16 PCODES IN TAP ON PCM, NO CONCERN WITH PCM CONNECTOR.

Service Action:TRANSFER. TECH STATES CHECKED PIN CONTACT AND CONN TO PCM. \r\nORDERED NGC OUT OF POR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008287452

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6098510498)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J103560426)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042819

Report#: SSV008287452
Open Date: 05/17/2006
Mileage: 3625
Warr Built Dt: 04/28/2005
Supplier RP:

Zone/Cd: 42-43869
Name: FREEDOM DODGE-CHRY-JEEP
Address: 1560 NEW CIRCLE ROAD
 LEXINGTON, KY 405091043
Phone: INACTIVE
 859 268-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:TECH STATES DTC P1607 PENDING AND U0168 STORED, TECH CANT DUPLICATE CONCERN , CUSTOMER CONCERN CN ENG START AND STALL
Service Action:TECH TO DUPLICATE CONCERN
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008287700

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H6 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6152510609)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J111111111)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 061516</p>	<p>Report#: SSV008287700</p> <p>Open Date: 05/17/2006</p> <p>Mileage: 4287</p> <p>Warr Built Dt: 06/15/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-26453</p> <p>Name: FRED MARTIN SUPERSTORE</p> <p>Address: 3195 BARBER RD NORTON, OH 442031011</p> <p>Phone: 330 753-4444</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE INTERMITTENTS DIE OUTDEALER CAN NOT DUPLICATE THE CONCERN

Service Action:INSTALL CO PILOT AND GET DATA RECORDINGS OF THE DIE OUTNO KNOWN CONCERNS .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 422192022781

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6241510518)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J182561110)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092011

Report#: 422192022781
Open Date: 05/12/2006
Mileage: 2453
Warr Built Dt: 09/20/2005
Supplier RP:

Zone/Cd: 74-42219
Name: CENTRAL DODGE
Address: 1025 WEST SUNSHINE
 SPRINGFIELD, MO 658072445
Phone: INACTIVE
 417 862-9272

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
85410800	DIAGNOSTIC LOP, SPECIAL LOP, ELECTRICAL, NON-LOP	31.55	Y2

Service Narrative Information

Customer Comment:CUSTOMER STATES 2 TIMES WHEN TURNING AT IDLE THE ENGINE DIED, STARTED BACK UP
Service Comment:UNABLE TO VERIFY CONCERN. CHECKED AND FOUND FLASH UPDATE.
Service Action:FLASHED CONTROLLER.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008284623

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6161510909)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J168560851)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062501

Report#: SSV008284623
Open Date: 05/16/2006
Mileage: 3000
Warr Built Dt: 06/25/2005
Supplier RP:

Zone/Cd: 51-56888
Name: HARTWIG MOTORS INC
Address: 629 SOUTH RIVERSIDE DR
 IOWA CITY, IA 52246
Phone: INACTIVE
 319 337-2101

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH. STALLED TWICE ON DECEL. TECH. HAS PERFORMED BASIC CHECKS AND CANNOT FIND ANY PROBLEM.TECH. WANTS ANY INFORMATION THAT COULD BE PROVIDED.

Service Action:INSTALL STAR MOBILE AND OBTAIN DATA ON CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008278917

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3LA73WX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6061620017)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J079660908)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041111

Report#: SSV008278917
Open Date: 05/11/2006
Mileage: 270
Warr Built Dt: 04/11/2006
Supplier RP:

Zone/Cd: 51-44520
Name: SHERMAN DODGE CHRYSLER JEEP
Address: 7601 N SKOKIE BLVD
 SKOKIE, IL 60077
Phone: 847 982-9500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: ENGINE SHUTTERED AND DIED WHILE DRIVING. ESP AND ETC LAMP CAME ON. CUSTOMER RESTARTED VEHICLE AND IT RAN POORLY. SHUT ENGINE OFF AND RESTARTED AGAIN, ENGINE RAN OK. TECH HAS NOT DUPLICATED CONDITION YET.

Service Action: LOAD TEST ETC WIRING BETWEEN THROTTLE BODY AND PCM. IF WIRING OK, MAY NEED THROTTLE BODY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008267368

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6042620103)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J026661386)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 022219

Report#: SSV008267368
Open Date: 05/05/2006
Mileage: 412
Warr Built Dt: 02/22/2006
Supplier RP:

Zone/Cd: 74-44737
Name: TOWN & COUNTRY DODGE
Address: 1710 HIGHWAY 7
 HOPKINS, MN 55343
Phone: INACTIVE
 952 935-3371

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR STALL AT A IDLE. THE DEALER WAS ABLE TO DUPLICATE IT ONE TIME.

Service Action: ADVISE THEM TO CHECK THE EVAP SYSTEM FOR HAVING FUEL IN IT. DIE OUT WHILE DRIVING. TECH WAS NOT ABLE TO DUPLICATE CONDITION TODAY. FUEL TANK IS FULL.
 TECH DID FIND FUEL IN TANK. NEED TO FIND OUT CUSTOMER FILLING HABIT TO DETERMINE IF CUSTOMER CAUSED OVERFILL OR FUEL CONTROL VALVE IS BAD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008252634

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA73W2 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 SRT8 RWD
 LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6074520037)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J079560122)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061317

Report#: SSV008252634
Open Date: 04/26/2006
Mileage: 12000
Warr Built Dt: 06/13/2005
Supplier RP:

Zone/Cd: 66-44402
Name: HENDRICK DODGE
Address: 81 MACKENAN DRIVE
 CARY, NC 27511
Phone: 919 319-9225
 919 462-1201

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES AT TIMES WHEN OPENING THROTTLE, INTERM. MAY JUST GO INTO LIMITED POWER LIMP IN. CLAIMS CUSTOMER HAS BEEN BUMPED 2 TIMES DUE TO STALLING IN TRAFFIC. TECH INSTALLED PEDAL ASSY. PROBLEM WAS GONE FOR 3 WEEKS BUT NOW IT IS BACK.

Service Action:TECH TO HOOK UP STARMOBILE AND DATA RECORD CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008240399

Vehicle Information

Repair Information

Dealer Information

VIN: ██████████	Report#: SSV008240399	Zone/Cd: 63-67703
Model Year: 2006	Open Date: 04/18/2006	Name: HUFFINES CHRYSLER JEEP DODGE
Make/Model: CHRYSLER	Mileage: 25499	Address: 4500 W PLANO PKWY
300C RWD	Warr Built Dt: 04/01/2005	PLANO, TX 750935607
LXCS48	Supplier RP:	Phone: 972 867-6000
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6061510570)		
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J068560323)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 040111		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENG DIED WHILE DRIVING. PCM IS NO RESPONSE. TECH CHECKED POWER AND GROUNDS, OK.

Service Action:ORDERED NGC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008237461

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6171510185)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J215561472)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081310

Report#: SSV008237461
Open Date: 04/17/2006
Mileage: 3200
Warr Built Dt: 08/13/2005
Supplier RP:

Zone/Cd: 35-44341
Name: KOONS DODGE
Address: 1051 EAST BROAD STREET
 FALLS CHURCH, VA 22044
Phone: INACTIVE
 703 241-1000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS OF INTERM DIE OUT. TECH SAYS FUEL LEVEL READING ON SCAN TOOL SEEMS INCORRECT. SAYS GAUGE READS HALF. TECH INSPECTED TANK AND IT SEEMS TO HAVE ABOUT HALF IN IT. NO FAULTS. TECH HAS NOT BEEN ABLE TO DUPLICATE CONDITION.

Service Action: NEED TO DUPLICATE CONDITION TO DIAGNOSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008227066

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA43H2 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER RWD LXDH48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6133510936)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J016661213)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 013123</p>	<p>Report#: SSV008227066</p> <p>Open Date: 04/12/2006</p> <p>Mileage: 2135</p> <p>Warr Built Dt: 01/31/2006</p> <p>Supplier RP:</p>	<p>Zone/Cd: 74-67906</p> <p>Name: ABERDEEN AUTO CENTER, INC</p> <p>Address: 901 AUTO PLAZA DRIVE ABERDEEN, SD 574012669</p> <p>Phone: 605 225-1656</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE AT DIES AT STOPS AND LOOSING POWER. THE TECH HAS DUPLICATED THE DIE OUT. THE TECH HAS CHECKED THE WIRING FOR RUBBING AND RESISTANCE TESTED GROUNDS. THIS VEHICLE IS A POLICE CAR. THERE IS A U0100 CODE STORED IN THE TCM. THE TECH STATES THAT WHEN MONITORING THE PCM DATA THEY ALL GO TO DASHES FOR DATA. NO OTHER CODES IN ANY OTHER CONTROLLERS. NO PARTS HAVE BEEN REPLACED AT THIS TIME.

Service Action: SUGGEST THE TECH MONITOR THE TCM DATA DURING THIS ISSUE TO SEE IF THE TCM GOES NON RESPONSIVE. CHECK THE PCM POWERS AND GROUNDS. POSSIBLE CONTROLLER ISSUE. TECH FOUND NO RESPONSE FROM PCM , CKD RELATED WIRING AND CONNECTORS. ORDERED NGC, OUT OF SHR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008085923

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H2 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060511128)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088560288)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050902

Report#: SSV008085923
Open Date: 04/07/2006
Mileage: 5030
Warr Built Dt: 05/09/2005
Supplier RP:

Zone/Cd: 35-44755
Name: BERGEY'S DODGE
Address: 1201 N BROAD ST
 LANSDALE, PA 19446
Phone: INACTIVE
 215 855-9061

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE WAS BOUGHT BACK FOR AN ENGINE DIEOUT CONDITION. WHEN PRESSING ON THE THROTTLE SMOOTHLY AND SLOWLY, EVERYTHING IS FINE. IF YOU REV THE ENGINE HARD, THE ENGINE WILL START TO STUMBLE AND THEN WILL STALL. ALSO, THE MIL, THE OIL PRESSURE INDICATOR, AND THE THROTTLE BODY/LIGHTNING BOLT WILL FLICKER.

Service Action:SUGGESTED THAT HE GET SOME STARMOBILE RECORDINGS WHEN THE CONDITION OCCURS. TECH STATES THAT HE FOUND THE APP2 VOLTS IS FLUCTUATING FROM .2248 VOLTS TO 0 AND THAN BACK UP TO 2 VOLTS. TECH CKD ALL RELATED WIRING AND CONNECTORS.
 ORDERED NGC, ORDER#7457**, OUT OF NWK BUY BACK VEHICLE. VEHICLE SEEMS TO BE LOOSING MAIN POWER LIKE IPM, FCM RELATED. TECH WILL CHECK ALL PINS AND CONNECTIONS IN THIS AREA. TECH STATES THAT HE HAS REPLACED THE IPM WITH FCM ON THIS VEHICLE AND STILL NO CHANGE OF CONCERN. TECH STATES THAT THE VEHICLE RUNS ROUGH, ALMOST TO THE POINT OF SHUT

DOWN FOR ABOUT 3 SECONDS AND BACK TO NORMAL. TECH STATES THAT HE HAS CONTACTED DRIVEABILITY AND ELECTRICAL AND WAS NOT HELPED OUT FOR A FIX. TECH NEEDS ASSISTANCE FOR THIS BUY BACK VEHICLE. TECH CALLED BACK, TECJ ADVISOR WAS INVOLVED, JOE O'DONNOL. SUGGESTED TO CHANGE THE IGNITION SWITCH. DID NOT HELP. REVIEWED RECORDINGS, INCONCLUSIVE. TAKE ONE RECORDING, I GAVE HIM ALL THE SENSOR PARAMETERS. / . TECH TO CHECK FOR LOOSE ENGINE GROUNDS . POSSIBLE LEFT LOOSE WHEN TRANSMISSION REPLACED. TECH FOUND PINCH/RUB THROUGH WIRES. TECH REPLACED HARNESS AFTER NEW CONTROLLER WAS REPLACED. NO NEW CODES FOUND. TECH STATES VEHICLE STILL RUNS ROUGH. \r\nORDERED ADDITIONAL NGC OUT OF NWK THE DEALER CALL TO ASK FOR THE NGC/PCM PART NUMBER, GAVE IT TO HIM. TECH STATES THE CLUSTER INTERMITTENTLY DIES OUT WHEN THE ENGINE DIES. HAS A STORED LOST COMMUNICATION WITH ABS AND CCN CODE. NO OTHER CODES. RECOMMEND INSPECTING PINS AND CONNECTIONS AT THE IGNITION SWITCH. ALSO INSPECT PINS AT THE CCN...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008217727

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510335)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J004660168)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011214

Report#: SSV008217727
Open Date: 04/10/2006
Mileage: 857
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 35-45307
Name: HALL DODGE
Address: 3443 VIRGINIA BEACH BLVD
 VIRGINIA BEACH, VA 234524419
Phone: INACTIVE
 757 463-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: OWNER STAES THAT HARD TO START AT TIMES HAS STALLED

Service Action: LOAD TEST POWER FEEDS AND GROUNDS TO PCM. CHECK BATT CABLE CONNECTIONS AND PASS THRU POST ON BULKHEAD. IF OK, ORDER PCM.. TECH SUSPECTS SENSOR AT FAULT AND IT IS AGREED TO REPLACE SENSOR AND RETEST. REPLACED SENSOR.....WAS FINE UNTIL.....WARM UP....NO CODES IN PCM.....LOSS COMMUNICATION WITH ABS...PCM.....TCM.....IN THE OTHER MODULES....\r\nRECREATE CONDITION AND DETERMINE WHICH MODULE IS TAKING DOWN THE BUS..... ORDERED NGC, OUT OF SHR , SPECIAL ORDERED THE DEALER CALL TO ASK WHEN THE PART WOULD BE SHIP. TRANSFER THE CALL. Z OVERNIGHTED.....\r\nORDER NUMBER : 8702** NWK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008227277

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26H [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6146510458)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088560128)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061213

Report#: SSV008227277
Open Date: 04/10/2006
Mileage: 8112
Warr Built Dt: 06/12/2005
Supplier RP:

Zone/Cd: 35-43877
Name: HONDRU CHRYSLER DODGE JEEP RAM
Address: 2005 S MARKET ST
 ELIZABETHTOWN, PA 170229209
Phone: 717 367-6644

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE STALLS AT STOPS AND THE OIL LIGHT COMES ON. THE TECH HAS NOT DUPLICATED THE CONCERN THERE ARE NO CODES STORED. OIL PSI HAS BEEN CHECKED COLD AT 42. THE OIL CHANGES HAVE BEEN PERFORMED AT PROPER INTERVALS. THE TECH HAS NOT REPLACED ANY PARTS AT THIS TIME. THE TECH WAS CALLING TO SEE IF THERE ARE ANY CASES ON THIS ISSUE.

Service Action: THE TECH TO DUPLICATE THE CONCERN. IF THIS CAN NOT BE DUPLICATED DATA RECORD THE DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008217727

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H96 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6332510335)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J004660168)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 011214

Report#: SSV008217727
Open Date: 04/07/2006
Mileage: 857
Warr Built Dt: 01/12/2006
Supplier RP:

Zone/Cd: 35-45181
Name: HALL VIRGINIA BEACH DODGE
Address: 3443 VIRGINIA BEACH BLVD.
 VIRGINIA BEACH, VA 23452
Phone: INACTIVE
 757 463-6100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: OWNER STAES THAT HARD TO START AT TIMES HAS STALLED

Service Action: LOAD TEST POWER FEEDS AND GROUNDS TO PCM. CHECK BATT CABLE CONNECTIONS AND PASS THRU POST ON BULKHEAD. IF OK, ORDER PCM.. TECH SUSPECTS SENSOR AT FAULT AND IT IS AGREED TO REPLACE SENSOR AND RETEST. REPLACED SENSOR.....WAS FINE UNTIL.....WARM UP....NO CODES IN PCM.....LOSS COMMUNICATION WITH ABS...PCM.....TCM.....IN THE OTHER MODULES....\nRECREATE CONDITION AND DETERMINE WHICH MODULE IS TAKING DOWN THE BUS..... ORDERED NGC, OUT OF SHR , SPECIAL ORDERED THE DEALER CALL TO ASK WHEN THE PART WOULD BE SHIP. TRANSFER THE CALL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008222797

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6252510256)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J269561183)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 093018

Report#: SSV008222797
Open Date: 04/06/2006
Mileage: 6250
Warr Built Dt: 09/30/2005
Supplier RP:

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE HAS AN INTERMITTENT DIE OUT WHILE DRIVING , COMING TO A STOP , OR JUST SITTING AT A TRAFFIC LIGHT . DEALER CAN DUPLICATE THE CONCERN ,AND HAS MADE DATA RECORDINGS . RECORDINGS SENT TO DCX.

Service Action:REVIEWING THE DATA RECORDINGS SHOW THE CONTROLLER JUST SHUTTING DOWN . ALL 3 RECORDINGS LOOK THE SAME . ADVISED TECH TO REPLACE THE CONTROLLER ORDERED NGC PER DRIVE, OUT OF MIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008223419

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6073510665)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J082560023)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041201

Report#: SSV008223419
Open Date: 04/06/2006
Mileage: 9874
Warr Built Dt: 04/12/2005
Supplier RP:

Zone/Cd: 70-67569
Name: INTEGRITY CHRYSLER JEEP DODGE
Address: 6770 REDWOOD STREET
 LAS VEGAS, NV 89118
Phone: INACTIVE
 702 870-9793

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: C121C CODE SET. CODE IS INTERMITTANT. TECH PERFORMED TEST BUT CODE WAS NOT ACTIVE AND LED HIM TO PCM.

Service Action: TRANSFER TO DRIVE FOR DIAGNOSTICS MIL ON, ETC, ESP AND ABS LAMPS COME ON. CUSTOMER ALSO COMPLAINS ENGINE DIES AT TIMES. NOT SURE OF CONDITIONS. WILL RESTART AND RUN ROUGH FOR A FEW MOMENTS. TECH HAS NOT DUPLICATED DIE OUT BUT HAS BEEN ABLE TO GET LAMPS TO ILLUMINATE AND CODES TO RESET. MONITOR MAP VOLTAGE WITH DVOM. IF VOLTAGE IS HIGH, CHECK MAP SENSOR SIGNAL AND GROUND WIRES. IF OK, REPLACE SENSOR. IF VOLTAGE IS NO DIFFERENT WHEN PROBLEM IS AND IS NOT PRESENT, REPLACE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008216907

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6073510541)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J076560309)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040521

Report#: SSV008216907
Open Date: 04/04/2006
Mileage: 6610
Warr Built Dt: 04/05/2005
Supplier RP:

Zone/Cd: 71-26337
Name: SHAVER AUTO CENTER
Address: 770 SHOWCASE DRIVE NORTH
 SAN BERNARDINO, CA 92408
Phone: INACTIVE
 909 889-9911

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALL WHILE DRIVING

Service Action:SCANNER TEST MULTIPLE DTC STORED FOR LOST OF COMMUNICATION TO/FROM ECM U0100 ON ABS SHOW C2202.AT 1ST COULD NOT GET THE VEHICLE TO STALLED OR DIES OUT AT DEALERSHIP GOT CUSTOMER OKD FOR EXTENDED ROAD TEST THE VEHICLE STALLED WHILE DRIVING ON THE HIGHWAY AT 65 MPH AND ALL THE WARNING LITE COMES ON DASH.WILL NOT START WAITED FOR ABOUT AN HOUR THE VEHICLE WILL RESTART AND RUN FOR ANOTHER 15 MILES LATER AND IT STALL OUT AGAIN.AT THAT TIMES WITH THE DVOM HOOKED UP TO POWER SUPPLY WIRE SHOWED 12.85VOLTS.THANKS\r\nTECH TO CALL STAR PARTS RESTRICTION. TCM...U-0100.....ABS.....U-0100.....ESM....U-0100.....FCM....U-0100...PERFORMED FLOW CHART....\r\n ORDER NUMBER : 3988** SFR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008148433

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6117510507)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123560752)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051607

Report#: SSV008148433
Open Date: 03/31/2006
Mileage: 2812
Warr Built Dt: 05/16/2005
Supplier RP:

Zone/Cd: 71-43012
Name: CERRITOS DODGE INC
Address: 18803 STUDEBAKER RD
 CERRITOS, CA 907035332
Phone: 562 402-5848
 562 402-5335

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH. STALLS STALLS OUT. NO CODES AR DATA. HAPPENS WHEN COLD OR WARM, INTERMITTENT. CAN HAPPEN WHEN SHIFTING INTO REVERSE. OR DRIVE. DUPLICATED ONLY ONCE.NEEDS DIRECTION/ INFORMATION.VEHICLE RESTARTS OK.

Service Action:ADVISED TECH. TO CHECK FUEL PSI. AND INSTALL STAR MOBILE TO OBTAIN DATA AFTER CONCERN REPEATS.WE CAN THEN REVIEW THE RECORDINGS. CHECK FUEL AMOUNTS IN THE FUEL TANK NO CODES. ENGINE DIED ON TECH WHEN HE PUT IT INTO GEAR THIS MORNING. HE RESTARTED IT, AGAIN PUT IT INTO GEAR AND IT DIED. TECH RESTARTED IT A THIRD TIME, REVVED ENGINE, ALLOWED IT TO RUN FOR A FEW SECONDS THEN SHIFTED INTO DRIVE. ENGINE RAN. TECH SENT RECORDINGS. NO RECORDINGS FOUND ON SERVER YET FOR THIS VEHICLE. TECH TO CHECK PURGE AND EGR VALVE OPERATION. PERFORM ETC RELEARN. IF OK, TECH WILL CHECK AGAIN TOMORROW FOR RECS. SENT OVER WHEN STUMBLING AND HESITION AND ONE WHEN DIED. EXT 4498 562 755-5027 SENT OVER WHEN STUMBLING AND HESITION AND ONE

WHEN DIED. EXT 4498 562 755-5027 REPLACED WIRE LOM REPLACED THE FUEL PUMP, REPLACED THE CMP AND CKP SENSOR. SENT IN STAR MOBILE RECORDING EVERYTHING WENT DEAD. RESTART THE VEHICLE AND THEN IT STARTS FINE. NO RESTARTS SHOWN, NO OTHER DATA. CAR HAS BEEN IN FOR 30 DAYS. CALLED SVC, MANAGER BACK. WE REVIEWED THE DATA SENT AND IT WAS CORRUPTED AND NOT COMPLETE. I REQUESTED THAT A NEW TEMPLATE BE MADE UP WITH RPM>VEH. SPEED, MAP,TPS ALL 02S, ANY ACCESSORIES ON.CTS,,IAT,CKP CMP.HE SAID THAT HE WILL MAKE UP A TEMPLATE AND CALL BACK WHEN THEYBGET DATA ON MONDAY, TO LET US KNOW THAT IT WAS SENT. TRY TO ISOLATE TRANS/CONVERTER DRAGING ENGINE TO STALL VS DRIEABILITY DIEOUT. A

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008211093

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H46H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6123510146)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J130560675)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 052503</p>	<p>Report#: SSV008211093</p> <p>Open Date: 03/29/2006</p> <p>Mileage: 22696</p> <p>Warr Built Dt: 05/25/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-66667</p> <p>Name: DAVID ELLIS CHRYSLER JEEP</p> <p>Address: 21422 ROSCOE BOULEVARD CANOGA PARK, CA 91304</p> <p>Phone: 818 348-7510</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR RUNS ROUGH AND STALL. THE DEALER CAN NOT DUPLICATE IT AND HE COULD NOT TELL IF IT ACTS UP COLD OR WARM.

Service Action: ADVISE HIM TO INSTALL THE STAR MOBILE AND GET A DATA RECORDING OF IT ACTING UP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008199472

Vehicle Information

VIN: 2C3LA73W36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
SRT8 RWD
LXCX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
#:6334520081)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J321560795)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 121021

Repair Information

Report#: SSV008199472
Open Date: 03/22/2006
Mileage: 291
Warr Built Dt: 12/10/2005
Supplier RP:

Dealer Information

Zone/Cd: 71-61595
Name: MC PEEK'S DODGE ANAHEIM
Address: 1221 S AUTO CENTER DR
ANAHEIM, CA 928065634
Phone: 714 635-2340

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment:DIED ON FREEWAY. ENGINE HAS LOUD KNOCK.

Service Action:REVIEW WITH HEMI FFB GROUP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008199484

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA73W3 [REDACTED]	Report#: SSV008199484	Zone/Cd: 71-61595
Model Year: 2006	Open Date: 03/22/2006	Name: MC PEEK'S DODGE ANAHEIM
Make/Model: CHRYSLER	Mileage: 291	Address: 1221 S AUTO CENTER DR
SRT8 RWD	Warr Built Dt: 12/10/2005	ANAHEIM, CA 928065634
LXCX48	Supplier RP:	Phone: 714 635-2340
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser #:6334520081)		
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J321560795)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 121021		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: DIED WHILE DRIVING. TOWED IN HAS BAD KNOCK.. TECH WANTS A NPN MOTOR..

Service Action: RECOMMEND TO PUL PAN AND SEE WHAT IS KNOCKING.. WIL CAL BACK WITH FINDINGS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008126061

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510744)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J146561025)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060412

Report#: SSV008126061
Open Date: 03/17/2006
Mileage: 5888
Warr Built Dt: 06/04/2005
Supplier RP:

Zone/Cd: 66-68756
Name: CHRIS MYERS CHRYSLER-JEEP-DODG
Address: 27161 HIGHWAY 98
 DAPHNE, AL 365264819
Phone: 251 621-8885

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: TECH STATES THAT THE VEHICLE WILL DIE WHILE DRIVING, GAUGES ERRATIC - FLASH PERFORMED AT ANOTHER DEALER. 40 CODES FOR COMMUNICATION.

Service Action: ADVISED TECH TO INSPECT THE FCM FOR WATER INTRUSION, IF OK SUSPECT AN FCM ISSUE. VEHICLE HAS A CONDITION OF INTERMITTENTLY ROUGH IDLE, ACTUALLY STALING OUT WHILE DRIVING, MIL LAMPS COMING ON, INTERIOR CONCERNS. ONCE THE CONDITIONS OCCUR, IF THE VEHICLE IS SHUT OFF AND RESTARTED THE CONCERN IS GONE. CUSTOMER TOOK VEHICLE TO THE DEALER IN THE SOUTH FOR THE CONCERN AND FROM WHAT THE TECH STATES ONE OF THE VEHICLES MODULES WAS FLASHED, WHICH ONE NO BODY KNOWS. TECH STATES THAT HE HAS CODES FROM ALL MODULES INCLUDING THE FCM. ALL COMMUNICATION CODES B AND C BUSS. TECH WAS ADVISED TO DISCONNECT FCM AND RECONNECT AND THEN RECONFIGURE THE FCM. ADVISED THE TECH THAT THERE ARE TOO MANY CONDITIONS BUT IF ITS POSSIBLE WE WILL NEED TO DUPLICATE. ADVISED TECH THAT AFTER THE RECONFIGURED TO LET VEHICLE RUN FOR AN HOUR. LEAVE STAR SCAM CONNECTED AND SEE IF

HE CAN DUPLICATE ANY OF THE CONCERNS. ADVISED TECH THAT IF HE BELIEVES THAT THE FCM IS THE ISSUE, I WILL SEND HIM ONE BUT IF THIS DOES NOT CORRECT THE ISSUE FURTHER DIAGNOSTICS WILL BE NEEDED. TECH TO CALL BACK WITH THE RESULTS. CUSTOMER RETURNED WITH THE CLUSTER ACTING UP AGAIN AND WHILE DRIVING AT 30 MPH THE PARK ASSIST CAME ON. LAST TIME IN TECH DID RECONFIGURE THE FCM AND THE VEHICLE CAME BACK. TECH HAS SEVERAL CODES FOR LOSS COMMUNICATION WITH ALMOST EVERY MODULE. TECH FEELS THE FCM IS THE CONCERN. WILL TRANSFER. CUSTOMER HAS RETURNED WITH THE SAME CONCERN AGAIN.VEHICLE WILL DIE WHILE DRIVING, GAUGES ERRATIC - FLASH PERFORMED AT ANOTHER DEALER. 40 CODES FOR COMMUNICATION, SENDING FCM , ANOTHER TAP ON FCM, CONCERN RESOLVED!!!! FAST TRACKED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008178238

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H9 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6241510026)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J252561001)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091523

Report#: SSV008178238
Open Date: 03/08/2006
Mileage: 698
Warr Built Dt: 09/15/2005
Supplier RP:

Zone/Cd: 42-68107
Name: NEIL HUFFMAN CHRYSLER-JEEP
Address: 4126 SHELBYVILLE ROAD
 LOUISVILLE, KY 402073218
Phone: INACTIVE
 502 897-0601

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINT OF ENGINE QUIT RUNNING WHILE MAKING A RIGHT HAND TURN, NO DTC S.

Service Action: TRANSFERRED TO 06 DRIVE GROUP. 2006 LX 5.7 AUTO. VEHICLE DIES OUT MAKING RIGHT TURNS. TECH CANNOT DUPLICATE. WILL RESTART AND RUN FINE. ONLY HAPPENED ONE TIME TO THE CUSTOMER. DATA RECORD THE DIE OUT USING THE STAR MOBILE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008171080

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H8 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6327511483)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J030660068)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 021115

Report#: SSV008171080
Open Date: 03/03/2006
Mileage: 2
Warr Built Dt: 02/11/2006
Supplier RP:

Zone/Cd: 66-44638
Name: ACCARDI MILROT JEEP CHRYSLER D
Address: 4224 SOUTH HWY 441
 OKEECHOBEE, FL 34974
Phone: INACTIVE
 863 357-0500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:DIED OUT ON PDI LIKE CONVERTER LOCKED UP.TRIED NEW CONVERTER TO NO AVAIL.NO CODES.
Service Action:CHECK VALVEBODY.REVIEW WITH NAG FFB GROUP.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008076118

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H5 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6144510415)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151561149)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060820

Report#: SSV008076118
Open Date: 03/01/2006
Mileage: 137
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 51-44334
Name: SOUTH CHICAGO DODGE CHRYSLER
Address: 7340 S WESTERN AVE
 CHICAGO, IL 606363639
Phone: 773 476-7800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS THE MOTOR DIES AT TIMES. THE DEALER CAN NOT DUPLICATE IT.

Service Action:ADVISE HIM TO INSTALL A STAR MOBIL AND GET A DATA RECORDING OF IT. TECH WAS LOOKING FOR NAG TECH CALLED BACK, GOT THE VEHICLE TO DIE OUT ON TWO OCCASIONS. CODE U0100 IN THE ECM AFTER BOTH DIEOUTS. PERFORMED DIAGNOSTICS FOR THE CODE. LED TO REPLACE THE TCM. THE U CODE NEVER WAS PRESENT AFTER OR DURING ANY OF THE OTHER DIEOUT INSTANCES FOR THE CUSTOMER. IF THE DIAGNOSTICS LED TO THE TCM REPLACEMENT, THEN REPLACE THE TCM. OR AS BEFORE CAPTURE THE DIEOUT ON A DATA RECORDING. TCM WAS REPLACED , VEHICLE STILL HAS SAME CONCERN, NOW VEHICLE HAS DTC OF P1603, TECH PERFORMED FLOWCHART DIAG, CKD RELATED WIRING AND CONNECTORS.
 ORDERED NGC, OUT OF CHI

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008136371

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6269511097)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J280560831)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 101404

Report#: SSV008136371
Open Date: 02/22/2006
Mileage: 1851
Warr Built Dt: 10/14/2005
Supplier RP:

Zone/Cd: 66-66732
Name: GALEANA CHRYSLER DODGE JEEP
Address: 14375 S TAMiami TRl
 FORT MYERS, FL 339121943
Phone: 239 481-2600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS THE MOTOR STALL AT TIMES. THE DEALER CAN NOT DUPLICATE IT.

Service Action:ADVISE HIM TO GET A DATA RECORDING OF IT ACTING UP. TECH SWAPPED FCM FROM ANOTHER VEHICLE AND COULD NO DUPLICATE THE CONCER AFTER TESTING FOR AT LEAST 2 DAYS. THE CUSTOMERS CONCERN ALSO WAS BOTH FRONT WINDOWS WOULD LOCK UP AND NOT MOVE WITH SWITCH. THE REAR WINDOWS WERE OPERATIONAL. WHEN THIS IS HAPPINING THE FCM READS U FAULTS., THE TECH STATES THIS FACT WHEN HE WAS ABLE TO DUPLICATE CONCERN. Tech STATES THAT HE HAS HAD 2 OTHER VEHICLES AT THE DEALER WITH THIS CONCERN AND THE FCM WAS THE FIX. TECH STATES THAT HE CONTACTED ONE CUSTOMER WITH THE CONCERN AFTER ABOUT 4 WEEKS AND CUSTOMER STATES THAT HE HAS NOT HAD A CONCERN SINCE. FAST TRACK THIS PART 239-481-0162 FAX TO GEORGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008152142

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510715)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J047560297)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042512

Report#: SSV008152142
Open Date: 02/21/2006
Mileage: 10057
Warr Built Dt: 04/25/2005
Supplier RP:

Zone/Cd: 51-60093
Name: FOX LAKE CHRYSLER DODGE, INC.
Address: 91 S. ROUTE 12
 FOX LAKE, IL 60020
Phone: INACTIVE
 847 587-6471

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: START AND DIE. REVOKED THE IOD. STARTS AND RUNS.
Service Action: MOST LIKELY STATIC ELECTRICITY. TECH TO SPRAY THE SEATS AND CARPET.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008145406

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6062510349)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066560669)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033015

Report#: SSV008145406
Open Date: 02/17/2006
Mileage: 14717
Warr Built Dt: 03/30/2005
Supplier RP:

Zone/Cd: 42-65859
Name: SWEENEY CHRY-DODGE-JEEP INC
Address: 518 W MAIN ST
 LEBANON, OH 450362097
Phone: 513 932-2717

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEH WILL DIE OUT ON HARD EXCELL,NOTICED IF YOU DONT HAVE PASS SIDE FRT SEATBELT ENGAGED VEH WILL DIE OUT

Service Action:ADDITIONAL INFORMATION : WENT OUT ON A TEST DRIVE AND NOTICED THAT PASS SIDE FRT SEATBELT NOT ON WHEN TAKING OFF.VEH HAS THE ENHANCED SEATBELT WARNING SYSTEM LIGHT HAD CAME ON,THAT S WHEN THE VEH HAD DIED.PUT SEATBELT ON AFTER COMING TO A STOP VEH DIDN T STALL ANYMORE.IS THERE ANY INFO YOU COULD FAX TO ME ABOUT ENHANCE WARNING SYSTEM \nCONTACTED ENGINEERING FOR ASSISTANCE. IT IS ABSOLUTELY IMPOSSIBLE THAT THE ENHANCED SEAT BELT WARNING SYSTEM HAS ANYTHING TO DO WITH THIS ISSUE ON THIS CAR. IT IS A SIMPLE ALGORITHM IN THE CLUSTER THAT FLASHES A SEAT BELT ICON AND SOUNDS A CHIME. AS FAR AS I KNOW THERE IS NOT EVEN A CAN MESSAGE PUT OUT ON THE BUS THAT REFLECTS THE STATUS OF THIS SYSTEM. \nTHIS IS A DRIVEABILITY ISSUE. MAKE DATA RECORDINGS OF THE DIE OUTS AND THEN SEND THEM TO DCX. YOU MAY WANT TO CALL THE STAR CENTER AND TALK TO THE DRIVE GROUP. CLOSED CHECK

FOR ADD ON EQUIPMENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008145222

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H46 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6124510745)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J064561226)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051919

Report#: SSV008145222
Open Date: 02/15/2006
Mileage: 14628
Warr Built Dt: 05/19/2005
Supplier RP:

Zone/Cd: 42-68672
Name: PALACE CHRYSLER JEEP INC
Address: 3800 SOUTH LAPEER RD
 LAKE ORION, MI 483591325
Phone: INACTIVE
 248 393-2222

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE VEHICLE WILL START AND STALL, START AND STALL THEN IT WOULD NOT CRANK. TECH CAN NT DUPLICATE THE CONDITION. THE VEHICLE STARTED RIGHT UP FOR THE CUSTOMER.

Service Action: THERE ARE NO KNOWN ISSUES FOR THIS COMCERN. IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004702161

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H8 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6103510413)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J116560890)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050901</p>	<p>Report#: SSV004702161</p> <p>Open Date: 02/14/2006</p> <p>Mileage: 8092</p> <p>Warr Built Dt: 05/09/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 63-43940</p> <p>Name: ALL STAR DODGE CHRYSLER JEEP R</p> <p>Address: 2590 RANGE PARK DRIVE DENHAM SPRINGS, LA 707263830</p> <p>Phone: 225 665-8266 225 298-8080</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE RUNS ROUGH ,AND STALLSDEALER CAN NOT GET ENGINE TO STALL , BUT SAYS THE IDLE IS ROUGH. FUEL SAMPLE LOOKS GOOD. NOT SETTING ANY CODES .
 \n:RCR10:10/05/2005

Service Action:CHECK ADAPTIVES IF NOT OUT OF RANGEDATA RECORD THE ROUGH IDLE . \n:RCR10:10/05/2005 RUNS ROUGH....P-1414, 1416, 1417..... TECH CALLED BACK, ENGINE RUNNING ROUGH, MIL ON WITH THREE FAULTS. P1414 P1416 P1417 CODES PRESENT. DIAGNOSTICS LED TO PCM REPLACEMENTS. TECH INDICATES THAT THE SOLENOIDS HAVE FINE METAL PARTICLES ALL OVER THEM. ALL SOLENOIDS OHMING OUT AT 10.1 DIAGNOSTICS LED TO PCM REPLACEMENT, WILL REFER TO THE PCM GROUP.
 ORDERED NGC, OUT OF MEM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008137332

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6062510521)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J067560223)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033117

Report#: SSV008137332
Open Date: 02/10/2006
Mileage: 4449
Warr Built Dt: 03/31/2005
Supplier RP:

Zone/Cd: 71-42947
Name: AUTONATION CHRYSLER DODGE JEEP
Address: 200 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:STARTED SMOKING AND DIED. THEN WIL NOT MOVE.. TOWED IN . PULLED PAN AND FULL OF CLUTCH MATERIAL. TORE DOWN AND STATES THE REPAIR IS OVER 70% RULE
Service Action:ORDERED TRANS ASSEMBLY
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008131496

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H0 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6325510082)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J333561412)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 120708</p>	<p>Report#: SSV008131496</p> <p>Open Date: 02/08/2006</p> <p>Mileage: 1981</p> <p>Warr Built Dt: 12/07/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-43084</p> <p>Name: BIG O DODGE CHRYSLER JEEP</p> <p>Address: 2645 LAURENS RD GREENVILLE, SC 296073817</p> <p>Phone: 864 288-5000</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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: THE VEHICLE STALL GOING DOWN THE ROAD. THE DEALER STATES IT HAS CODE FOR ALL THE SENSOR AND THEY ARE ALL VOLTAGE HIGH CODES.

Service Action: ADVISE HIM THE CHECK OUT THE SENSOR GROUND FOR GOING OPEN. TECH STATES HAS 17 DTC S, CLEARED DTC S AND THEY ALL RETURN, CKD ALL RELATED WIRING AND CONNECTORS. Tech UPDATED CONTROLLER SOFTWARE AND PERFORMED VEHICLE RECONFIGURATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 6H114871602AF35

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX [REDACTED]

Report#: 6H114871602AF35

Zone/Cd: 71-42947

Model Year: 2006

Open Date: 02/10/2006

Name: AUTONATION CHRYSLER DODGE JEEP

Make/Model: CHRYSLER

Mileage: 4449

Address: 200 AUTOMALL DR

300C RWD

Warr Built Dt: 03/31/2005

ROSEVILLE, CA 956613001

LXCS48

Supplier RP:

Phone: 800 872-2800

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser

916 781-8100

#:6062510521)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J067560223)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 033117

Service Narrative Information

Evaluator's Comment:F35 Transmission & Drive Train, Transmission/axle fluid leaks. GROUP=F, TYPE=35 260~LX~6H114871~004449~T3652PS~02/10/2006~STARTED SMOKING AND DIED. THEN WIL NOT MOVE.. TOWED IN . PULLED PAN AND FULL OF CLUTCH MATERIAL. TORE DOWN AND STATES THE REPAIR IS OVER 70% RULE~CASE NUMBER : ~8137332

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008119677

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6304510318)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J310560486)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111623

Report#: SSV008119677
Open Date: 02/06/2006
Mileage: 1
Warr Built Dt: 11/16/2005
Supplier RP:

Zone/Cd: 70-66561
Name: HATCH MOTOR COMPANY INC
Address: 870 SOUTH MAIN STREET
 SNOWFLAKE, AZ 85937
Phone: 928 536-7234

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: DIE OUT INTERM WHEN COMING TO A STOP. TECH TRYING TO GET A DATA RECORDING OF CONDITION. WHENEVER CONDITION OCCURS, TECH GETS AND ERROR MESSAGE ON SCAN TOOL WHEN ACTUALLY TAKING RECORDINGS.

Service Action: NEED TO TRY TO TAKE RECORDING WHEN ENGINE IS RUNNING OK AND SEE IF IT WILL RECORD. TECH STATES IT DOES RECORD BUT WHEN DIE OUT OCCURS IT SHUTS DOWN STARSCAN AND ELIMINATES RECORDING. ORDERED NGC OVERNITE PER DLR. 20% CHARGE UNDERSTOOD. VERIFIED P/N

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008118307

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6305510570)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J313561193)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 111817

Report#: SSV008118307
Open Date: 02/01/2006
Mileage: 2300
Warr Built Dt: 11/18/2005
Supplier RP:

Zone/Cd: 51-44302
Name: PIKE COUNTY CHRYSLER CENTER
Address: 200 DECATUR ST
 BARRY, IL 623120137
Phone: INACTIVE
 217 335-2331

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINS ENGINE DIES OUT ON HWY. RAN OUT OF FUEL WITH GAUGE READING 1/2 TANK. TECH PUT IN 5 GAL OF FUEL AND ENGINE STARTED. STARSCAN INDICATED THERE IS FUEL ON RT SIDE OF TANK.

Service Action: TECH TO VERIFY IF THERE IS FUEL ON RT SIDE OF TANK. THE DEALER STATES HE NEEDS A TRANSFER PUMP. ZONE 51 BARRY, IL, 623120137 \n\nVEHICLE STALLED ON ROAD AND TECH ADDED 5 GALS TO GET IT STARTED. TANK IS FULL ON LEFT SIDE AND EMPTY ON RIGHT. ORDERED PRIMARY MODULE PER TECH REQUEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 241738459891

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6062510636)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066561058)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033112

Report#: 241738459891
Open Date: 01/30/2006
Mileage: 3953
Warr Built Dt: 03/31/2005
Supplier RP:

Zone/Cd: 70-24173
Name: DICK HANNAH CHRYSLER JEEP DODG
Address: 3517 NE AUTO MALL DR
 VANCOUVER, WA 986627199
Phone: 800 906-8309
 877 240-1867

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05143561AB		1	3248.00	N	01/01/0001

Labor Information

LOP	LOP Description	Cost	Fail Cd
21002706	NO DESC AVAIL	201.75	F7

Service Narrative Information

Customer Comment:CUSTOMER STATES CHECK ENGINE LIGHT IS ON. AND DIED WHILE ON THE FREEWAY. CUSTOMER STATES CHECK ENGINE LIGHT IS ON. AND DIED WHILE ON THE FREEWAY.

Service Comment:VERIFIED CUSTOMER CONCERN. FOUND THE TORQUE CONVERTER LOCKED UP AND TRANSMISSIVERIFIED CUSTOMER CONCERN. FOUND THE TORQUE CONVERTER
 LOCKED UP AND TRANSMISSI

Service Action:REMOVED AND REPLACED TRANSMISSION. TEST DROVE VEHICLE AND VEHICLE IS OPERATINGREMOVED AND REPLACED TRANSMISSION. TEST DROVE VEHICLE AND
 VEHICLE IS OPERATING

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008102171

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510539)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J067560257)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040104

Report#: SSV008102171
Open Date: 01/20/2006
Mileage: 6441
Warr Built Dt: 04/01/2005
Supplier RP:

Zone/Cd: 63-24050
Name: MACK MASSEY CHRYSLER JEEP DODG
Address: 950 CROCKETT STREET
 EL PASO, TX 799221362
Phone: 915 584-9393

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE WANTS TO DIE OUT AFTER FUEL TANK FILLEDDEALER CAN NOT DUPLICATE . NO LIQUID FUEL IN THE VENT LINES

Service Action:HAVE OWNER DEMO THE CONCERNNO CASES ON FILE .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004763535

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H4 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6122510732)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J130560671)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052503

Report#: SSV004763535
Open Date: 01/16/2006
Mileage: 4941
Warr Built Dt: 05/25/2005
Supplier RP:

Zone/Cd: 42-44537
Name: COURTESY AUTO WORLD INC
Address: 139 BUCKEYE BOULEVARD
 PORT CLINTON, OH 43452
Phone: INACTIVE
 419 732-3176

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED OUT ON CUSTOMER. U11202, U0121, B1859, B2304 B1864, C1508. PERFORMED TEST FOR A COUPLE CODES. RESULTS SAY REPLACE FCM.

\n:MDR55:12/01/2005\n : UCODES : U0121 : LOST COMMUNICATION WITH ANTI-LOCK BRAKE MODULE\n : UCODES : U1508 : IMPLAUSIBLE MESSAGE DATA LENGTH RECEIVED FROM ESM\n : UCODES : U1120 : LOST WHEEL DISTANCE MESSAGE\n : BCODES : B1859 : DRIVER WINDOW POSITION SENSOR POWER SUPPLY HIGH\n : BCODES : B1864 : PASSENGER WINDOW POSITION SENSOR POWER SUPPLY HIGH\n : BCODES : B2304 : WIPER PARK SWITCH INPUT CIRCUIT LOW (STUCK LOW)\n : CCODES : C1508 : LEFT REAR TIRE PRESSURE TRIGGER MODULE PERFORMANCE \n:RAH16:12/02/2005\n : CCODES : C150A : LEFT FRONT TIRE PRESSURE TRIGGER MODULE - VOLTAGE HIGH \n:KS1:12/05/2005\nTECH STATES HE HAS DISCONNECTED THE PCM AND THE BUS DID NOT COME BK. TECH CAN T COMMUNICATE WITH OTHER MODULES THAN JUST THE PCM, TECH IS STATING THE C BUS IS DOWN. TECH HAS DISCONNECTED THE NGC OUT OF THE CAN C AND THE BUS IS AND IT S STILL DOWN. \n:EAM16:12/06/2005\n : UCODES

: U0121 : LOST COMMUNICATION WITH ANTI-LOCK BRAKE MODULE In:SMG5:12/07/2005

Service Action: ORDERED PART PER DAIG. :MDR55:12/01/2005 TECH WAITING FOR FCM :DED12:12/01/2005 TECH HAS REPLACED THE FCM. TECH IS STILL HAVING THE SAME CONDITION. THE VEHICLE WILL START AND RUN AT THIS TIME, BUT THE CLUSTER IS INOP AND THERE IS NO COMMUNICATION WITH ANY OF THE MODULE. TECH STILL HAS THE ABOVE CODES. TECH TO PERFORM STAR SCAN REPORT. :RAH16:12/02/2005 JIM CALLED BACK. HAS SENT THE STAR SCAN REPORT, AND WOULD LIKE TO KNOW THE RESULTS. WILL ASK DG19 TO CALL HIM BACK. :REC4:12/05/2005 DLR TO CHECK THE G300 AND G301 GRD LOCATIONS - DLR TO FIND OUT WHAT MODULE HAS THE CODES AND TO CHECK IF THE CODES CAN BE ERASED.. :KS1:12/05/2005 HAS NO GROUNDS AT BASE OF B PILLARS.HAS PCM IN THE RED AND BODY INTERIOR AND SAFETY IN RED.ABS/TPM/BAS AND AIR BAG LAMPS ALL ON.IS AT 6.04 ON STAR SCAN.WILL UNPLUG THE PCM AND SEE IF HE CAN GET INTO THE ABS/ORC ETC,IF NOT WILL GO TO CAB NEXT AND UNPLUG IT. :RRM4:12/05/2005- TECH WILL CHECK THE G300 AND THE G301 GROUND THAT CAN BE LOCATE NEAR THE PASSANGER AND THE DRIVER B PILLER- TECH WILL CALL BACK AND ASK FOR ME :SMG5:12/05/2005 DLR IS WAITING TO HEAR BACK ABOUT STAR SCAN REPORT :DED12:12/06/2005 4606839AC NEEDS TO BE ORDERED FOR THE PCM - THE PCM HAS ALL KIND OF STICKERS ON IT WE ARE STILL UNABLE TO GO INTO THE NGC - POWER AND GROUNDS HAVE BEEN LOAD TESTED PLEASE ORDER A NGC :SMG5:12/06/2005 TRANS TO ELECTRICAL FOR FURTHER DIAG :EAM16:12/06/2005 DLR TO PERFORM THE TEST FOR ONE OF THE NON REESPONSIVE MODULES - DLR ALSO TO AGAIN PERFORM A VEHICLE RESTORATION. :KS1:12/06/2005 I HAD THE TECH CHECK THE GROUNDS UNDER THE SEAT NOW THE ONLY CODE WE HAVE IS THE U0121 FAULT - THE CAN C BUS LINE TO THE CAB IS DOWN , THERE IS NO VOLTAGE COMING FROM THE PCM FOR THE CAB PLEASE ORDER NGC - ORDER NUMBER 3535** PINS AND WIRES CHECKED :SMG5:12/07/2005 CONTROLLER ORDERED FOR THE TECH DUE TO THE POTENTIAL OF BUYBACK. :KM35:12/07/2005 DLR TO CHECK CONECTORS C200 PIN 10 AND C102 PIN 22 :DED12:12/08/2005 TECH HAS POWER AND GROUNDS TO THE ABS MODULE. RECOMMEND MEASURING VOLTAGE ON THE CAN C WIRES TO THE ABS. SHOULD BE APROX 2.5 PER WIRE. IF OK- POSSIBLE ABS MODULE. :EAW2:12/09/2005 DLR SAYS THE PINS ON THIS VEHICLE FOR THE BUS APPEAR TO BE IN 11-15 FOR THE PINOUTS - THIS VEHICLE IS A 25E ESP VEHICLE - MEASURE THE BUS ON THE HARNESS SIDE AND PLACE THE WIRES IN THE 12-13 ARE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008091895

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6173510327)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J204560524)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080614

Report#: SSV008091895
Open Date: 01/16/2006
Mileage: 905
Warr Built Dt: 08/06/2005
Supplier RP:

Zone/Cd: 70-44894
Name: CHRYSLER JEEP DODGE OF WILSONV
Address: 27490 SW 95TH AVENUE
 WILSONVILLE, OR 97070
Phone: 503 454-2500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER STATES THE VEHICLE DIED WHILE DRIVING AND TOOK SEVERAL ATTEMPS TO RESTART. BROUGHT TO SHOP. CODE U0100, CRANKS BUT WONT START

Service Action:I TEST DROVE THE VEHICLE FIRST. IT STARTED AND RAN AND DROVE OK. USING THE STARSCAN FOUND NO DTC IN ANY MODULES. DID FIND THAT THE PCM HAD A NEWER VERSION AVAILABLE. FLASHED PCM. TEST DROVE AGAIN. RAN FINE. GAVE BACK TO CUSTOMER. THE NEXT DAY, CUST COULD NOT START VEHICLE. WENT TO CUSTOMERS SITE AND SCANED FOUND STORED CODES U0100, U1415,U1414. THE VEHICLE STARTED RIGHT UP FOR ME. PLEASE ADVISE.\n\nANY AFTERMARKET ADD-ONS LIKE THEFT OR REMOTE START SYSTEMS WHICH MODULE WERE U CODES STORED IN NO KNOWN CONCERNS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008088063

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA73W06 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER SRT8 RWD
 LXDX48
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6328520088)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J321560655)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 120705

Report#: SSV008088063
Open Date: 01/12/2006
Mileage: 669
Warr Built Dt: 12/07/2005
Supplier RP:

Zone/Cd: 66-66867
Name: MASSEY-YARDLEY CHRYSLER DODGE
Address: 8401 SE FEDERAL HIGHWAY
 HOBE SOUND, FL 33455
Phone: INACTIVE
 772 546-1800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 6.1 AUTO. ENGINE SPUTTERS ON ACCELERATION AND WILL INTERMITTENTLY DIE OUT AT A STOP. WILL RESTART AND RUN FINE. NO MIL , CODES, AND CANNOT DUPLICATE

Service Action:INSTALL THE STARMOBILE AND CAPTURE THE EVENT ON A DATA RECORDING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004582239

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6062510349)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J066560669)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 033015

Report#: SSV004582239
Open Date: 01/10/2006
Mileage: 215
Warr Built Dt: 03/30/2005
Supplier RP:

Zone/Cd: 42-65859
Name: SWEENEY CHRY-DODGE-JEEP INC
Address: 518 W MAIN ST
 LEBANON, OH 450362097
Phone: 513 932-2717

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIE OUT COMING TO A STOPDEALER CAN NOT FIND A PROBLEM ..., BUT HAS GOT VEHICLE TO DIE OUT . \n:RCR10:06/23/2005

Service Action:CHECK BASIC ADJUSTMENT MAY NEED SOME FRESH FUEL AND A GOOD RUN. INSTALL CO PILOT ,AND GET DATA RECORDINGS OF THE DIE OUT \n:RCR10:06/23/2005
 CONDITION HAS RETURNED. B1A25 AND B1A35 HAVE STORED IN THE WCM. RECOMMEND LOAD TESTING POWER AND GROUNDS TO THE WCM AND REPLACING IF OK. NO
 KNOWN CONCERNS. SKIM CONCERNS WILL NOT CAUSE VEHICLE TO DIE. COULD CAUSE RESTART ISSUES. CHECK POWER AND GROUNDS TO PCM. MAY NEED A
 CONTROLLER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008078827

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6166510213)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J215561260)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 081308

Report#: SSV008078827
Open Date: 01/11/2006
Mileage: 6439
Warr Built Dt: 08/13/2005
Supplier RP:

Zone/Cd: 70-67751
Name: EARNHARDT CHRYSLER JEEP, INC.
Address: 577 E BASELINE RD
 TEMPE, AZ 852831252
Phone: INACTIVE
 480 345-7700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED IN FLIGHT, FOUND PCM NOT COMMUNICATING - NEED TO ORDER

Service Action:TECH TO CALL STAR PARTS RESTRICTION TECH CAN COMMUNICATE WITH ALL OTHER MODULES, TECH CKD ALL RELATED WIRING AND CONNECTORS.\n\nORDERED NGC,
 ORDER#2133**, OUT OF LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008083395

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H56 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6131511094)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J138560730)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 053103

Report#: SSV008083395
Open Date: 01/10/2006
Mileage: 5271
Warr Built Dt: 05/31/2005
Supplier RP:

Zone/Cd: 71-45047
Name: FOOTHILL RANCH CHRYSLER JEEP D
Address: 81 AUTO CENTER DRIVE
 LAKE FOREST, CA 92610
Phone: INACTIVE
 949 471-8000

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
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment:ZONE 71 LAKE FOREST, CA, 92610 \n\nVEHICLE STALLED WHILE DRIVING. PASS SIDE IS HOLDING 4 GALS AND DRIVERS SIDE IS EMPTY.\n\nFUEL IS NOT TRANSFERRING FROM PASS SIDE TO DRIVERS SIDE.

Service Action:ORDERED SECONDARY MODULE PER TECH REQUEST. ORDER # 3395** OUT OF LA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008086943

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510392)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J110560730)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050407

Report#: SSV008086943
Open Date: 01/11/2006
Mileage: 518
Warr Built Dt: 05/04/2005
Supplier RP:

Zone/Cd: 51-23744
Name: MENARD AUTO SALES, INC
Address: 19 MAIN ST
 RUMA, IL 62278
Phone: 618 282-2386
 618 282-3170

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS A START AND STALL. THE DEALER STATES THE MOTOR IS FLOODING OUT.

Service Action:ADVISE HIM TO CHECK OUT THE FUEL INJECTOR FOR DUMPING TO MUCH FUEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008076908

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KK63H0 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6055510622)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088560412)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050521

Report#: SSV008076908
Open Date: 01/06/2006
Mileage: 10612
Warr Built Dt: 05/05/2005
Supplier RP:

Zone/Cd: 42-66924
Name: FOX HILLS CHRYSLER JEEP, INC.
Address: 111 W ANN ARBOR ROAD
 PLYMOUTH, MI 481702290
Phone: INACTIVE
 734 455-8740

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. VEHICLE DIES OUT ON LEFT TURNS ON DECELERATION . TECH DID DUPLICATE THE CONDITION ON A REAL AGGRESSIVE LEFT TURN AND TIP IN . IT WILL START BACK UP AND RUN FINE. FUEL LEVEL ON GAUGE AT 3/4 TANK.

Service Action:SUGGESTED TO DATA RECORD. ADVISED TECH TO CHECK FUEL PRESS. TRANSFER TO DRIVE THE DEALER LET THE CAR SIT OUT SIDE ALL NIGHT AND IT IS STALLING ON ALL TURNS. ADVISE HIM IT SOUND LIKE IT HAS A NGC THE DOES NOT WANT TO OPERATE IS THE COLD. ADVISE HIM TO REPLACE THE NGC. ORDERED NGC PER DRIVE, ORDER#6908**, OUT OF DET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008052074

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H5 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6248510631)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J269560141)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 092803

Report#: SSV008052074
Open Date: 12/29/2005
Mileage: 238
Warr Built Dt: 09/28/2005
Supplier RP:

Zone/Cd: 66-43680
Name: DOTHAN CHRYSLER DODGE JEEP RAM
Address: 4074 ROSS CLARK CIR
 DOTHAN, AL 363035724
Phone: 334 794-0606

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS THE MOTOR WILL STALL WHEN IT COME TO A STOP.

Service Action:THE FLASH THE CONTROLLER AND THE FIX THE PROBLEM. ENGINE TENDS TO STUMBL E ON TIP IN FROM A STOP. NO CODES. TECH IS ABLE TO DUPLICATE CONDITION AT TIMES. DRIVE VEH WITH FUEL PRESSURE GAUGE INSTALLED. SEE IF PRESSU RE FLUCTUATES WHEN CONDITION OCCURS. TECH HAS DONE AN ETC RELEARN ALREA DY. INSTALL DATA RECORDER AND TRY TO RECORD CONDITION. TECH SENT RECS. RECS NOT IN DATABASE YET. TECH TO CALL BACK LATER ON. TECH HUNG UP WHI LE RECORDINGS WERE RETRIEVED. TECH CALLED BACK, CAN DUPLICATE, FLASHED THE PCM. DID NOT HELP. VIEWED RECORDINGS, SHORT TERMS HIGHLY NEGATIVE DURING STUMBLE. POSSIBLE PURGE LOADING. CHECK PURGE CANNISTER AND LIN ES FOR RAW FUEL. WILL TRANSFER. CALLER HUNG UP WHILE HOLDING. WITH PURGE /EGR DISCONNECTED CONDITION IS STILL PRESENT . ONLY ONE RECORDING HEA R . TECH SENT 5 . DATA RECORDINGS DOES NOT SHOW THE DIE OUT , ONLY AN IDLE UNDER

SHOOT . 0/2 SENSORS ARE STAYING RICH ON A CLOSED THROTTLE D ECELERATION. CHECK SPARK PLUGS MAY HAVE AN INJECTION NOT SHUTTING OFF . MAY HAVE A BAD TANK OF FUEL ENGINE IS NOT EVEN BROKEN IN YET. GE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004776098

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GV77316 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 MAGNUM SRT8 RWD
 LXDX49
Engine: ESF-6.1L V8 SRT HEMI ENGINE (Ser
 #:6251520021)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J292561064)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 110401

Report#: SSV004776098
Open Date: 12/13/2005
Mileage: 1140
Warr Built Dt: 11/04/2005
Supplier RP:

Zone/Cd: 35-45027
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 5202 JEFFERSON DAVIS HWY
 FREDERICKSBURG, VA 22408
Phone: 540 898-7200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEH. CUTS OFF AND GUAGS DROP OUT OVER BUMPS CUST.SAW ONLINE FOURMS ABO UT BCM ISSUES. :DJM29:12/13/2005

Service Action:NOT SURE WHAT BCM HAS TO DO WITH ENGINE DYING OUT OVER BUMPS. NO KNOW N CONDITIONS. NEED TO DUPLICATE TO DIAGNOSE. TRY INSTALLING STARMOBI LE AND
 DATA RECORD CONDITION. :DJM29:12/13/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 6H2948520512A

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA43HX6 [REDACTED]

Report#: 6H2948520512A

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 12/16/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 800

Address: 800 CHRYSLER DRIVE

CHARGER RWD

Warr Built Dt: 10/13/2005

AUBURN HILLS, MI 48326-2757

LXDH48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser

#:6224510420)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J277561396)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 101311

Service Narrative Information

Evaluator's Comment: CAR INITIALLY STARTED THEN STALLED. I ATTEMPTED TO RESTART ENGINE, THE STARTER CRANKED BUT IT WOULD NOT START. I REMOVED THE IGNITION KEY AND REINSERTED IT. WEHN I TRIED TO START ENGINER AND IT STARTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004607198

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6124510276)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J130560736)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052413

Report#: SSV004607198
Open Date: 11/29/2005
Mileage: 448
Warr Built Dt: 05/24/2005
Supplier RP:

Zone/Cd: 70-26536
Name: WEST HILLS CHRYSLER JEEP DODGE
Address: 900 W HILLS BLVD
 BREMERTON, WA 983126300
Phone: 360 377-4418

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED WHILE DRIVING ,INDCATOR LIGHTS CAME ON,WAITED RESTARTED,DIED AGAI N THEN THEY TOWED IT IN ON SATURDAY. NO DTC S I CANT GET IT TO DIE I HAVE NO DIRECTION TO GO SINCE NO CODES WERE SET.STARTS AND RUNS FINR F OR ME POSSIBLE SKIM PROBLEM HAVE YOU SEEN SIMILIAR CASES CUSTOMER I S MAD OBVIOUSLY SINCE ITS NEW :DJM29:07/18/2005 NOTICE PROBLEM MOST

Service Action: CHECK REAR PDC IOD FUSES AND DIODES. MAKE SURE THEY ARE ALL PUSHED IN . CHECK PASS THRU POST ON BULKHEAD TO MAKE SURE FASTENER IS TIGHT. I F OK, CHECK WIRING HARNESS BEHIND ENGINE RUNNING OVER TOP OF BELLHOUSI NG TO MAKE SURE THERE ARE NO RUB THRS. INSTALL CO-PILOT TO DATA RECO RD CONDITION IF NECESSARY. :DJM29:07/18/2005 INSTALL STARMOBILE AND DATA RECORD CONDITION. :DJM29:11/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004759135

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6103510593)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J119560295)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051104

Report#: SSV004759135
Open Date: 11/28/2005
Mileage: 1728
Warr Built Dt: 05/11/2005
Supplier RP:

Zone/Cd: 74-68280
Name: WOODHOUSE CHRYSLER JEEP DODGE
Address: 2171 SOUTH HWY 30
 BLAIR, NE 68008
Phone: 402 426-4126

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:INTERMITTENT DIE OUT ,AND MIL LIGHT ON FOR CODES . NEW CAM SENSOR I NSTALLED . : PCODES : P0344 : CAMSHAFT POSITION SENSOR INTERMITTENT : PCODES : P061C
 : ETC RPM PERFORMANCE :RCR10:11/28/2005

Service Action:FOLLOW DIAGNOSTICS FOR THESE CODES :RCR10:11/28/2005 :NH101:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004763000

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3KA63H06F [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6208511031)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J236560570)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 082714</p>	<p>Report#: SSV004763000</p> <p>Open Date: 11/30/2005</p> <p>Mileage: 2741</p> <p>Warr Built Dt: 08/27/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-68128</p> <p>Name: JAMES O'NEAL CHRYSLER DODGE JE</p> <p>Address: 1634 HIGHWAY 27 NORTH BREMEN, GA 30110</p> <p>Phone: 770 537-1737</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
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: STALL WHILE DRIVING. HAS FUEL IN TANK. HAS GOOD PWR AND GND AT PUMP. H AS NO FUEL PRESS. :SEB51:11/30/2005

Service Action: ORDERED PRIMARY MODULE PER TECH REQUEST. :SEB51:11/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H1277710512B

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H96F [REDACTED]

Report#: 6H1277710512B

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 12/01/2005

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 10200

Address: 800 CHRYSLER DRIVE

300C AWD

Warr Built Dt: 04/27/2005

AUBURN HILLS, MI 48326-2757

LXFS48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6096510980)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J049561117)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 042700

Service Narrative Information

Evaluator's Comment: ON TWO OR THREE OCCASIONS, THE ENGINE STALLED WHILE SITTING A STOP LIGHT . THIS OCCURRED OVER THE PERIOD OF A FEW MONTHS.

Service Action: IT HAS NOT HAPPENED OFTEN ENOUGH TO BRING IT IN FOR REPAIR. I PLAN TO M ENTION NEXT TIME THE CAR IS BROUGHT IN FOR SERVICE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H1286230512A

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]

Report#: 6H1286230512A

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 12/01/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 11221

Address: 800 CHRYSLER DRIVE

CHARGER R/T RWD

Warr Built Dt: 06/01/2005

AUBURN HILLS, MI 48326-2757

LXDP48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6136510130)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J144560095)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 060112

Service Narrative Information

Evaluator's Comment: DRIVING ON TELEGRAPH MONDAY MORNING, HIT LARGE POT HOLE OR SOMETHING IN ROAD WHILE CHANGING LANES. AFTER DOING SO, WAS GOING TO PULL OVER TO CHECK DAMAGE TO WHEELS/TIRES WHEN VEHICLE STARTED TO DIE OUT. MADE IT TO THE SIDE OF THE ROAD AND THE VEHICLE WOULD NOT RESTART - IT WOULD CRANK, START FOR A BRIEF MOMENT, THEN DIE OUT. HAD VEHICLE TOWED TO DEALER FOR

Service Action: REPLACED BROKEN LEFT FUEL PUMP. CLEARED ALL CODES AND REPROGRAMMED KEY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004607198

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6124510276)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J130560736)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052413

Report#: SSV004607198
Open Date: 11/29/2005
Mileage: 448
Warr Built Dt: 05/24/2005
Supplier RP:

Zone/Cd: 70-26536
Name: WEST HILLS CHRYSLER JEEP DODGE
Address: 900 W HILLS BLVD
 BREMERTON, WA 983126300
Phone: 360 377-4418

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED WHILE DRIVING ,INDCATOR LIGHTS CAME ON,WAITED RESTARTED,DIED AGAI N THEN THEY TOWED IT IN ON SATURDAY. NO DTC S I CANT GET IT TO DIE I HAVE NO DIRECTION TO GO SINCE NO CODES WERE SET.STARTS AND RUNS FINR F OR ME POSSIBLE SKIM PROBLEM HAVE YOU SEEN SIMILIAR CASES CUSTOMER I S MAD OBVIOUSLY SINCE ITS NEW :DJM29:07/18/2005 NOTICE PROBLEM MOST

Service Action: CHECK REAR PDC IOD FUSES AND DIODES. MAKE SURE THEY ARE ALL PUSHED IN . CHECK PASS THRU POST ON BULKHEAD TO MAKE SURE FASTENER IS TIGHT. I F OK, CHECK WIRING HARNESS BEHIND ENGINE RUNNING OVER TOP OF BELLHOUSI NG TO MAKE SURE THERE ARE NO RUB THRUS. INSTALL CO-PILOT TO DATA RECO RD CONDITION IF NECESSARY. :DJM29:07/18/2005 INSTALL STARMOBILE AND DATA RECORD CONDITION. :DJM29:11/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004759135

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6103510593)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J119560295)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051104

Report#: SSV004759135
Open Date: 11/28/2005
Mileage: 1728
Warr Built Dt: 05/11/2005
Supplier RP:

Zone/Cd: 74-68280
Name: WOODHOUSE CHRYSLER JEEP DODGE
Address: 2171 SOUTH HWY 30
 BLAIR, NE 68008
Phone: 402 426-4126

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: INTERMITTENT DIE OUT ,AND MIL LIGHT ON FOR CODES . NEW CAM SENSOR I NSTALLED . : PCODES : P0344 : CAMSHAFT POSITION SENSOR INTERMITTENT : PCODES : P061C
 : ETC RPM PERFORMANCE :RCR10:11/28/2005

Service Action: FOLLOW DIAGNOSTICS FOR THESE CODES :RCR10:11/28/2005 :NH101:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004742034

Vehicle Information

Repair Information

Dealer Information

VIN: ██████████ Model Year: 2006 Make/Model: DODGE CHARGER R/T RWD LXDP48 Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6248510090) Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J188560612) Plant: BRAMPTON ASSEMBLY PLANT MDH: 092909	Report#: SSV004742034 Open Date: 11/11/2005 Mileage: 28 Warr Built Dt: 09/29/2005 Supplier RP:	Zone/Cd: 42-42643 Name: HUBLER DODGE INCORPORATED Address: 8202 U.S. 31 SOUTH INDIANAPOLIS, IN 46227 Phone: INACTIVE 317 885-3634
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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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE LOSSES POWER AT CRUISE SPEED. : UCODES : U01 00 : LOST COMMUNICATION WITH ECM/PCM TECH STATES THE VEHICLE WILL DIE AND HE HAS TO WAIT TO START A COUPLE OF MINUTES, WHEN HE RESTARTS IT THE U0100 CODES ARE IN THE ABS, TCM, FCM. :EAM16:11/09/2005 TECH S TATES HE HAS CHECKED ALL RELATED WIRING AND FOUND TO BE OK :EAM16:1

Service Action: ADVISED TECH TO CONNECTORS, POWER AND GROUND :EAM16:11/09/2005 ORDE RED NGC :EAM16:11/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004738899

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6096510691)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J101560938)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042701

Report#: SSV004738899
Open Date: 11/07/2005
Mileage: 14482
Warr Built Dt: 04/27/2005
Supplier RP:

Zone/Cd: 66-42332
Name: MORGAN MOTORS INC
Address: 3601 HILLSBOROUGH
 DURHAM, NC 27705
Phone: INACTIVE
 919 383-2531

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment: TRANS LEAKING OUT THE SOL.PACK CONNECTOR , ANY KNOWN PROBLEMS :SC C2:11/07/2005

Service Action: ADVISED NO KNOWN PROBLEMS , REPAIR AS NEEDED :SCC2:11/07/2005 ALSO WE HAVE A STALLING WHEN TAKING OFF FROM A STOP - CHECK TO SEE IF THER E ARE ANY
 CODE - CHECK FOR FUEL IN THE CANISTER :SMG5:11/07/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004739743

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H0 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6203510687)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J181560736)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 082012

Report#: SSV004739743
Open Date: 11/07/2005
Mileage: 700
Warr Built Dt: 08/20/2005
Supplier RP:

Zone/Cd: 66-26318
Name: ST PETE JEEP CHRYSLER PLYMOUTH
Address: 2500 34TH STREET NORTH
 ST PETERSBURG, FL 337133697
Phone: INACTIVE
 727 323-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: STALLED, SET 15 DTCS FOR COMMUNICATION . . . :CAD1:11/07/2005
Service Action: RECORD DTCS, CHECK FCM CONNECTORS, MAIN ENGINE GROUNDS. :CAD1:1 1/07/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004740629

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6059510723)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J049560521)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041814

Report#: SSV004740629
Open Date: 11/08/2005
Mileage: 10589
Warr Built Dt: 04/18/2005
Supplier RP:

Zone/Cd: 66-23962
Name: DADE JEEP CHRYSLER
Address: 15895 S DIXIE HWY
 MIAMI, FL 33157
Phone: INACTIVE
 305 254-5337

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAME IN FOR A DIE OUT COMMING TO A STOP . :SMG5:11/08/2005
Service Action: CHECK FUEL TO SEE IF IT TRANSFERING FROM TANK TO TANK :SMG5:11/08/20 05
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004742257

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
300C RWD
LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6172510196)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J207561104)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 080921

Report#: SSV004742257
Open Date: 11/09/2005
Mileage: 1350
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 35-67676
Name: MALL CHRYSLER INC
Address: 587 ROUTE 38
MAPLE SHADE, NJ 08052
Phone: INACTIVE
856 722-8900

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
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:TECH STATES WHEN YOU TAP ON THE NGC THE VEHICLE WILL STALL. TECH HAS CHECKED ALL RLEATED WIRING. :EAM16:11/09/2005

Service Action:ORDERED NGC :EAM16:11/09/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004728281

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H2 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060511128)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088560288)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050902

Report#: SSV004728281
Open Date: 10/31/2005
Mileage: 5000
Warr Built Dt: 05/09/2005
Supplier RP:

Zone/Cd: 35-05002
Name: FRANK C VIDEON INC
Address: 4951 W CHESTER PIKE
 NEWTOWN SQUARE, PA 190732214
Phone: 610 356-4324
 610 356-7000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT WHILE DRIVING. HAPPENS AT ANY TIME. NO CODES. TECH HAS BEEN ABLE TO DUPLICATE CONDITION. ENGINE WILL RESTART RIGHT AWAY AFTER DIE OUT. TECH HAS STARMOBILE RECS OF CONDITION. :DJM29:10/27/ 2005

Service Action:TECH WILL SEND RECS UP, CALL BACK LATER. :DJM29:10/27/2005 STALLS O UT WILL RESTART NO FAULT CODES IDLE SURGES SOMETIMES BEFORE STALLING, CHECK FAULTS NONE. CHECK WIRING BY MOVING HARNESS NO CHANGE CD: SEND IN DATA RECORDINGS. . . :CAD1:10/27/2005 I VIEWED RECORDINGS, IN CONCLUSIVE. THE VEHICLE DID NOT DIE OUT ON THE RECORDINGS. NOT ENOU GH PERTINENT SENSORS TO EVALUATE THE DIEOUT. CAPTURE THE COMPLAINT WI TH THE APPROPRIATE SENSORS THAT WOULD DOCUMENT SURGING AND OR DIEOUT. :ML29:10/28/2005 NOT ABLE TO SEE DIE OUT IN ANY RECORDINGS, ALTHOU GH IT LOOKS LIKE PCM GOES NO RESPONSE AND ALL DATA DROPS OUT. TECH SA YS ENGINE DIED DURING EACH RECORDING. TECH TO CHECK POWER FEEDS, GROU NDS TO PCM. IF ALL OK, REPLACE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004733204

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H0 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6241510276)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J181560285)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 091915

Report#: SSV004733204
Open Date: 11/02/2005
Mileage: 423
Warr Built Dt: 09/19/2005
Supplier RP:

Zone/Cd: 66-26318
Name: ST PETE JEEP CHRYSLER PLYMOUTH
Address: 2500 34TH STREET NORTH
 ST PETERSBURG, FL 337133697
Phone: INACTIVE
 727 323-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:OWMER STATES VEHICLE DIED WHILE DRIVEING DOWN THE HIGHWAY, LOTS OF LOS OF COMMUNICATION WITH PCM :DED12:11/01/2005

Service Action:DLR TO CHECK POWER, GROUNDS AND BUS COMMUNICATION TO PCM IF GOOD REPLA CE PCM :DED12:11/01/2005 TECH IS REPLACING THE PCM AND HE WANTS OT KNOW
 WHAT TSB TO USE TO REPROGRAM THE NGC CONTROLER. :RAH16:11/02/20 05

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004721609

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510235)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083560561)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041403

Report#: SSV004721609
Open Date: 10/21/2005
Mileage: 5000
Warr Built Dt: 04/14/2005
Supplier RP:

Zone/Cd: 66-23962
Name: DADE JEEP CHRYSLER
Address: 15895 S DIXIE HWY
 MIAMI, FL 33157
Phone: INACTIVE
 305 254-5337

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. VEHICLE STALLS OUT WHILE HE WAS DRIVING. RESTARTS AND RUNS FINE. TECH COULD NOT DUPLICATE, REFLASHED THE CONTROLLER. VEHICLE CAME BACK, DYING OUT WHEN COMING TO A QUICK STOP, WILL REST ART AND RUN FINE. TECH CANNOT DUPLICATE THIS EITHER. :ML29:10/21/2 005

Service Action:CAPTURE THE DIEOUT ON A RECORDING USING THE STARMOBILE. :ML29:10/21 /2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004713255

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06F [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6089510531)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J089560435)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041809

Report#: SSV004713255
Open Date: 10/18/2005
Mileage: 1795
Warr Built Dt: 04/18/2005
Supplier RP:

Zone/Cd: 51-62142
Name: CHRYSLER WEST
Address: 14754 MANCHESTER RD
 BALLWIN, MO 630113747
Phone: INACTIVE
 636 227-5810

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED AND WILL NOT START. :DB194:10/14/2005 ENGINE RUNNING R OUGH AND DIED, MIL ON. NO CRANK, NO START. TRIED SEVERAL TIMES THEN IT FINALLY STARTED. ENGINE HAS DOZENS OF CODES IN PCM, TCM, FCM, SCCM , WCM, ESM, ABS AND PTS. MOST ARE BUS/COMMUNICATION FAULTS. DID HAVE 4 FAULTS IN PCM OF INTEREST. : PCODES : P0171 : 77 : 1/1 FUEL SYST

Service Action:TRANSFERRED CALLER TO THE STAR NORTH. :DB194:10/14/2005 CHECK CONNE CTIONS AT FCM FOR MOISTURE. CHECK FUEL PRESSURE, FAN OPERATION. IF O K, ERASE FAULTS AND TEST DRIVE VEHICLE. :DJM29:10/14/2005 DLR CANT RECONFIGURE FCM AFTER REPLACED :DED12:10/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004721609

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6066510235)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083560561)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041403

Report#: SSV004721609
Open Date: 10/21/2005
Mileage: 5000
Warr Built Dt: 04/14/2005
Supplier RP:

Zone/Cd: 66-23962
Name: DADE JEEP CHRYSLER
Address: 15895 S DIXIE HWY
 MIAMI, FL 33157
Phone: INACTIVE
 305 254-5337

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. VEHICLE STALLS OUT WHILE HE WAS DRIVING. RESTARTS AND RUNS FINE. TECH COULD NOT DUPLICATE, REFLASHED THE CONTROLLER. VEHICLE CAME BACK, DYING OUT WHEN COMING TO A QUICK STOP, WILL REST ART AND RUN FINE. TECH CANNOT DUPLICATE THIS EITHER. :ML29:10/21/2 005

Service Action:CAPTURE THE DIEOUT ON A RECORDING USING THE STARMOBILE. :ML29:10/21 /2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004728281

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LK63H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C AWD
 LXFS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060511128)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J088560288)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050902

Report#: SSV004728281
Open Date: 10/27/2005
Mileage: 5000
Warr Built Dt: 05/09/2005
Supplier RP:

Zone/Cd: 35-05002
Name: FRANK C VIDEON INC
Address: 4951 W CHESTER PIKE
 NEWTOWN SQUARE, PA 190732214
Phone: 610 356-4324
 610 356-7000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ENGINE DIES OUT WHILE DRIVING. HAPPENS AT ANY TIME. NO CODES. TECH HAS BEEN ABLE TO DUPLICATE CONDITION. ENGINE WILL RESTART RIGHT AWAY AFTER DIE OUT. TECH HAS STARMOBILE RECS OF CONDITION. :DJM29:10/27/ 2005

Service Action:TECH WILL SEND RECS UP, CALL BACK LATER. :DJM29:10/27/2005 STALLS O UT WILL RESTART NO FAULT CODES IDLE SURGES SOMETIMES BEFORE STALLING, CHECK FAULTS NONE. CHECK WIRING BY MOVING HARNESS NO CHANGE CD: SEND IN DATA RECORDINGS. . . :CAD1:10/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6H1276990510B

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H86 [REDACTED]

Report#: 6H1276990510B

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 10/26/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 10125

Address: 800 CHRYSLER DRIVE

CHARGER R/T RWD

Warr Built Dt: 04/26/2005

AUBURN HILLS, MI 48326-2757

LXDP48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6087510348)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J101560925)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 042602

Service Narrative Information

Evaluator's Comment: THE CAR HAS STALLED TWICE WITHIN A 2 MILE RANGE. I FILLED THE TANK UP AND WITHIN THE NEXT TWO MILES, THE CAR STALLED TWICED. IT HASN'T DONE IT SINCE...MAYBE BAD GAS

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004704674

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510131)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J080560535)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061114

Report#: SSV004704674
Open Date: 10/11/2005
Mileage: 5668
Warr Built Dt: 06/11/2005
Supplier RP:

Zone/Cd: 32-61904
Name: BRIDGE CHRY-JEEP-DODGE
Address: 283 NORTH FRANKLIN ST
 HEMPSTEAD, NY 11550
Phone: INACTIVE
 516 483-2700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: MIL LAMP ON AND TACH WENT DEAD THEN ENGINE QUIT STARTING. PULLED IOD FO R 3 MINUTES AND REINSTALLED TO NO AVAIL. IN FCM HAS U1107/U0001/U0019 : UCODES : U1107 : ECU IN SINGLE-WIRE MODE : UCODES : U0001 : CAN C BUS : UCODES : U0019 : CAN B BUS :RRM4:10/07/2005 WHEN THE TCM W AS DISCONNECTED AND EVERYTHING CAME BACK TO LIFE. THE NEW TCM INSTALL

Service Action: IF BATTERY IS FULLY CHARGED AND CHARGING SYSTEM IS GOOD THEN ADVISED T O REPLACE PCM AS THIS IS ONLY MODULE THAT CAN CAUSE THE ENGINE TO ACTU ALLY QUIT RUNNING. :RRM4:10/07/2005 ORDERED NGC3 PER ELECTRICAL. :BJ485:10/07/2005 TEST LED TO PERFORM TCM REPLACEMENT PROCEDURE AND T ECH NOR I COULD FIND IT. TRANSFER TO TRANSMISSION GROUP. :RKR:10/11 /2005 TECH SAID HE IS GETTING AND ERROR CODE WHEN HE TRIES TO INITIAL IZE EGS-52. ADVISED TECH TO GET THE ERROR CODE IF POSSIBLE. :SAM1 8:10/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004705891

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX6 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6140510321)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J153560793)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060821

Report#: SSV004705891
Open Date: 10/10/2005
Mileage: 3866
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 32-44078
Name: RALLYE AUTOPLAZA INC
Address: 563 ROUTE 17M
 MONROE, NY 10950
Phone: INACTIVE
 845 783-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
09	ENGINE	0.00	

Service Narrative Information

Customer Comment: STALLED.. TECH FOUND 7 PISTON CAME APART.. STATES CYLINDER WALLS SCORE D BADLY..SEEN WITH BORE SCOPE :PMS18:10/10/2005
Service Action: ORDERED SHORT BLOCK.. TECH WILL REMOVE AND CK HEADS, LOOK FOR BROKEN S PRING, CK INTAKE FOR DEBRIS :PMS18:10/10/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004708774

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX6H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6060511064)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J083560028)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 041300

Report#: SSV004708774
Open Date: 10/13/2005
Mileage: 486
Warr Built Dt: 04/13/2005
Supplier RP:

Zone/Cd: 42-26742
Name: CHRYSLER-JEEP OF NORTH OLMSTED
Address: 27500 LORAIN ROAD
 NORTH OLMSTED, OH 440704081
Phone: INACTIVE
 440 777-8200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
14	FUEL SYSTEM	0.00	

Service Narrative Information

Customer Comment: OWNERS VEHICLE DIE OUT WHILE DRIVINGPUT SOME FUEL IN THE VEHI CLE AND ENGINE STARTED . TANK WAS BELOW 1/4 TANK WHEN ENGINE STALLED .
 :RCR10:10/11/2005 PRIM HAS LITTLE SECONDARY IS DRY. RIGHT SIDE I S 3.0 VOLTS LEFT SIDE 5.8 V :MGB44:10/11/2005 :SEB51:10/13/2005

Service Action: CHECK FUEL LEVELS ON BOTH TANKSMAY JUST HAVE RUN OUT OF FUEL . :RCR10:10/11/2005 ORDERED ON ORDER NUMBER 8774** OUT OF CLEVELAND
 :MGB44:10/11/2005 ORDERED SECONDARY MODULE PER TECH REQUEST. :S EB51:10/13/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004709070

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6110510611)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J123560856)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051615

Report#: SSV004709070
Open Date: 10/11/2005
Mileage: 3923
Warr Built Dt: 05/16/2005
Supplier RP:

Zone/Cd: 42-67715
Name: UNIVERSITY PARK CHRYSLER PLYMO
Address: 5210 NORTH GRAPE ROAD
 MISHAWAKA, IN 465451345
Phone: INACTIVE
 574 271-4145

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:THE VEHICLE DIED WHILE DRIVING ON THE HIGHWAY AND THERE WERE CODE FOR COMMUNICATION ISSUE IN ALL THE MODULES. TECH TAPPED ON THE IPM AND TH E
 VEHICLE STARTED AND RAN. :RAH16:10/11/2005

Service Action:IT COULD BE A FCM OR IPM INTERNAL ISSUE. IT MAY BE NECESSARY TO DRIVE THE VEHICLE AND DUPLICATE THE CONDITION. :RAH16:10/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004711427

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6075510019)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J074560271)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040707

Report#: SSV004711427
Open Date: 10/13/2005
Mileage: 12855
Warr Built Dt: 04/07/2005
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
21	TRANSMISSION	0.00	

Service Narrative Information

Customer Comment:MIL ON, VEHICLE STALL OUT .. P0730, 0732.. TECH STATE WHINING, :PMS 18:10/13/2005

Service Action:WILL TEAR DOWN TRRANS AND INSPECT.. SEE TSB 21-18-05.. WILL NEED TO RE PLACE CONVERTER, FILTER, DIPSTICK SEAL, FLUSH COOLER :PMS18:10/13/20 05 *JUNK IN OIL PAN.TEAR DOWN TO REPAIR PER 70% RULE. WANTS TO REVIEW FINDINGS WITH NAG FFB GROUP. :GCK1:10/13/2005 TECH WILL REPLACE PU MP, CONVERTER INSPECT TCC SOLOINOID IN VALVE BODY. TECH WILL CALL BCK I F NEC. :JDM123:10/13/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004705000

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H96 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6087510155)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J097570960)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042214

Report#: SSV004705000
Open Date: 10/07/2005
Mileage: 1500
Warr Built Dt: 04/22/2005
Supplier RP:

Zone/Cd: 70-43519
Name: DESERT CHRYSLER JEEP DODGE
Address: 4701 WEST SAHARA
 LAS VEGAS, NV 891023511
Phone: INACTIVE
 702 221-0000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment: STALLING GOING TO A STOP :SMG5:10/07/2005
Service Action: TECH WILL CHECK FOR RAW IN THE CANISTER :SMG5:10/07/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004698720

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132511019)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J154560609)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060804

Report#: SSV004698720
Open Date: 10/03/2005
Mileage: 3126
Warr Built Dt: 06/08/2005
Supplier RP:

Zone/Cd: 71-44517
Name: DODGE-CHRY-JEEP OF VACAVILLE
Address: 681 ORANGE DRIVE
 VACAVILLE, CA 95687
Phone: 707 449-8900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. DRIVING ON THE FREEWAY, VEHICLE DIED OUT. RESTART ED AND RAN FINE. NO CODES PRESENT. TECH CANNOT DUPLICATE THE CONDITI ON. NO CODES IN ANY MODULES. TECH FOUND THE MAIN ZENIOR DIODE IN THE PDC WAS LOOSE. COULD THIS CAUSE THIS MYSTERY DIEOUT WHAT DOES THI S DIODE DO AND IF IT WAS NOT INSTALLED OR LOOSE., WHAT WOULD THIS CAU

Service Action:E MAIL THE TECH BACK WITH AN BENHANAVI INTEGRITY.COM IF I FOUND OUT A NYTHING. :ML29:10/03/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 6H1219340510A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H56H [REDACTED]

Report#: 6H1219340510A

Zone/Cd: 70-60167

Model Year: 2006

Open Date: 10/13/2005

Name: LITHIA CHRYSLER JEEP DODGE OF

Make/Model: CHRYSLER

Mileage: 12855

Address: 4470 CERRILLOS RD.

300C RWD

Warr Built Dt: 04/07/2005

SANTA FE, NM 87507

LXCS48

Supplier RP:

Phone: 505 473-1234

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser

#:6075510019)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J074560271)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 040707

Service Narrative Information

Evaluator's Comment:260~LX~6H121934~012855~T3652PS~10/13/2005~MIL ON, VEHICLE STALL OUT .. P 0730, 0732.. TECH STATE WHINING, :PMS18:10/13/2005~CASE NUMBER : ~471 1427

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413831730861

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H66 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6138510140)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J151560828)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060720

Report#: 413831730861
Open Date: 10/08/2005
Mileage: 2253
Warr Built Dt: 06/07/2005
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
85410900	DIAGNOSTIC LOP, SPECIAL LOP, ENGINE, NON-LOP	30.08	Y4

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT ; THE ENGINE SHAKES AND STALLS AT STOPS JUST PURCHA

Service Comment:COULD NOT DUPLICATE PROBLEM,TEST DRIVE 5 MILE AND VEHICLE DID NOT STALL

Service Action:NONE AT THIS TIME PERFORMED QUICK LEAN ON COMPUTER

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004686076

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2B3KA53H56H [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: DODGE CHARGER R/T RWD LXDP48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6166510508)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J179560863)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 072506</p>	<p>Report#: SSV004686076</p> <p>Open Date: 09/22/2005</p> <p>Mileage: 1141</p> <p>Warr Built Dt: 07/25/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-60152</p> <p>Name: CLOVERLEAF CHRYSLER DODGE OF</p> <p>Address: 1110 HIGHWAY 31 SOUTH ATHENS, AL 35611</p> <p>Phone: INACTIVE 256 232-8787</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE MOTOR WILL STALL AT TIMES, THE DEALER CAN NOT DUPLICATE IT. :TEP1:09/22/2005

Service Action: ADVISE HIM TO STAR MOBILE ON THE VEHICLE AND WHEN IT ACTS UP GET A DAT A RECORDING OF IT. :TEP1:09/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004637671

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H7 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510802)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560078)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062012

Report#: SSV004637671
Open Date: 09/12/2005
Mileage: 1266
Warr Built Dt: 06/20/2005
Supplier RP:

Zone/Cd: 63-60126
Name: FINNEGAN CHRYSLER JEEP
Address: 25503 TOMBALL PARKWAY
 TOMBALL, TX 773757711
Phone: INACTIVE
 281 351-8800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:EPS/BAS LIGHT ON... CAR WOULD SHAKE AND STALL, TURN OFF AND STARTUP WI TH NO PROBLEMS... TECH UPDATED ALL MODULES... CAR IS DEAD NOW... ABOUT 30 CODES... MOST ECM... SHOWING NO VIN KNOWN... NO COMM WITH PCM/TCM/ ABS... ALL OTHER MODULES ARE ACTIVE... TECH DID PROGRAM VIN. :BJ485: 08/11/2005 MIL ON, BAS LAMP ON. : PCODES : P2112 : ELECTRONIC THR

Service Action:ORDERED NGC3. :BJ485:08/11/2005 CD: PREFORM TSB: 18-009-04 TO UPDAT E GENERIC NGC. :CAD1:08/16/2005 ENGINEERING INVESTIGATING. : DJM29:09/09/2005 THE TECH ADVISE CALL TO ASK WHAT WE TOLD THE DEALER. :TEP1:09/12/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004655395

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510344)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J175560876)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070113

Report#: SSV004655395
Open Date: 09/07/2005
Mileage: 41
Warr Built Dt: 07/01/2005
Supplier RP:

Zone/Cd: 42-62224
Name: GANLEY CHRYSLER-JEEP INC
Address: 6780 PEARL ROAD
 MIDDLEBURG HGTS, OH 441303627
Phone: INACTIVE
 440 845-3200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
05	BRAKES	0.00	

Service Narrative Information

Customer Comment: FAX INFO - CUSTOMER WAS PICKING NEW VEHICLE UP. SALESMAN WENT TO FUEL VEHICLE & CLUSTER GUAGES & LAMPS STARTING GOING CRAZY & VEHICLE DIED. AFTER A FEW MINUTES VEHICLE RESTARTED & THEY BROUGHT VEHICLE BACK TO DEALERSHIP. USED STAR SCAN & VEHICLE HAD 32 DIFFERENT FAULT CODES. MOST FAULT CODES WERE COMMUNICATION LOSS ERRORS. TRIED TO CLEAR FAULT CODE

Service Action: CALLED DEALER - ADVISED TO RECONFIGURE FCM :TH311:08/26/2005 WHAT PART NUMBER ARE YOU SEEKING, AN ABS MODULE OR NGC CONTROLLER :TH311:0 9/02/2005 WHAT IS WRONG WITH THE PCM AND ABS MODULES YOU SAID YOU RECONFIGURED FCM AND ALL WAS WELL PER PREVIOUS FAX. PLEASE DOCUMENT ALL 26 FAULT CODES AND THE DIAGNOSTICS THAT LEAD TO THE REPLACEMENT OF BOTH THESE MODULES TOGETHER. THANK YOU. :TH311:09/07/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004631726

Vehicle Information

Repair Information

Dealer Information

VIN: [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER
300C RWD
LXCS48

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6101510347)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J110560118)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 050409

Report#: SSV004631726

Open Date: 08/30/2005

Mileage: 2012

Warr Built Dt: 05/04/2005

Supplier RP:

Zone/Cd: 70-68737

Name: CHAPMAN CHRYSLER JEEP LLC

Address: 930 AUTO SHOW DR
HENDERSON, NV 89014

Phone: 702 558-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECH WONDERING ABOUT USE OF E85 FUEL. :DJM29:08/08/2005

Service Action:AS A GENERAL RULE, CHECK UNDER GAS DOOR. IF IT SAYS E85, YOU CAN USE E85. IF IT DOES NOT, DON T USE E85. :DJM29:08/08/2005 SHUTS DOWN WHEN DRIVING , CHECK FUEL, :SMG5:08/30/2005 GET RECORDINGS OF THE DIE OUT :RCR10:08/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004662058

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H86 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6132510427)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J132560098)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052606

Report#: SSV004662058
Open Date: 09/01/2005
Mileage: 4284
Warr Built Dt: 05/26/2005
Supplier RP:

Zone/Cd: 70-67569
Name: INTEGRITY CHRYSLER JEEP DODGE
Address: 6770 REDWOOD STREET
 LAS VEGAS, NV 89118
Phone: INACTIVE
 702 870-9793

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. WHEN STOPPED IN GEAR IT WILL IDLE ROUGH AND DIE O UT. HOWEVER, IT DOES IDLE A LITTLE ROUGH. CUSTOMER STATES IT WILL RESTART AND RUN FINE. TECH DID NOT DUPLICATE THE DIEOUT CONDITION. TH IS VEHICLE IS EQUIPPED A REMOTE STARTER. :ML29:09/01/2005

Service Action:IS THE CONDITION FUEL LEVEL RELATED INSTALL THE STAR MOBILE AND REC ORD THE CONDITION. :ML29:09/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004631726

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510347)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J110560118)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050409

Report#: SSV004631726
Open Date: 08/30/2005
Mileage: 2012
Warr Built Dt: 05/04/2005
Supplier RP:

Zone/Cd: 70-68737
Name: CHAPMAN CHRYSLER JEEP LLC
Address: 930 AUTO SHOW DR
 HENDERSON, NV 89014
Phone: 702 558-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:TECH WONDERING ABOUT USE OF E85 FUEL. :DJM29:08/08/2005

Service Action:AS A GENERAL RULE, CHECK UNDER GAS DOOR. IF IT SAYS E85, YOU CAN USE E85. IF IT DOES NOT, DON T USE E85. :DJM29:08/08/2005 SHUTS DOWN WHEN DRIVING , CHECK FUEL, :SMG5:08/30/2005 GET RECORDINGS OF THE DIE OUT :RCR10:08/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004655395

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H66 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6165510344)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J175560876)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 070113

Report#: SSV004655395
Open Date: 08/26/2005
Mileage: 41
Warr Built Dt: 07/01/2005
Supplier RP:

Zone/Cd: 42-62224
Name: GANLEY CHRYSLER-JEEP INC
Address: 6780 PEARL ROAD
 MIDDLEBURG HGTS, OH 441303627
Phone: INACTIVE
 440 845-3200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
05	BRAKES	0.00	

Service Narrative Information

Customer Comment: FAX INFO - CUSTOMER WAS PICKING NEW VEHICLE UP. SALESMAN WENT TO FUEL VEHICLE & CLUSTER GUAGES & LAMPS STARTING GOING CRAZY & VEHICLE DIED. AFTER A FEW MINUTES VEHICLE RESTARTED & THEY BROUGHT VEHICLE BACK TO D EALERSHIP. USED STAR SCAN & VEHICLE HAD 32 DIFFERENT FAULT CODES. MOST FAULT CODES WERE COMMUNICATION LOSS ERRORS. TRIED TO CLEAR FAULT CODE

Service Action: CALLED DEALER - ADVISED TO RECONFIGURE FCM :TH311:08/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004647775

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6096510790)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J102561039)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 042700

Report#: SSV004647775
Open Date: 08/19/2005
Mileage: 3825
Warr Built Dt: 04/27/2005
Supplier RP:

Zone/Cd: 70-26717
Name: JIM MARSH CHRY-JEEP
Address: 8555 W CENTENNIAL PARKWAY
 LAS VEGAS, NV 89149
Phone: INACTIVE
 702 946-1000

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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: THE TECH STATES HE HAS AN INTERMITTENT STALL THAT THE DEALER CANNOT DUPLICATE. THE TECH ALSO STATES NO CODES ARE STORED. :SH654:08/19/2005

Service Action: ADVISED THE DEALER NO SIMILAR CASES, BUT TO CHECK BATTERY GROUNDS IN THE TRUNK AND AT THE RIGHT SHOCK TOWER FOR ANY CONCERNS. ALSO ADVISED THE TECH TO CHECK POWER CONNECTIONS AT THE BATTERY AND FUSE BLOCK. : SH654:08/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004637671

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H76 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6157510802)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560078)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062012

Report#: SSV004637671
Open Date: 08/16/2005
Mileage: 1266
Warr Built Dt: 06/20/2005
Supplier RP:

Zone/Cd: 63-60126
Name: FINNEGAN CHRYSLER JEEP
Address: 25503 TOMBALL PARKWAY
 TOMBALL, TX 773757711
Phone: INACTIVE
 281 351-8800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:EPS/BAS LIGHT ON... CAR WOULD SHAKE AND STALL, TURN OFF AND STARTUP WI TH NO PROBLEMS... TECH UPDATED ALL MODULES... CAR IS DEAD NOW... ABOUT 30 CODES... MOST ECM... SHOWING NO VIN KNOWN... NO COMM WITH PCM/TCM/ ABS... ALL OTHER MODULES ARE ACTIVE... TECH DID PROGRAM VIN. :BJ485: 08/11/2005

Service Action:ORDERED NGC3. :BJ485:08/11/2005 CD: PREFORM TSB: 18-009-04 TO UPDAT E GENERIC NGC. :CAD1:08/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004626686

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H96H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6151510129)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J165560893)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062120

Report#: SSV004626686
Open Date: 08/03/2005
Mileage: 1526
Warr Built Dt: 06/21/2005
Supplier RP:

Zone/Cd: 51-67665
Name: ART HOSSLER AUTO PLAZA INC
Address: 2000 NORTH MAIN STREET
 CANTON, IL 615201054
Phone: 309 647-1513

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
08	ELECTRICAL	0.00	

Service Narrative Information

Customer Comment:VEHICLE DIED WHILE DRIVING. MIL ON : P1607 : PCM INTERNAL SHUTDOWN TIMER RATIONALITY ALL POWERS AND GROUNDS HAVE BEEN CHECKED.
 :JLS172:08/03/2005
Service Action:ORDERED NGC3 :JLS172:08/03/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004616112

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53HX6 [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CHARGER R/T RWD
 LXDP48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6115510605)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J120560427)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 051421

Report#: SSV004616112
Open Date: 07/26/2005
Mileage: 2961
Warr Built Dt: 05/14/2005
Supplier RP:

Zone/Cd: 71-68784
Name: TRACY CHRYSLER JEEP DODGE
Address: 3460 NAGLEE RD
 TRACY, CA 953047304
Phone: INACTIVE
 209 820-1800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ROUGH / UNSTABLE / ERRATIC IDLE COLD.CUSTOMER STATES WHEN FIRST STARTED COLD WITH A/C ON STARTS TO RUN ROUGH THEN DIES.NO REPAIRS ATTEMPTED CK,D
 FOR TSB,S NONE APPLIED :SMG5:07/26/2005

Service Action:CHECK THE AC PRESSURES ,SEE IF THEY ARE JUMPING AROUND WE MAY HAVE A W EAK COMPRESSOR :SMG5:07/26/2005 TECH: CUSTOMERS STATES ENGINE DIES COLD
 WITH A/C ON WHEN COLD. CASE REF. 4616112. . . TESTED A/C PRESSURE ON START UP PRESSURES STABILIZED NO JUMPING AROUND ACCURED. CD : NEED MORE INFO,
 TRY DATA RECORDING. AT START UP COLD IF THROTTLE IS HELD OPEN WILL ENGINE START AND RUN NORMAL. :CAD1:07/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004618571

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6101510531)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J109560950)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 050209

Report#: SSV004618571
Open Date: 07/27/2005
Mileage: 1061
Warr Built Dt: 05/02/2005
Supplier RP:

Zone/Cd: 71-60026
Name: BAKERSFIELD CHRYSLER JEEP
Address: 3101 CATTLE DRIVE
 BAKERSFIELD, CA 933132604
Phone: 661 832-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. VEHICLE DIES OUT WHEN COMING TO A STOP. TECH CANNO T DUPLICATE THE CONDITION. THIS HAS DONE THIS SEVEN TIMES. WILL RESTA RT AND RUN FINE. NO MIL OR FAULTS. :ML29:07/27/2005

Service Action:DATA RECORD THE DIE OUT. REVIEW THE RECORDING FOR ANY ISSUES. IS THE CONDITION FUEL LEVEL SENSITIVE GET FURTHER INFORMATION FROM THE CUS TOMER. :ML29:07/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004608231

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63H06 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6150510343)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J159560342)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061120

Report#: SSV004608231
Open Date: 07/19/2005
Mileage: 20
Warr Built Dt: 06/11/2005
Supplier RP:

Zone/Cd: 51-60093
Name: FOX LAKE CHRYSLER DODGE, INC.
Address: 91 S. ROUTE 12
 FOX LAKE, IL 60020
Phone: INACTIVE
 847 587-6471

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. MIL CAME ON , POOR PERFORMANCE, 8 FAULT CODES PRE SENT. ON A COLD START, IT WILL RUN ROUGH THEN AS IT WARMS UP IT WILL DIE OUT AT TIMES. P2138 P2127 P0344 P1628 P0405 P0129 P0652 P0340 : PCODES : P2138 : ACCELERATION PEDAL POSITION SENSOR #1 AND #2 VOLT AGE CORRELATION : PCODES : P2127 : ACCELERATOR PEDAL POSITION SENSOR

Service Action:SOUNDS LIKE A POSSIBLE 5 VOLT FEED OUTPUTS. USE THE PEP MODULE AND MO NITOR BOTH 5 VOLT SUPPLY CIRCUITS. :ML29:07/19/2005 ORDER NUMBER : 8231** NAT :MAT19:07/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004616112

Vehicle Information

Repair Information

Dealer Information

VIN: ██████████	Report#: SSV004616112	Zone/Cd: 71-68784
Model Year: 2006	Open Date: 07/26/2005	Name: TRACY CHRYSLER JEEP DODGE
Make/Model: DODGE	Mileage: 2961	Address: 3460 NAGLEE RD
CHARGER R/T RWD	Warr Built Dt: 05/14/2005	TRACY, CA 953047304
LXDP48	Supplier RP:	Phone: INACTIVE
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6115510605)		209 820-1800
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J120560427)		
Plant: BRAMPTON ASSEMBLY PLANT		
MDH: 051421		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:ROUGH / UNSTABLE / ERRATIC IDLE COLD.CUSTOMER STATES WHEN FIRST STARTED COLD WITH A/C ON STARTS TO RUN ROUGH THEN DIES.NO REPAIRS ATTEMPTED CK,D FOR TSB,S NONE APPLIED :SMG5:07/26/2005

Service Action:CHECK THE AC PRESSURES ,SEE IF THEY ARE JUMPING AROUND WE MAY HAVE A W EAK COMPRESSOR :SMG5:07/26/2005 TECH: CUSTOMERS STATES ENGINE DIES COLD WITH A/C ON WHEN COLD. CASE REF. 4616112. . . TESTED A/C PRESSURE ON START UP PRESSURES STABILIZED NO JUMPING AROUND ACCURED. CD : NEED MORE INFO, TRY DATA RECORDING. AT START UP COLD IF THROTTLE IS HELD OPEN WILL ENGINE START AND RUN NORMAL. :CAD1:07/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004618571

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C3LA63H36 [REDACTED]</p> <p>Model Year: 2006</p> <p>Make/Model: CHRYSLER 300C RWD LXCS48</p> <p>Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser #:6101510531)</p> <p>Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J109560950)</p> <p>Plant: BRAMPTON ASSEMBLY PLANT</p> <p>MDH: 050209</p>	<p>Report#: SSV004618571</p> <p>Open Date: 07/27/2005</p> <p>Mileage: 1061</p> <p>Warr Built Dt: 05/02/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 71-60026</p> <p>Name: BAKERSFIELD CHRYSLER JEEP</p> <p>Address: 3101 CATTLE DRIVE BAKERSFIELD, CA 933132604</p> <p>Phone: 661 832-3000</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
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: 2006 LX 5.7 AUTO. VEHICLE DIES OUT WHEN COMING TO A STOP. TECH CANNOT DUPLICATE THE CONDITION. THIS HAS DONE THIS SEVEN TIMES. WILL RESTART AND RUN FINE. NO MIL OR FAULTS. :ML29:07/27/2005

Service Action: DATA RECORD THE DIE OUT. REVIEW THE RECORDING FOR ANY ISSUES. IS THE CONDITION FUEL LEVEL SENSITIVE GET FURTHER INFORMATION FROM THE CUSTOMER. :ML29:07/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004607198

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63HX [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6124510276)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J130560736)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 052413

Report#: SSV004607198
Open Date: 07/18/2005
Mileage: 448
Warr Built Dt: 05/24/2005
Supplier RP:

Zone/Cd: 70-68724
Name: PUYALLUP CHRYSLER
Address: 2001 N MERIDIAN
 PUYALLUP, WA 983713303
Phone: INACTIVE
 253 848-4511

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: DIED WHILE DRIVING ,INDCATOR LIGHTS CAME ON,WAITED RESTARTED,DIED AGAI N THEN THEY TOWED IT IN ON SATURDAY. NO DTC S I CANT GET IT TO DIE I HAVE NO DIRECTION TO GO SINCE NO CODES WERE SET.STARTS AND RUNS FINR F OR ME POSSIBLE SKIM PROBLEM HAVE YOU SEEN SIMILIAR CASES CUSTOMER I S MAD OBVIOUSLY SINCE ITS NEW :DJM29:07/18/2005

Service Action: CHECK REAR PDC IOD FUSES AND DIODES. MAKE SURE THEY ARE ALL PUSHED IN . CHECK PASS THRU POST ON BULKHEAD TO MAKE SURE FASTENER IS TIGHT. I F OK, CHECK WIRING HARNESS BEHIND ENGINE RUNNING OVER TOP OF BELLHOUSI NG TO MAKE SURE THERE ARE NO RUB THRUS. INSTALL CO-PILOT TO DATA RECO RD CONDITION IF NECESSARY. :DJM29:07/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004581309

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6136510380)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J144560848)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060203

Report#: SSV004581309
Open Date: 07/08/2005
Mileage: 295
Warr Built Dt: 06/02/2005
Supplier RP:

Zone/Cd: 66-68472
Name: NORTH POINT CHRYSLER JEEP DODG
Address: 7726 NORTHPOINT BLVD
 WINSTON-SALEM, NC 27106
Phone: 336 759-0599

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAME IN FOR DIE OUT WHIOE DRIVING - NO RESPONCE FORM THE PCM CODE STO RED IN EACH :SMG5:06/22/2005 NO START, NO CRANK, PCM NO RESPONSE, ALL POWERS AND GROUNDS CHECKED GOOD, NGC WENT INACTIVE... HAS NEW FCM, ALL WIRES CHECKED GOOD. :BJ485:06/28/2005 : UCODES : U0019 : CAN B BUS :MDM7:07/08/2005

Service Action: NO WATER IN THE FCM OR THE HALF OF THE ITEMS COME ON THEN GO OUT LIKE A FLASHER - TECH WILL REPLACETHE FCM, POWER FDOOR LOCKSARE WORKING :SMG5:06/22/2005 ORDERED NGC3. :BJ485:06/28/2005 REPLACED PCM , NO W GETS U0019 IN THE CCN, DDM, EOM, HFM, PDM, HAS BEEN STORED IN SUNROO F MODULE. VEHICLE RUNS FINE WITH MIL COMING ON. ONE TIME HAD CODE FOR SINGLE WIRE MODE. STARSCAN SHOWS ALL MODULES STAY ACTIVE ON THE BUS. T RIED GROUNDING BUS WIRE ONE AT TIME ALL MODULES WILL STILL COMMUNICATE WITH ALL MODULES. SUGGEST CHECK REAR PDC IOD FUSE AND DIODE, THEN CH ECK PASS THRU POST :MDM7:07/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004592940

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H16 [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6073510482)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J068560126)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 040121

Report#: SSV004592940
Open Date: 07/08/2005
Mileage: 1199
Warr Built Dt: 04/01/2005
Supplier RP:

Zone/Cd: 51-43835
Name: ANDERSON DODGE CHRYSLER JEEP
Address: 5711 EAST STATE STREET
 ROCKFORD, IL 611082473
Phone: 815 229-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE STALLED WHILE DRIVING, WILL NOT RESTART. NO RESPONSE TO PCM , TCM, ABS. DISCONNECTS FCM AND EVERYTHING COMMUNICATE BUT PCM. PC M ALL POWERED UP PROPERLY. :CAD1:07/05/2005 FCM HAS BEEN REPLACED , CONDITION PRESENT. ALL POWERS AND GROUNDS TO NGC3 HAVE BEEN CHECKED.
 :JLS172:07/08/2005

Service Action:TECH GOING TO TRY A FCM BEFORE PCM. :CAD1:07/05/2005 ORDERED NGC 3 :JLS172:07/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004593418

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3LA63HX [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6145510317)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J080560282)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 061116

Report#: SSV004593418
Open Date: 07/05/2005
Mileage: 147
Warr Built Dt: 06/11/2005
Supplier RP:

Zone/Cd: 70-68009
Name: DOUG SMITH CHRYSLER JEEP DODGE
Address: 523 WEST MAIN STREET
 AMERICAN FORK, UT 84003
Phone: 801 492-1110

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:2006 LX 5.7 AUTO. DIED GOING UP A HILL. ALSO DIES AT AN IDLE. LONG CRANKTIME ON HOT RESTART. TECH CANNOT DUPLICATE ANY OF THOSE CONDITIO NS.
 :ML29:07/05/2005

Service Action:INSTALL THE COPILOT, LOADED WITH AN ENGINE TEMPLATE, AND CAPTURE ON A DATA RECORDING. :ML29:07/05/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 6H1286230507X

Vehicle Information

Repair Information

Dealer Information

VIN: 2B3KA53H26 [REDACTED]

Report#: 6H1286230507X

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 07/15/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 2250

Address: 800 CHRYSLER DRIVE

CHARGER R/T RWD

Warr Built Dt: 06/01/2005

AUBURN HILLS, MI 48326-2757

LXDP48

Supplier RP:

Phone:

Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
#:6136510130)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J144560095)

Plant: BRAMPTON ASSEMBLY PLANT

MDH: 060112

Service Narrative Information

Evaluator's Comment: AFTER COMING TO A COMPLETE STOP, I MADE A U-TURN AT A RESIDENTIAL INTERSECTION AND THE VEHICLE STALLED BEFORE MAKING IT ALL THE WAY AROUND. I WAS DRIVING AT A LOW SPEED (ESTIMATE BETWEEN 5-10 MPH) AND WAS IN A FULL LOCK CONDITION ON THE WHEEL (TURNING CCW). THE VEHICLE THEN STALLED OUT. LATER THAT EVENING I DID THE SAME THING AND THE VEHICLE DID NOT STALL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004587378

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H76H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6152510201)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J166560756)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 062217

Report#: SSV004587378
Open Date: 06/28/2005
Mileage: 5
Warr Built Dt: 06/22/2005
Supplier RP:

Zone/Cd: 51-67665
Name: ART HOSSLER AUTO PLAZA INC
Address: 2000 NORTH MAIN STREET
 CANTON, IL 615201054
Phone: 309 647-1513

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment:VEHICLE WILL START AND RUN FOR 2.5 TO 3 MIN AND THEN DIE WILL RESTART. NO CODES SET OR STORED :SMG5:06/28/2005

Service Action:ED HAVE WE CHECK FUEL PRESSURE , DO WE HAVE SOME BAD GAS - DO WE HAVE AND VACUUM LEAKS :SMG5:06/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004581309

Vehicle Information

Repair Information

Dealer Information

VIN: 2C3KA63H36H [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 300C RWD
 LXCS48
Engine: EZB-5.7L V8 HEMI MDS ENGINE (Ser
 #:6136510380)
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
 (Ser #:J144560848)
Plant: BRAMPTON ASSEMBLY PLANT
MDH: 060203

Report#: SSV004581309
Open Date: 06/28/2005
Mileage: 295
Warr Built Dt: 06/02/2005
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Zone/Cd: 66-68472
Name: NORTH POINT CHRYSLER JEEP DODG
Address: 7726 NORTHPOINT BLVD
 WINSTON-SALEM, NC 27106
Phone: 336 759-0599

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
18	T.S.B.	0.00	

Service Narrative Information

Customer Comment: CAME IN FOR DIE OUT WHIOE DRIVING - NO RESPONCE FORM THE PCM CODE STO RED IN EACH :SMG5:06/22/2005 NO START, NO CRANK, PCM NO RESPONSE, ALL POWERS AND GROUNDS CHECKED GOOD, NGC WENT INACTIVE... HAS NEW FCM, ALL WIRES CHECKED GOOD. :BJ485:06/28/2005

Service Action: NO WATER IN THE FCM OR THE HALF OF THE ITEMS COME ON THEN GO OUT LIKE A FLASHER - TECH WILL REPLACETHE FCM, POWER FDOOR LOCKSARE WORKING :SMG5:06/22/2005 ORDERED NGC3. :BJ485:06/28/2005

Correction: