

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

Field Report

VIN	1C4RJFAG4E	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	03/25/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6066311351
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K082361071
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	8936850	Report Version	1	Open Date	01/24/2014
Close Date	01/24/2014	Narrative Date	01/27/2014	Category	0	Mileage	2,653
TSB Group				TID	S14876D		

Dealer	65138	ATLANTIC CHRYSLER-JEEP		Phone	(609) 646-8600
Dealer City	EGG HARBOR TOWNSHIP	State	NJ	Zip	08234 4400
Dealer Zone	35	Mid Atlantic - Washington		Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	68157995AB	Part Description	D882013	Part Qty	1	Part Cost	0.00
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: WHEN VEHICLE IS SHIFTED INTO REVERSE COLD , SHIFTER GOES BACK INTO PARK , AND VEHICLE WILL NOT MOVE.

Cause: CHRYSLER STAR ADVISED TECHNICIAN TRANSMISSION REPLACEMENT RECOMMENDED. REPLACE TRANS ASSEMBLY PT# RL223651AB 68157995AB (FLUID) LOPS 21006201 21006260 21006266

Correction: Auto Trans

Field Report

VEHICLE

Model Year	2014	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR		
VIN	1C4RDHEG9	EC [REDACTED]	Built Date	11/23/2013	Mileage	1,557
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	01/29/2014 16:45:58	By	T3498BM
Updated	01/31/2014 14:16:04	By	T2415EB

CONTACT

Dealer	68938	HUMBOLDT DODGE-CHRY-JEEP INC		Phone	(731) 784-4500
Address	3301 EAST END DRIVE				
City	HUMBOLDT	State	TN	ZIP	38343 1990
Dealer Zone	63	County	GIBSON	Country	USA
Tech	Chad Graves				
STAR	T2415EB				

CUSTOMER CONCERN

customer states vehicle drives off in reverse up hill after exiting. abs and brake lights came on adaptive cruise slows down with nothing in front of vehicle vehicle starts on its own radio states contact dealer 911

Updated: 01/29/2014 16:45:58 By T3498BM

731-267-6463

Updated: 01/29/2014 17:28:03 By T3498BM

RESOLUTION

Chad please make a separate case for the radio issue with the audio/telematics group. Now on this other issue, send me a number I can call you at directly like a cell, thanks - Brian

Updated: 01/29/2014 16:45:58 By T3498BM

Chad, just spoke with my manager. At this time do not perform any repair attempts for this concern. Have your manager contact the dealer Business Center for further direction, as we spoke, thanks - Brian

Updated: 01/29/2014 17:28:03 By T3498BM

moved to the business center due to safety concern

Updated: 01/31/2014 14:16:04 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBT3	EC	Built Date	02/08/2013	Mileage	19,682
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/09/2015 16:20:53	By	T4083MW
Updated	07/14/2015 16:42:21	By	T4083MW

CONTACT

Dealer	60099	WESTPOINTE CHRYSLER JEEP DODGE		Phone	(405) 265-1400
Address	11001 W RENO AVE				
City	YUKON	State	OK	ZIP	73099 7524
Dealer Zone	63	County	OKLAHOMA	Country	USA
Tech	Josh Harrison				
STAR	T4083MW				

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE COMES OUT OF PARK ON ITS OWN AT TIMES.

Updated: 07/09/2015 16:20:53 By T4083MW

Concern not duplicated at this time and customer stated that it hit a mailbox across the street from their house and they already had vehicle repaired. I strongly suspect that we are not getting the full story in this matter. I am going to inspect system one more time and then return vehicle to customer.

Updated: 07/14/2015 08:58:26 By T4083MW

RESOLUTION

Josh have you ever duplicated concern? There is NO shift cable other than manual park release cable. If cable has never been pulled and there is nothing obstructing the lever at trans then the ONLY thing that may cause something like this is valvebody assembly. BUT never had or seen this issue on a 8 speed vehicle. Comes out of park at times.

Updated: 07/09/2015 16:20:53 By T4083MW

Thanks for the update Josh.

Updated: 07/14/2015 08:58:26 By T4083MW

no problem found

Updated: 07/14/2015 16:42:21 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG0	EO [REDACTED]	Built Date	02/19/2013	Mileage	11
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	02/26/2013 09:06:25	By	T7720A0
Updated	04/02/2013 09:24:01	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	61884	TOM O'BRIEN CHRYSLER JEEP DODGE	Phone	(317) 253-1221
Address	4630 E 96TH STREET			
City	INDIANAPOLIS	State	IN	ZIP 46240 3742
Dealer Zone	42	County	MARION	Country USA
Tech	KENNY SIMS			
STAR	T4083MW			

CUSTOMER CONCERN

CHECK ENGINE LAMP, VEHICLE WOULD NOT GO INTO PARK, AND DASH DISPLAYS SERVICE TRANS

Updated: 02/26/2013 09:06:25 By T7720A0

this is Matt Persman s65563h, cleared the DTCs, shifted through gears a few times and the p0850-00 comes back, diag says to replace the TCMA (valve body) I am going to order one to repair this vehicle. Matt

Updated: 03/01/2013 11:57:06 By T8442KS

RESOLUTION

Kenny a ticket has been submitted for the missing diagnostic information, escalating the case for review.

Updated: 02/26/2013 09:06:25 By T7720A0

Check connections and power and ground per diagnostics like we discussed.

Updated: 02/26/2013 13:12:36 By T8442KS

Also check the park cable for misrouting.

Updated: 02/26/2013 14:00:27 By T8442KS

Contact the Powertrain Service center (see warranty bulliten d-11-68) and request a transmission.

Updated: 03/01/2013 11:57:06 By T8442KS

Matt/Ken please call Mike Wilson at Star 1-866-799-1692 Ext 1252 about this vehicle. Thanks-Mike-Star.

Updated: 03/04/2013 10:37:40 By T4083MW

Star called Matt and reviewed case with him. he states during PDI everything worked ok. Then when moving vehicle around it started to set P0850 as a active code. Took many times to try to get it back into Park. Tech has checked valvebody connector for being secure. Tech performed diagnostics which led him to replace valvebody .Matt states trans assembly is suppose to be coming from plant for this vehicle. Star advises Matt to make sure manual park release cable is locked down in the full release position.

Updated: 03/04/2013 11:13:17 By T4083MW

Star called Matt and advised him to check park circuit from RF hub to vakvebody connector. Load test circuit and check connections. If ok remove release cable form trans and see if vehicle still acts up. Please let me know the results. Mike-Star 1-866-799-1692 Ext1252

Updated: 03/06/2013 10:16:16 By T4083MW

Matt called Star and checked park circuit/connections/ and disconnect park relaese cable form trans and it still acting up. Star request engineering to inspect vehicle and determine repair of action.

Updated: 03/06/2013 11:35:13 By T4083MW

Ken/Matt is this vehicle repaired? Can you please update case or close case if vehicle is repaired with resolution for the repair. Thanks-mike-Star

Updated: 03/21/2013 09:02:46 By T4083MW

TRANS GUYS CAME FROM TO DEALER TO INSPECT TRANSMISSION. REMOVED PAN AND VALVE BODY AND FOUND AN EXTRA LOOSE BOLT IN TRANSMISSION CAUSING VEHICLE NOT TO GO INTO PARK

Updated: 04/02/2013 09:24:01 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
VIN	1C4RJFBG8	EO [REDACTED]	Built Date	02/28/2013	Mileage 1
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/06/2013 08:37:04	By	T7720A0
Updated	03/21/2013 14:03:24	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0734	Gear Ratio Error in 4th	T3076SB	04/14/2013 01:25:00
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46
P1D92	INCORRECT GEAR RATIO - CLUTCH 4 DEFECTIVE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	23381	DON'S AUTO CLINIC INC	Phone	(231) 775-2413
Address	1110 NORTH MITCHELL			
City	CADILLAC	State	MI	ZIP 49601 1259
Dealer Zone	42	County	WEXFORD	Country USA
Tech	WAYNE TESSMAN JR			
STAR	T4083MW			

CUSTOMER CONCERN

Vehicle quit moving in process of P.D.I

Updated: 03/06/2013 08:37:04 By T7720A0

All connections seated good, all fuses test good and are in place. Vehicle still goes back into park as soon as you try to move gear shifter.

Updated: 03/06/2013 08:55:34 By T7720A0

Can I accurately do that with the vehicle not moving? I see in the procedure it wants you to run the vehicle to adjust fluid level.

Updated: 03/06/2013 09:06:55 By T7720A0

Fluid level is correct as far as I can tell. I cannot do entire procedure though as it calls for me to shift in to reverse then drive. Also wants you to accelerate into 2nd gear. Fluid is level with fill hole.

Updated: 03/06/2013 09:28:21 By T7720A0

Load test YL/DB T824 TRS park signal circuit from rf hub to transmission connector-will light a fog lamp bulb tests ok. Disconnect manual release from side of transmission after returning lever to normal operation and clear DTC's, P1B14 returns as active every time and vehicle will not shift. Also tried a battery disconnect, code still returns as active.

Updated: 03/06/2013 13:06:39 By T4083MW

RESOLUTION

Wayne there is no internal service on this trans at this time the trans is on "fast Feedback" program. Check all trans electrical connections cycle the connectors and make sure they are all fully seated and have no terminal/pin issues. Make sure all fuses are installed and no open fuses.

Updated: 03/06/2013 08:37:04 By T7720A0

Updated: 03/06/2013 08:55:34 By T7720A0

Have you checked the fluid level?

Updated: 03/06/2013 08:56:05 By T7720A0

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Updated: 03/06/2013 09:06:55 By T7720A0

Yes make sure you follow the procedure in tech connect and use the proper fluid.

Updated: 03/06/2013 09:10:19 By T7720A0

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Updated: 03/06/2013 09:28:21 By T7720A0

Ok Wayne, escalating the case for review.

Updated: 03/06/2013 09:30:28 By T7720A0

Star called Wayne and reviewed case. Vehicle won't come out of park. You put it into drive and it will show D for 2 seconds and then go right back into park. Tech pulled manual park cable and heard a pop and trans was in neutral but codes P1D92 and P0734 set. Star advises Wayne to load test aprk circuit from RF hub to valvebody connector. Check both connectors. Return manual park release back into the locked position and remove cable from trans. Clear codes. Does vehicle shift out of park? Please let me know. Thanks-Mike-Star

Updated: 03/06/2013 10:46:00 By T4083MW

Wayne I'm contacting engineering about this vehicle and will call you with a answer as soon as I get a response.

Updated: 03/06/2013 13:06:39 By T4083MW

Wayne Star submitted a trans replacement request to Chrysler.

Updated: 03/07/2013 09:42:33 By T4083MW

Fast Track #39200

Updated: 03/07/2013 10:06:04 By T4083MW

Wayne have you recieved tarns assembly yet? Has it been installed? Please update this case Wayne.

Updated: 03/21/2013 09:04:27 By T4083MW

Trans assembly r&r

Updated: 03/21/2013 14:03:24 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG2	EO [REDACTED]	Built Date	02/02/2013	Mileage	243
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/28/2013 18:10:17	By	T3498BM
Updated	06/10/2013 16:45:12	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0716	Input Speed Sensor 1 Performance	T3076SB	04/14/2013 01:25:00
P0731	Gear Ratio Error in 1st	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1DA0	INCORRECT GEAR RATIO: CLUTCH A, B, OR C DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1DAE	POSITION VALVE STUCK - 6TH GEAR TRANS LIMP IN	T4754AC	04/14/2013 01:25:46
P1DAF	INCOMPATIBLE LIMP IN ACTION REQUESTED	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE	Phone	(248) 476-7900
Address	38123 WEST TEN MILE ROAD			
City	FARMINGTON HILLS	State	MI	ZIP 48335 2803
Dealer Zone	42	County	OAKLAND	Country USA
Tech	Shawn Leline			
STAR	T4083MW			

CUSTOMER CONCERN

Will not go into park, neutral or reverse. multiple fault codes-- p0716, p1da0, p0731, p1dae, p1daf
Updated: 03/28/2013 18:10:17 By T3498BM

RESOLUTION

Dave states he cannot get the codes, but the ESM shows unread in the WiTech and the truck cannot be shifted into park. STAR advised Dave to first perform a battery disconnect for 10 minutes. Lets see if the ESM returns. Also check connections at both the ESM and TCM (trans). Please let me know the results - Brian

Updated: 03/28/2013 18:10:17 By T3498BM

Shawn states that the ESM is not showing on the bus, red on topology. STAR advised to check ESM pin 1 ground, pin 7 B+, check the inline consolen connector for fully seated, check the IP star connector for the ESM con connections.

Updated: 03/29/2013 10:00:05 By T7720A0

Dave states that ESM module is showing green with a crank signal, also shows that module did not accept flash. Dave, reconfig vehicle and retest. If concern is still present, replace the ESM.

Updated: 03/29/2013 10:30:29 By T8085MB

Dave states that he swapped a shifter from another vehicle with no change. He also has a code of P1B13-00 now. He states that vehicle will not shut off, without disconnecting the PCM. Dave I am sending this case to the Master Consultant for review.

Updated: 04/01/2013 10:37:15 By T8085MB

Star reviewed case. Shawn has the park release lever been pulled? Is the release lever all the way back down in the release position? Did you also check fluid level per service procedures with vehicle on level hoist? Please let me know before I review with engineering. Thanks-Mike-Star

Updated: 04/01/2013 11:21:32 By T4083MW

Dave called advised will have the MC call you back, 586-996-9619 Dave Scheller

Updated: 04/01/2013 14:29:18 By T7720A0

Star called and spoke with Dave Scheller and he stated that customer took vehicle home and would not go into park. Tech went to customers house and retrieved vehicle and it had all these codes in it. he states fluid apperas to be burnt and when started vehicle vehicle lurches forward like clutches are engaged. With vehicle in neutral and E brake is on frt whels spin. They also swapped a ESM from a like vehicle and said there he can not communicate with it on WiTech. Star is reviewing with engineering and will call Dave back.

Updated: 04/01/2013 14:48:06 By T4083MW

Star recommends reinstalling old ESM back into this vehicle and replace trans assembly. Star ordered trans assembly from the plant with Bates form. Fast track #39371. Send trans back full of fluid Dave. Make sure block off plugs are installed.

Updated: 04/01/2013 16:09:33 By T4083MW

Shawn please close case if vehicle is repaired. Thanks-Mike-Star

Updated: 05/02/2013 10:23:33 By T4083MW

REPLACED 8 SPEED TRANS-CLOSED

Updated: 06/10/2013 16:45:12 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG2	EO [REDACTED]	Built Date	02/28/2013	Mileage	13
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/29/2013 11:36:20	By	T4083MW
Updated	05/07/2013 09:25:20	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1D90	INCORRECT GEAR RATIO - CLUTCH 2 DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1D95	TCM CLUTCH FAILURE UNDETERMINED	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45511	CALIFORNIA SUPERSTORES VALENCIA	Phone	(661) 259-8770
Address	23820 CREEKSIDE RD			
City	VALENCIA	State	CA	ZIP 91355 1719
Dealer Zone	71	County	LOS ANGELES	Country USA
Tech	Robert Kenny			
STAR	T4083MW			

CUSTOMER CONCERN

TRANS GOES INTO NEUTRAL AND CHECK ENGINE LIGHT COMES ON

Updated: 03/29/2013 11:36:20 By T4083MW

reset adaptives and checked fluid again, fluid is full. test drove 4 miles and trans is working at this time but esm has no data and still scanning arrow stays on. has no codes after short test drive, paddle shifter works and console shifter works but has no data in esm. have restarted wi-tech and still esm has no data. Before i do a long test drive wanted feed back on esm

Updated: 04/01/2013 13:28:22 By T4083MW

PUT 15 MILES ON TEST DRIVE WITH NO PROBLEMS, HAD SHOP PORTER TAKE OUT AGAIN AND FAILED WITH IN 1 MILE. CODES P1D90-00 INCORRECT GEAR RATIO- CLUTCH 2 DEFECTIVE AND P1D95-00 TCM CLUTCH FAILURE. TRANS WENT BACK INTO NEUTRAL AND WOULD NOT MOVE. TURNED ENGINE OFF AND WENT INTO GEAR. ESM STILL SHOWS "STILL SCANNING" NO OTHER CODES IN ANY MODULE

Updated: 04/03/2013 08:25:18 By T4083MW

RESOLUTION

Robert was trans fluid level checked per service procedures. Put vehicle into R and then drive and into park. Get trans operating temp to 120 degrees (looking at scan tool) and then pull fill plug. Does fluid dribble out? Also if you go into TCM and perform reset trans adaptives and operate vehicle does trans still neutral out and set these codes.

Please let me know this first. Thanks-Mike-Star

Updated: 03/29/2013 11:36:20 By T4083MW

Star is reviewing with engineering about this ESM condition. I will reply with a answer shortly Robert.

Updated: 04/01/2013 13:28:22 By T4083MW

Robert the ESM may be a WiTech issue. If vehicle is operating and it goes into gear and shifts into gear properly with shifter then ESM is working otherwise it would be setting codes. Robert is vehicle operating ok? Are there any codes setting? Robert please update this case. Thanks-Mike-Star

Updated: 04/02/2013 11:36:16 By T4083MW

Robert if both codes reset and fluid level is correct then I will review with engineering and reply back to you shortly. Thanks-Mike-Star

Updated: 04/03/2013 08:25:18 By T4083MW

Star recommends replacing trans assembly. Star ordered trans from the plant with Bates form. Fast track # 39386

Updated: 04/03/2013 10:56:29 By T4083MW

REPLACED TRANS-CLOSED

Updated: 05/07/2013 09:25:20 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	02/07/2013	Mileage	31
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/04/2013 08:17:37	By	T7720A0
Updated	05/29/2013 10:38:59	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P0984	SHIFT SOLENOID "E" CONTROL CIRCUIT RANGE/PERFORMANCE	T4754AC	04/14/2013 01:25:46
P0985	SHIFT SOLENOID "E" CONTROL CIRCUIT LOW	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	24100	HUNTINGTON BEACH CHRYSLER DODGE	Phone	(714) 841-3999
Address	16555 BEACH BLVD			
City	HUNTINGTON BEACH	State	CA	ZIP 92647 4801
Dealer Zone	71	County	ORANGE	Country USA
Tech	Josh Nguyen			
STAR	T4083MW			

CUSTOMER CONCERN

DURING A TEST DRIVE WHEN PERFORMING PDI, THE VEHICLE MAKES A LOUD BANG NOISE AND THE TRANSMISSION DISENGAGES AND VEHICL WONT MOVE. EITHER WHEN STOP, SHIFTER WONT GO IN PARK POSITION AND ENGINE WONT SHUT OFF. SALEMAN DIRVES SECOND TIME, SHIFTER IS NOT GOING INTO "D", HE HAS TO SLAM TO GET IT IN AND STUCK IN "D" WHEN HE WANTS TO SHIFT IN "P".

Updated: 04/04/2013 08:17:37 By T7720A0

YES, MR. T7720A0. POWER+GROUND GOOD AND NO PRBLEM FOUND ON WIRING OR CONNECTORS AT ESM AND TCMA, EXCEPT A OIL FILM COVERED TCMA CONNECTOR DUE TO INTERNAL LEAK. ALSO FOUND LEAKING AT BYPASS VALVE TUBE FITTING AT LEFT SIDE OF TRANS HOUSING. FOLLOWING ARE MONITORED VALUES I HAD UPON TRANS TESTS PERFORMING TODAY. THEY WOULD BE WRITTEN DOWN HERE IN ORDER: IDLE IN "D" WITH BRAKES APPLIED: BEFORE/OCCURENCE/ENG. OFF DURING OCCURENCE: -TCU CHIP TEMP 81F/154/174 - TRANS OIL TEMP 88F/156/174 - PARK SENSE SOL. OFF/OFF/OFF - PARK PAWL SOL. ON/OFF/OFF - PARK SOL. CURRENT 1000mA/0/0 - VOLTAGE POWER SUPPLY OF VALVES 13.79V/2.9/2.9 - MASTER CYL. PRESSURE 686PSI/1002/3 - CURRENT GEAR "1"(D1)/SIGNAL NOT AVAILABLE/SIGNAL NOT AVAILABLE - PRND STATUS LEVER IN POSITION "D"/"D"/"P". BATTERY VOLTAGE 13V(RUN)& 12V(OFF). SHIFT SOLENOIDS A-B-D-E CURRENT AT 850mA (C AT 50mA IN "D") BEFORE AND TURNED TO 0mA ON OCCURENCE. SHIFT POSITION INDICATOR DID NOT CHANGE TO "P" WHEN MOVE SHIFTER IN ORDER TO SHUT OFF ENGINE WHEN ACTING UP, BUT IT WAS OFF WHEN I PUSH AND HOLD START BUTTON FOR COUPLE SECONDS. TRANS FLUID COOL DOWN AND TRANS CONTROL BECAME NORMAL AT 140F WHEN I RETESTED, BUT WOULD ACTED UP WHEN RUNNING FOR A WHILE REGARDLESS SHIFTER IN "P" OR "D". I FOUND OUT TRANS CONTROL WOULD BE DISABLED AT ANY TIME TRANS FLUID WARMED UP, IN ANY GEAR INCLUDING "P". AT THAT TIME, PARK PAWL SOLENOID STATUS ALWAYS SHOWED "OFF" AND ITS CURRENT 0mA INSTEAD 1000mA.

Updated: 04/05/2013 08:13:10 By T7720A0

(CONT.) PARK SOLENOID TURNS "OFF" WHEN OCCURRING IN "D" THAT IT SHOULD BE "ON" EVERY TIME OUT OF PARK. TRANS FLUID JUST A SEEPAGE. VEHICLE IS DRIVEABLE WHEN COOL DOWN. DTC P0984 AND P0985 ACTIVE UPON OCCURENCE. I NEED ADVICE.

Updated: 04/05/2013 08:13:10 By T7720A0

PERFORMED FLUID LEVEL CHECK PROCEDURE AND HAD 1/2QT DRAINED OUT. BY THE WAY, I RAN MONITOR TEST IN "P" AGAIN AND FOUND TRANS OUTPUT SHUT DOWN AT FLUID TEMP <160F. INFORMATIONS LISTED YESTERDAY WERE SAME. PLUS, TRANS IN LIMP HOME MODE: TRUE, AT ALL TESTS. STILL WITH ENGINE IDLING, I COULD NOT SHIFT OUT OF "P" TO SEE IF VEHICLE MOVE.

Updated: 04/05/2013 14:53:08 By T7720A0

DO YOU HAVE ANY UPDATE?

Updated: 04/11/2013 14:20:16 By T4083MW

Dealer principle is asking who is paying the flooring while we wait?

Updated: 04/11/2013 14:20:16 By T4083MW

RESOLUTION

Josh Use the schematics as a guide, check the TCMA terminals for corrosion, damage or terminal push out. Check wiring and connections to ESM as well. Pay particular attention to power and ground circuits. If no problems found I'll have to escalate the case no internal service at this time.

Updated: 04/04/2013 08:17:37 By T7720A0

Ok follow service procedures and check fluid level. There is a specific procedure to check fluid level.

Updated: 04/05/2013 08:13:10 By T7720A0

Escalting the case for review.

Updated: 04/05/2013 14:53:08 By T7720A0

Star will review with engineering and will reply back shortly Josh.

Updated: 04/05/2013 15:32:08 By T4083MW

Star recommends replacing trans assembly. Star ordered trans from the plant using Bates form. Fast track REDACTED

Updated: 04/11/2013 14:20:16 By T4083MW

REPLACED TRANS UNIT. CASE CLOSED

Updated: 05/29/2013 10:38:59 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCT3	EO	Built Date	01/30/2013	Mileage	7
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	04/11/2013 19:36:41	By	T3768MR
Updated	10/03/2013 16:44:20	By	T4339BB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1C86-14	PRNDL Display-Circuit Short to Ground or Open	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60284	MIKE ANDERSON CHRYSLER DODGE JEEP	Phone	(574) 753-5151
Address	417-23 SOUTH THIRD STREET			
City	LOGANSPOET	State	IN	ZIP 46947 0148
Dealer Zone	42	County	CASS	Country USA
Tech	Jeremy Coy			
STAR	T4339BB			

CUSTOMER CONCERN

vehicle had to be pushed off of the delivery trailer. shifter kept reading no in park, performed battery disconnect, unplugged module and plugged back in, nothing changed message. replaced electronic shifter module, no no dtcs are present but keeps flashing message "service shifter" in instrument cluster. no dtcs present. no vin showing in module along with no information available for electronic shift module through wi tech. shifter engages into gear without shift knob installed and even if button isnt pressed.

Updated: 04/11/2013 19:36:41 By T3768MR

there is supposed to be a software release for this concern released 2nd quarter.

Updated: 06/14/2013 10:31:18 By T4602R0

RESOLUTION

Jeremy, I do not have any cases for this concern. See if the shifter module communicates with the scan tool on a known good vehicle. If not, please contact Wi-Tech to see if they can correct the software to allow the shifter to communicate and possibly program or initialize it. Let me know what they say. Thanks, Mike R.

Updated: 04/11/2013 19:36:41 By T3768MR

STAR contacted the dealer for a follow up. Tech is in training until tomorrow. Will update case when he returns

Updated: 06/13/2013 15:37:58 By T4602R0

Case Re-assign.

Updated: 06/14/2013 10:31:18 By T4602R0

STAR left message for tech, seeking update.

Updated: 08/22/2013 14:14:20 By T5367OG

TA-MJG54 has reached out to Technician states that shifter and handle have been replaced, has code P1C86-14-PRNDL Display-Circuit-short to Ground or Open....Instucted to monitor target vs actual and report back findings.

Updated: 09/11/2013 16:01:58 By T3711MG

replaced with another new shifter and problem is fixed.

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG0	EC	Built Date	02/19/2013	Mileage	86
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/18/2013 12:04:28	By	T5471PK
Updated	05/14/2013 16:35:16	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13-00	Park-By-Wire - Unintended Out of Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68574	NAPA CHRYSLER JEEP DODGE	Phone	(707) 224-3166
Address	333 SOSCOL AVE			
City	NAPA	State	CA	ZIP 94559 4005
Dealer Zone	71	County	NAPA	Country USA
Tech	David Snelson			
STAR	T4083MW			

CUSTOMER CONCERN

tow in has P1B13-00 park by wire- unintended out of park position <i>Updated: 04/18/2013 12:04:28 By T5471PK</i> fluid level correct will not go into any gear would this not be a module concern as shifter is all electrical <i>Updated: 04/18/2013 12:25:16 By T5471PK</i> just noticed trying to contact the electronic shift module its not red on the scanner but info states unable to establish contact <i>Updated: 04/18/2013 17:09:23 By T5471PK</i> as soon as cable was repeased at trans lever moved about half inch into I assume correct park position and shift lever and vehicle operated correctly is there an adjustment procedure? i sure dont see one in service info <i>Updated: 04/19/2013 16:02:19 By T4083MW</i> sorry got crap info from my writer, anyway found that the manual park release had been pulled. so reset that reconnected manual release at trans rechecked fluid level it is correct per service info. apparently the customer stated before all this happened when attempting to change gears the cluster display would flash like the signal was cutting out have not duplicated this so am driving to see if anything comes back sorry for the confusion, thanks, will update with more info <i>Updated: 04/19/2013 16:02:19 By T4083MW</i> got more info from customer. when trying to drive off indicator would show still in park would not show going into drive for several attempts. then when it would go into drive indicator in cluster would flash on and off then stabalize and show park even when moving. when attempting to go back into park it would show drive and not shut off. does this not sound like a software/module concern <i>Updated: 04/19/2013 16:02:19 By T4083MW</i>

RESOLUTION

P1B13-00 David, Clear the DTC. Does DTC reset with key on? A overfilled, or underfilled transmission fluid level can cause this concern. Advise to verify proper transmission fluid level, per service procedure. Make sure vehicle is cold

before checking transmission fluid level. Transmission fluid must be below 30 degree C before starting procedure. Please update with findings.

Updated: 04/18/2013 12:04:28 By T5471PK

David, i am sending this case to the master consultant for review.

Updated: 04/18/2013 12:25:16 By T5471PK

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Updated: 04/18/2013 17:09:23 By T5471PK

Star reviewed case. Dave you did check fluid level per service procedures correctly? Correct? Also if you remove manual park cable at trans and clear code and operated vehicle does code reset and vehicle move? There is a WiTech issue were it will NOT reconize ESM. You get no part number-no flash number-all ?????? for the VIN- and WiTech keeps scanning for it because it does not reconize it. This is normal. please let me know the results about the fluid level and remove manual park release cable at trans. What happens? Thanks-Mike-Star

Updated: 04/19/2013 08:47:46 By T4083MW

Thanks for the update Dave. Yes it could be a software /module concern but are unavailable unless trans is replaced. i am going to review with engineering and reply shortly.

Updated: 04/19/2013 16:02:19 By T4083MW

Star called Dave and reviewed case. Dave stated the customers concern(which is intermittent) is can not shut vehicle and won't go into park. The reason code P1B13 set was tow truck driver pulled the park release lever to get vehicle towed in. Once Dave returned it to it's correct position can not duplicate customers concern. Star advises Dave to load test T824 circuit from RF hub to valvebody connector. Check pass thru connector I9050 for loose connection /terminal issue for this T824 circuit. Road test vehicle. Please let me know the results. Thanks-Mike-Star

Updated: 04/22/2013 11:24:41 By T4083MW

Daren Bell called and state they can not duplicate concern. Star advises new tech Daren to check T824 circuit and connectors for spread terminals. Check I9050 connector(headlamp to dash) for loose connection(AQUA COLOR). Check fluid level for being correct per service procedures on a level hoist. please let me know the results. Thanks-Mike-Star

Updated: 04/24/2013 13:37:12 By T4083MW

replaced shift module--CASE CLOSED

Updated: 05/14/2013 16:35:16 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBGX	EC	Built Date	02/07/2013	Mileage	14
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	04/18/2013 12:23:42	By	T5471PK
Updated	05/14/2013 16:38:07	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	43174	TUTTLE-CLICK'S TUSTIN CHRYSLER	Phone	(714) 730-4600
Address	40 AUTO CENTER DRIVE			
City	TUSTIN	State	CA	ZIP 92782 8401
Dealer Zone	71	County	ORANGE	Country USA
Tech	Jose Tena			
STAR	T4083MW			

CUSTOMER CONCERN

TRANSMISSION DOES NOT COME OUT OF PARK AND CHECK ENGINE LIGHT ON <i>Updated: 04/18/2013 12:23:42 By T5471PK</i> VERIFIED CORRECT FLUID LEVEL AND CLEARED DTC, IT TOOK SEVERAL DAYS FOR DTC TO RESET BUT IT DID COME BACK. SHOULD I TAKE APART THE VALVEBODY FOR INSPECTION AS THAT IS THE NEXT STEP IN THE DIAG TREE. MY CONCERN IS THAT THERE ARE NO PARTS AVAILABLE FOR INTERNAL REPAIRS. <i>Updated: 04/26/2013 09:20:44 By T7720A0</i> IS IT POSSIBLE THAT THE SHIFTER MAY BE INVOLVED OR IS IT ALL INTERNAL TO THE TRANSMISSION. <i>Updated: 04/26/2013 09:20:44 By T7720A0</i> CHECKED ATF LEVEL PER SERVICE INFO. LEVEL WAS A LITTLE OVERFILLED. LET IT DRAIN UNTIL LEVEL WAS CORRECT. CLEARED DTC AND IT RESET RIGHT AWAY. VEHICLE DOES NOT COME OUT OF PARK. THE MANUAL RELEASE CABLE IS FULLY RELEASED. <i>Updated: 04/29/2013 13:52:53 By T4083MW</i>

RESOLUTION

Jose, Clear the DTC Please verify that transmission fluid level is set proper per service procedure. Before starting the procedure to check for proper transmission fluid level, the vehicle must be cold, and transmission fluid temperature must be below 30 degrees celcius. After transmission fluid level has been verified by the service procedure, retest. Does the DTC reset. Please update ticket after you have verified for proper fluid level and retest. <i>Updated: 04/18/2013 12:23:42 By T5471PK</i> No this is not a shifter issue, no do not disassemble for repair. Escalting the case for review. <i>Updated: 04/26/2013 09:20:44 By T7720A0</i> Star reviewed case. Jose the two things that cause this code are the manual park release cable is NOT FULLY released or fluid level is incorrect. Too low or too high of fluid level will cause this. Check trans fluid level (ON level hoist) per service procedures and make sure it's perfect. make sure park release cable (lever) is in the FULL release position. Please let me know the results. Thanks-Mike-Star

Updated: 04/26/2013 15:57:11 By T4083MW

Star will review with engineering and reply shortly.

Updated: 04/29/2013 13:52:53 By T4083MW

Star advises Jose to replace trans assembly. Star ordered trans from plant using Bates form. Fast track [REDACTED] 7. Star advise to drain trans pan and fast track old trans to QEC after new trans is installed.

Updated: 04/29/2013 15:39:23 By T4083MW

REPLACE TRANSMISSION ASSEMBLY--CLOSED CASE

Updated: 05/14/2013 16:38:07 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	01/31/2013	Mileage	387
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 6	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/22/2013 12:31:34	By	T7720A0
Updated	11/20/2013 12:34:18	By	T3849SM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26814	CROWE AUTO GROUP, LLC	Phone	(309) 852-2188
Address	303 TENNEY ST			
City	KEWANEE	State	IL	ZIP 61443 3451
Dealer Zone	51	County	HENRY	Country USA
Tech	GEORGE LAFOLLETTE			
STAR	T3849SM			

CUSTOMER CONCERN

Customer started vehicle in garage, couldn't get it out of gear, can't shut vehicle off. Cluster displays vehicle not in park, if tried to move shifter-already in desired gear, do not take out of gear, needs serviced.

Updated: 04/22/2013 12:31:34 By T7720A0

RESOLUTION

George called states that they went to customer house and the vehicle would not shut off, had to pull park lever and held button and the vehicle finally did shut off, restarted and had same condition. Had towed to dealer and DTC will not clear, has checked all electrical connections, leading to a TCM. STAR advised to use tech connect procedure and check fluid level and condition, then clear the DTC if they reset I'll escalate the case for review.

Updated: 04/22/2013 12:31:34 By T7720A0

George states that he has checked the fluid level and it was correct. HE cleared the codes and the P0658 has returned. George I am sending this case to the Master Consultant for review.

Updated: 04/22/2013 12:47:55 By T8085MB

Satr reviewed case. George first make sure all TCM powers and grounds at valvebody connector are good. Load test T824 circuit from RF hub to valvebody connector. Inspect connector I9050 (AQUA COLOR) at passenger fenderwell under hood for loose bad connection. Please let me know the results. Thanks-Mike-Star

Updated: 04/22/2013 15:59:43 By T4083MW

George states he load test the T824 circuit. He also states he can not find the I9050 connector, and that it shows it is only for the diesel vehicles. George, I am going to send this back to the master consultant.

Updated: 04/24/2013 10:57:49 By T5471PK

Star will review with engineering and will reply shortly.

Updated: 04/24/2013 13:19:29 By T4083MW

Star recommends replacing trans assembly. star ordered trans from the plant using Bates form. Fast Track [REDACTED] ---
fast track old trans after new trans is installed.

Updated: 04/24/2013 15:31:12 By T4083MW

George called and states that resolved all issues.

Updated: 05/02/2013 10:48:44 By T7720A0

Thanks for the update George. Please close case if vehicle is repaired. Thanks-Mike-Star

Updated: 05/02/2013 13:55:25 By T4083MW

replace tran

Updated: 11/20/2013 12:34:18 By T3849SM

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	03/30/2013	Mileage	24
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/26/2013 15:33:12	By	T8085MB
Updated	06/02/2013 00:26:44	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

shifters is acting funny. salesman put the trans into rev and almost immed it jammed itself back into park.
Updated: 04/26/2013 15:33:12 By T8085MB
okay thank you!
Updated: 04/26/2013 15:39:08 By T8085MB

RESOLUTION

David I am sending this case to the Master Consultant for review.
Updated: 04/26/2013 15:33:12 By T8085MB
David, make sure that the manual park release cable is in the full release position. Disconnect the cable and see if the code resets. Also make sure that the fluid is at the right level per service procedure. Let me know the results.
Updated: 04/26/2013 15:39:08 By T8085MB
corrected fluid level and verified the park cable was not out of adjustment
Updated: 06/02/2013 00:26:44 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBT4	EC [REDACTED]	Built Date	02/08/2013	Mileage	28
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	05/13/2013 11:25:06	By	T7720A0
Updated	07/18/2013 08:47:36	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	24165	AUTONATION CHRYSLER DODGE JEEP	Phone	(206) 365-3530
Address	13733 AURORA AVE N			
City	SEATTLE	State	WA	ZIP 98133 6912
Dealer Zone	70	County	KING	Country USA
Tech	Tom Ferguson			
STAR	T4083MW			

CUSTOMER CONCERN

CUSTOMER STATES THAT VEHICLE WILL NOT GO INTO PARK. THE SHIFTER WILL MOVE AS NORMAL BUT THE SHIFT TO PARK OR TO ANY OTHER GEAR IS IMPOSSIBLE WHEN DTC P0658 IS SET, ACTUATOR SUPPLY VOLTAGE "A" CIRCUIT LOW. ALSO WHEN THIS DTC SETS THE VEHICLE CANNOT BE SHUT OFF BECUASE THE SHIFT TO PARK IS NOT SEEN.

Updated: 05/13/2013 11:25:06 By T7720A0

OKAY, VEHICLE IS A STOCK UNIT SO TIME IS ON OUR SIDE WITH THIS ONE. TOM.

Updated: 05/13/2013 18:53:03 By T4083MW

RESOLUTION

Tom I'll escalate the case for review.

Updated: 05/13/2013 11:25:06 By T7720A0

Star is reviewing case with engineering. I will reply shortly on 5/14.

Updated: 05/13/2013 18:26:59 By T4083MW

Thanks Tom. i will reply tomorrow after reviewing with engineering.

Updated: 05/13/2013 18:53:03 By T4083MW

Star recommends replacing trans assembly. Star ordered trans from plant using Bates form. Fast track [REDACTED]. Star advises to drain trans pan and fast track old trans to QEC after new trans is installed.

Updated: 05/14/2013 14:47:49 By T4083MW

REPLACING THE TRANSMISSION. CASE CLOSED

Updated: 07/18/2013 08:47:36 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG1	EO [REDACTED]	Built Date	02/22/2013	Mileage	1,447
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	05/14/2013 09:25:02	By	T8085MB
Updated	05/30/2013 08:29:46	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46
P1D90	INCORRECT GEAR RATIO - CLUTCH 2 DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1D92	INCORRECT GEAR RATIO - CLUTCH 4 DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1D95	TCM CLUTCH FAILURE UNDETERMINED	T4754AC	04/14/2013 01:25:46
P1D96	INCORRECT GEAR RATIO: CLUTCH A OR B DEFECTIVE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	61767	HOLLYWOOD CHRYSLER JEEP	Phone	(954) 962-6400
Address	2100 NORTH STATE ROAD 7			
City	HOLLYWOOD	State	FL	ZIP 33021 3805
Dealer Zone	66	County	BROWARD	Country USA
Tech	TONY PORTNOY			
STAR	T4083MW			

CUSTOMER CONCERN

VEHICLE WENT INTO NEUTRAL,CUST PUT VEH INTO PARK AND BACK TO DRIVE AND VEH WONT MOVE

Updated: 05/14/2013 09:25:02 By T8085MB

VEHICLE CAME IN WITH SEVERAL CLUTCH FAILURE DTC'S.NOW IT WONT SHIFT OUT OF PARK TO DRIVE VEHICLE.BROUGHT FLUID LEVEL TO SPECS AND NO DIFFERENCE IN OPERATION.CLEARED DTC AND NOW ONLY GIVES P1B14 PARK BY WIRE UNINTENDED PARK POSITION AND NO OTHER DTC

Updated: 05/14/2013 10:36:25 By T8085MB

CHECKED PINS 15 AT TRANSMISSION AND PIN 2 AT HUB CONNECTIONS ARE GOOD. WHEN LOOKING AT VEHICLE CONFIGURATION SCREEN ESM SHOWS ALL ????BUT SHOWS ACTIVE.HAVE GOOD POWER AND GROUND AT SHIFTER

Updated: 05/14/2013 15:04:10 By T8085MB

RECHECKED CONNECTORS AT TRANSMISSION AND AT RFHUB.ALL CONNECTIONS ARE CLEAN AND TIGHT.FLUID LEVEL WAS SHOWING OVERFULL,TOOK ABOUT 1 1/2 QTS OUT. WYTECH SCREEN DOES SHOW SHIFT SIGNAL WHEN I MOVE SHIFTER. STILL HAVE DTC P1B14 PARK BY WIRE UNINTENDED POSITION.

Updated: 05/15/2013 12:02:58 By T8085MB

yes I checked the manual park relese and I disconnected the cable from the side of the transmission.varified that the drive shaft does not turn and turns when I move the lever.tried it several times.

Updated: 05/15/2013 12:54:42 By T8085MB

YES I FIGURED THAT OUT WITH THE SHIFTER.WITH THE MANUAL RELEASE CABLE DISCONNECTED I STILL HAVE THE SAM DTC NO CHANGE.AND TO DO THE SERVICE PROCEDURE FOR FLUID LEVEL IT SAYS TO SIFT INTO REVERSE AND HOLD FOR 5SEC SIFT TO DRIVE AND HOLD FOR 5SEC AND THEN

ACCELERATE TO SECOND GEAR AND HOLD FOR 5 SECONDS.I CANNOT DO THAT BECAUSE THE TRANSMISSION WILL NOT GO INTO GEAR FROM PARK POSITION.EVERY TIME I MOVE SHIFTER TO ANY GEAR POSITION IT SHIFT BACK TO PARK POSITION AND WONT ENGAGE ANY GEARS.WHEN I TOOK THE FILL PLUG OUT I HAD ABOUT 1 1/2 QTS FLUID COME OUT WITH ENGINE RUNNING.ACCORDING TO THE DTC IT SAYS TO REMOVE THE PAN AND TCMA TO INSPECT THE PARK RELEASE AND PARK HOLD SOLENOID TERMINALS AT THE LEADFRAME.WE DO NOT HAVE THE LATEST RELEASE FOR WYTECH YET.

Updated: 05/15/2013 15:00:27 By T4083MW

ANY RESPONSE FROM ENGINEERING YET?

Updated: 05/16/2013 13:25:45 By T4083MW

IS THERE ANY UPDATES FROM ENGINEERING YET?

Updated: 05/16/2013 13:25:45 By T4083MW

RESOLUTION

Tony, you need to clear the codes, then check the fluid per Dealer Connect. Then test drive to see what codes reset. Advised that if transmission is overfilled or under filled it will not come out of park.

Updated: 05/14/2013 09:25:02 By T8085MB

Tony, make sure that the manual park cable is full release position. Also inspect the T824 (YL/DB) from pin #15 at the transmission (TCM), then to pin #2 C1 at the RF Hub. Check the pin fit, wire crimp and also do a wiggle test.

Updated: 05/14/2013 10:36:25 By T8085MB

Tony, the ESM will show all ??? that is normal. Did you make sure that the park cable is full release position? Also did you check the fluid level?

Updated: 05/14/2013 15:04:10 By T8085MB

Tony, did you make sure that the manual park cable is full release position?

Updated: 05/15/2013 12:02:58 By T8085MB

Tony, I am sending this case to the Master Consultant for review.

Updated: 05/15/2013 12:54:42 By T8085MB

Star reviewed case. Tony the issue with ESM and WiTech is normal. Update WiTech to 13.04 and ESM should read. For the P1B14 are you 100% sure you checked fluid level EXACTLY as outlined in service procedures(level on host--engine running-vehicle was shifted into drive and reverse--at 50C trans temp) and fluid does dribble out? Fluid level too high or too low will cause this issue.Please let me know.Thanks-Mike-Star Also Tony when cable was removed at transmission and you cleared P1B14 did it reset when cable was removed?

Updated: 05/15/2013 14:02:09 By T4083MW

Tony Star will review with engineering and reply shortly.

Updated: 05/15/2013 15:00:27 By T4083MW

Star advises tech to replace trans assembly. Star ordered trans from plant using Bates form. Fast Track [REDACTED]. Star advises to drain trans pan and fast track old trans to QEC after new trans is installed.

Updated: 05/16/2013 13:25:45 By T4083MW

REPLACED TRANSMISSION--CASE CLOSED

Updated: 05/30/2013 08:29:46 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG8	EO [REDACTED]	Built Date	04/01/2013	Mileage	570
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/14/2013 13:07:55	By	T8085MB
Updated	06/12/2013 23:05:48	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0125	Lost Communication With Dynamics Sensor	T3076SB	04/14/2013 01:25:00
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

yesterday vehicle would not come out of park. light on shifter went from P to R and back to P.vehicle was towed to dealer and shifts normally today

Updated: 05/14/2013 13:07:55 By T8085MB

RESOLUTION

Robert, advised to check the fluid level as per Dealer Connect. IF transmission is overfilled or under filled it can cause this concern. Also make sure that the manual park cable is in the full release position. Inspect the T824 circuit.

Updated: 05/14/2013 13:07:55 By T8085MB

never came back

Updated: 06/12/2013 23:05:48 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	01/29/2013	Mileage	1,266
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	06/03/2013 11:43:09	By	T5471PK
Updated	06/21/2013 09:29:58	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P07BF	INPUT/TURBINE SPEED SENSOR 1 CIRCUIT LOW	T4754AC	04/14/2013 01:25:46
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45539	JEFF WYLER CHRYSLER JEEP DODGE OF			Phone	(812) 537-2525
Address	875 E EADS PKWY					
City	LAWRENCEBURG	State	IN	ZIP	47025 8508	
Dealer Zone	42	County	DEARBORN	Country	USA	
Tech	PETE MILLER					
STAR	T4083MW					

PART INFORMATION

Part Number	RL223651AB	Part Qty.	1

CUSTOMER CONCERN

transmission twice now has failed to shift and gear selector will not let the trans go into park and consequently you can;t turn off the key.codes p07bf,p0850,p1b14 and p1915 are now stored codes.

Updated: 06/03/2013 11:43:09 By T5471PK

Re-installed oil pan, filled fluid, with trans on lift during fill process shifted fine. However the check engine light illuminated. When we tried to put the vehicle into park and shut off. The vehicle would not go into park nor would it shut off without holding the button down for five seconds in neutral. Active codes present now are P07B4, P0850. The request to inspect the manual release cable showed no faults in that particular system. In the process of trying to go into park the trans will click twice, but refuses to enter parking gear.

Updated: 06/07/2013 10:48:43 By T7720A0

i have already removed the cable and it fits perfectly over the boss. after restarting the car the car is in limp mode with all the same codes and now the shift module will not find itself. the module comes on line but can;t reconize anything inside of it.i have unplugged the module and reconnectd it but it is still lost in space. i have ordered a new shift module.

Updated: 06/10/2013 09:08:31 By T7720A0

Well I looked carfully at the ground 911a and it was not loose. the park switch in the trans shows up as an active dtc as soon as you start the jeep. I took another new jeep and inspected the manual cable and everything about is as same the broken jeep. It's hard for to believe that the problem is not in the valvebody. Your call what's next.

Updated: 06/12/2013 11:18:30 By T7720A0

Mike i have done as you requested, I hooked the battery back up, cleared the old codes,unhooked the shift cable,drove the jeep and after about two miles back into limp in we go. codes po7bf and p0850 are active. I tested

circuit t824. the yellow with blue tracer is not open or grounded. I load tested the wire with 1.5 amp and the light shown bright. Pete

Updated: 06/13/2013 16:23:46 By T4083MW

DO I TO SEND THIS TO POWERTRIAN CONTROL CENTER FOR APPROVAL AND ALSO PERFORM THE DI PROCESS TO GET CLAIM PAID.

Updated: 06/18/2013 15:40:55 By T4083MW

Mike i finally got the trans finished up and it works fine Pete.

Updated: 06/20/2013 08:24:06 By T4083MW

RESOLUTION

Pete, with the transmission pan being removed, and finding aluminum particles in the pan I am escalating this to the master consultant. Please do not disassemble the transmission, this transmission is on fast feedback.

Updated: 06/03/2013 11:43:09 By T5471PK

Escalting to FTS

Updated: 06/03/2013 13:38:50 By T7720A0

Pete, see SOL case, S1321000007, check the MPR (manual park release) first.

Updated: 06/04/2013 09:57:18 By T7720A0

Called dealer talked to Pete Miller, Advised to clean pan and reinstall, use the tech connect procedure to refill trans and make sure the fluid level is correct. Check the MPR lever, cable, routing and trans lever. Clear the DTC and see if they reset.

Updated: 06/05/2013 11:24:49 By T7720A0

Forward updated info, Waiting for response form escalating group.

Updated: 06/07/2013 10:48:43 By T7720A0

Pete, remove the cable for the trans lever and make sure the lever is not interfering with the trans pan or boss, then see if you can still duplicate the DTC's setting.

Updated: 06/07/2013 11:43:48 By T7720A0

Inspect the G911A ground, we have been finding it loose which causes the shift module issues.

Updated: 06/10/2013 09:08:31 By T7720A0

Escalting the case for review.

Updated: 06/12/2013 11:18:30 By T7720A0

Star reviewed case. Pete first the ESM will not communicate with WiTech until WiTech is updated to 13.04. this is normal. If you clear codes and disconnect manual park release cable from trans and start vehicle what codes return? Does trans operate correctly? Also load test T824 circuit(P/N Circuit) from valvebody connector pin 15 to RFHub module pin 2. Is it open or shorted to ground? Please let me know the results.Thanks-Mike-Star

Updated: 06/12/2013 17:36:26 By T4083MW

Thanks for the update Pete. Star will review with engineering and reply shortly.

Updated: 06/13/2013 16:23:46 By T4083MW

Star advises to replace trans. Star ordered trans. Order #4124** Fast Track #40203

Updated: 06/13/2013 16:46:59 By T4083MW

Pete NO DIGITAL Imaging required or PSC authorization needed! This trans is on FAST FEEDBACK.I authorize the replacements. Attach a copy of ticket number(CASE) to claim.Mike Wilson-Star

Updated: 06/18/2013 15:40:55 By T4083MW

Thanks for the update Pete. Please close case if vehicle is repaired.Thanks-Mike-Star

Updated: 06/20/2013 08:24:06 By T4083MW

Replace transmission-CASE CLOSED

Updated: 06/21/2013 09:29:58 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG7	EO [REDACTED]	Built Date	03/10/2013	Mileage	6,168
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/06/2013 09:26:24	By	T8085MB
Updated	06/16/2013 00:25:39	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1963	Power Liftgate Strut Performance	T3076SB	04/14/2013 01:25:00
B23A1	Flash to Pass/Optical Horn Switch Circuit Performance	T3076SB	04/14/2013 01:25:00
U0100	Lost Communication With ECM/PCM	T3076SB	04/14/2013 01:25:00
B1D4A	Memory Switch Input Circuit/Performance	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City		State	
		ZIP	
Dealer Zone		County	
		Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

customer states that the vehicle has rolled away twice after the vehicle has been put in park

Updated: 06/06/2013 09:26:24 By T8085MB

I inspected the manual release cable it is in the fully released position and the handle has not been tampered with I disconnected the tcm connector and inspected the pins no issues found erased the stored dtcs and test drove no dtcs returned

Updated: 06/06/2013 15:03:36 By T8085MB

RESOLUTION

Jason, inspect the manual park cable is in the full release position. Inspect the connectors at the transmission for backed out pins, bent pins or any damage. You also need to open a case with electrical on the codes.

Updated: 06/06/2013 09:26:24 By T8085MB

Jason, if the connectors are fine and the fluid is full, after a test drive if the codes do not reset let customer have vehicle.

Updated: 06/06/2013 15:03:36 By T8085MB

n/a

Updated: 06/16/2013 00:25:39 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG1	EO [REDACTED]	Built Date	05/03/2013	Mileage	1,579
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	06/13/2013 10:43:16	By	T5471PK
Updated	06/21/2013 09:34:41	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1D77	PARK SOLENOID RANGE/PERFORMANCE	T4754AC	04/14/2013 01:25:46
P1D78	PARK SOLENOID CIRCUIT LOW	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	09733	CENTRAL CHRYSLER JEEP DODGE	Phone	(781) 762-2200
Address	56 PROVIDENCE HWY			
City	NORWOOD	State	MA	ZIP 02062 2622
Dealer Zone	32	County	NORFOLK	Country USA
Tech	ROGER NELSON			
STAR	T4083MW			

PART INFORMATION

Part Number	RL220733AG	Part Qty.	1

CUSTOMER CONCERN

CHECK ENGINE LIGHT ON.WHEN MOVING SHIFTER FROM PARK,TRANS DOES NOT ALWAYS ENGAGE <i>Updated: 06/13/2013 10:43:16 By T5471PK</i> I HAVE CHECKED THE FLUID LEVEL AND IT IS CORRECT,THE PARK RELEASE IS FULLY SEATED. I HAVE NOT BEEN ABLE TO DUPLICATE CONDITION. <i>Updated: 06/13/2013 16:00:14 By T5471PK</i> I REINSPECTED CONNECTOR LAST EVENING,NTF. FIRST START THIS AM CONDITION OCCURRED .I HAVE SENT EVENT DATA TO YOU. CONDITION CORRECTED ON IGN CYCLE.VEH DID INDICATE AND REMAIN IN PARK DURING EVENT. <i>Updated: 06/14/2013 08:59:04 By T5471PK</i> DTC CHANGED TO P1D77-00 <i>Updated: 06/14/2013 08:59:04 By T5471PK</i> DO I NEED TO COMPLETE AND SUBMIT A TRANS DIAG SHEET AND A REPAIR/REPLACE SHEET THROUGH POWERTRAIN? <i>Updated: 06/17/2013 10:21:04 By T4083MW</i>

RESOLUTION

Roger, this transmission on fast feedback. The transmission fluid level being set properly plays a key role into proper operation with this transmissin. At this time, advise to verify/set fluid level per service procedure in Tech connect. Make sure the vehicle is cold before starting the procedure and make sure that when raising the vehicle it remains level. Also make sure the manual park release cable is not partially pulled and is fully seated inside, and at the transmission After setting the fluid level, see if you can duplicate the customers concern.

Updated: 06/13/2013 10:43:16 By T5471PK

Roger, Advise to check for a connector concern at the valvebody if not already. After checking this connector, if you are unable to duplicate the concern, advise to retest vehicle and if concern does not duplicate release vehicle back to customer.

Updated: 06/13/2013 16:00:14 By T5471PK

Roger, With everything that was checked, and the P1d77 resetting this morning, I am going to escalate this to the master consultant for review.

Updated: 06/14/2013 08:59:04 By T5471PK

Star will review with engineering and reply shortly.

Updated: 06/14/2013 16:21:52 By T4083MW

Star advises to replace trans assembly. Order [REDACTED] * Have parts dept change order status to VOR. Fast Track#4 [REDACTED]

Updated: 06/17/2013 08:43:10 By T4083MW

NO DIGITAL IMAGING OR PSC AUTHORIZATION. This is on fast feedback and I authorize the replacement.
Thanks-MIKE WILSON -Star

Updated: 06/17/2013 10:21:04 By T4083MW

TRANS REPLACE--CASE CLOSED

Updated: 06/21/2013 09:34:41 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG1	EO [REDACTED]	Built Date	02/01/2013	Mileage	1,670
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	BO	HIGH EFFORT	
Created	06/25/2013 14:00:03	By	T3498BM
Updated	08/04/2013 00:25:47	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City		State	
		ZIP	
Dealer Zone		County	
		Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

A) CUST STATES NOW A FEW TIMES 3X A DAY THE VEHICLE WILL NOT SHIFT INTO PARK CHECK AND ADVISE.) CUST STATES HAVING INTERMITTENT PROBLEM WHEN TURN ON AC SYSTEM WILL HEAR A HIGH PITCHED TICKING NOISE COMING FROM THE FRONT OF ENGINE BY GRILLE AREA CHECK
Updated: 06/25/2013 14:00:03 By T3498BM

RESOLUTION

Hi Keith. In the ticking issue, please make a separate case on that with the AC/Engine group. For the no shifting, we've had prior issues with shifting but always followed by code/s. Make sure they are fully depressing the brake when this occurs. Please let me know - Brian
Updated: 06/25/2013 14:00:03 By T3498BM
DID NOT COME BACK
Updated: 08/04/2013 00:25:47 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG6	EO [REDACTED]	Built Date	06/01/2013	Mileage	950
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/28/2013 14:28:38	By	T5471PK
Updated	07/28/2013 00:28:55	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City		State	
		ZIP	
Dealer Zone		County	
		Country	
Tech			
STAR	T5471PK		

CUSTOMER CONCERN

SHIFTER DOES NOT GO INTO PARK ON FIRST TRY STOPS AT REVERSE THEN WAIT A SECOND AND THEN GOES INTO PARK
Updated: 06/28/2013 14:28:38 By T5471PK

RESOLUTION

Advise to make sure the vehicle is at a complete stop and your foot is on the brake pedal before trying to attempt to shift into park. Also advise to compare with a like vehicle shifted in the same manner to see if this is a normal operating characteristic.
Updated: 06/28/2013 14:28:38 By T5471PK
WORKING NORMALLY
Updated: 07/28/2013 00:28:55 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG0	EO [REDACTED]	Built Date	02/19/2013	Mileage	2,756
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/02/2013 13:56:15	By	T8085MB
Updated	08/04/2013 00:26:39	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0101-00	Lost Communication with TCM -	T3076SB	04/14/2013 01:25:00
U0402-00	Implausible Data Received From TCM -	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

while driving on freeway car will go to neutral without moving entything-some times at stop vehicle will shift itself into park without moving or shifting entything.

Updated: 07/02/2013 13:56:15 By T8085MB

RESOLUTION

Jimmy, advised to inspect the connector at the transmission for loose pin fit, corrosion or any damage. Also check the fluid level per Dealer Connect. Clear the codes and test drive to see if they return.

Updated: 07/02/2013 13:56:15 By T8085MB

CHECK FLUID LEVEL-O/K-CHECK WIRING IT TRANS-NPF-TEST DROVE DID NOT DUPLICATE COMPLANT.

Updated: 08/04/2013 00:26:39 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	05/31/2013	Mileage	659
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	07/09/2013 10:22:12	By	T8085MB
Updated	07/21/2014 10:15:35	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	66325	BAYSIDE CHRYSLER DODGE JEEP RAM	Phone	(718) 229-8700
Address	21219 NORTHERN BLVD			
City	BAYSIDE	State	NY	ZIP 11361 3341
Dealer Zone	32	County	QUEENS	Country USA
Tech	Timothy O'sullivan			
STAR	T4083MW			

CUSTOMER CONCERN

HAS CODE P1915-00,WHEN TRANSMISSION ENGAGED INTO PARK OR REVERSE,VEHICLE BEGINS TO SPUTTER AND KNOCK,SHIFTER WILL AUTOMATICLY SHIFTER WILL RETURN TO NUETRAL POSITION AFTER 45 SECONDS AND CAR LABORS IN DRIVE
Updated: 07/09/2013 10:22:12 By T8085MB

RESOLUTION

Timothy, advised to check the fluid level per Dealer Connect. Also inspect the connector at the transmission, look for loose pin fit or any damage.
Updated: 07/09/2013 10:22:12 By T8085MB
 Please close this case. You have two cases open on same vehicle! Thanks
Updated: 07/11/2013 16:04:26 By T4083MW
 Please close case.
Updated: 06/26/2014 10:47:06 By T4083MW
 Please close case
Updated: 07/21/2014 10:15:35 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	05/31/2013	Mileage	659
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	07/09/2013 10:25:14	By	T7720A0
Updated	07/19/2013 16:47:22	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	66325	BAYSIDE CHRYSLER DODGE JEEP RAM	Phone	(718) 229-8700
Address	21219 NORTHERN BLVD			
City	BAYSIDE	State	NY	ZIP 11361 3341
Dealer Zone	32	County	QUEENS	Country USA
Tech	Timothy O'sullivan			
STAR	T4083MW			

CUSTOMER CONCERN

HAS CODE P1915-00,WHEN TRANSMISSION ENGAGED INTO PARK OR REVERSE,VEHICLE BEGINS TO SPUTTER AND KNOCK,SHIFTER WILL AUTOMATICLY SHIFTER WILL RETURN TO NUETRAL POSITION AFTER 45 SECONDS AND CAR LABORS IN DRIVE
Updated: 07/09/2013 10:25:14 By T7720A0

ONLY CODE IS P1915,FLUID LEVEL IS FINE AND HAS BEEN CHECKED WITH WI-TECH WILL CHECK FOR LOOSE PLUGS.....ITS VERY STRANGE
Updated: 07/09/2013 10:35:48 By T7720A0

WIRING IS FINE,WE REPLACED VALVE BODY AND NOW TRANSMISSION WILL RECOGNIZE DRIVE COMMAND PRNDL WHICH IT DID NOT DO PRIOR TO REPLACEMENT,NOW TRANSMISSION HAS SEVERE STOP BUMP 2-1 DOWN SHIFT,FLUID LEVEL IS CORRECT AND CAR DRIVEN ALMOST 39 MILES FOR QUICK LEARN,TECH SEAMS TO THINK THERE IS INTERNAL TRANSMISSION FAILURE
Updated: 07/11/2013 09:43:08 By T7720A0

MIKE IT SEEMS MY TECH MADE ROOKIE PARTS GUY LOOK ONE UP FOR A 2013 CHARGER HOWEVER IT DID FIX THE MAJOR PART OF THE PROBLEM,I THINK THE CORRECT VALVEBODY WOULD FIX THIS CAR, WHAT ARE YOUR THOUGHTS
Updated: 07/11/2013 16:39:11 By T4083MW

THANK YOU
Updated: 07/12/2013 11:55:55 By T4083MW

IS THE PART # RL232251AA BECAUSE ON MY PARTS ORDER IT SHOWS NS7 AS CANCELED
Updated: 07/15/2013 08:49:13 By T4083MW

TY
Updated: 07/15/2013 09:11:57 By T4083MW

RESOLUTION

Tim are there any other trans DTC set? If no check engine performance. Park neutral should not have anything in the trans that would cause the the sputter knock issue.

Updated: 07/09/2013 10:25:14 By T7720A0

ok.

Updated: 07/09/2013 10:35:48 By T7720A0

Escalting the case for review.

Updated: 07/11/2013 09:43:08 By T7720A0

Tim first of all were did you get the valvebody (when they are not available threw parts) and they are on fast feedback? Please let me know! Thanks-Mike-Star

Updated: 07/11/2013 16:08:00 By T4083MW

Yes I would think so. You can not just put whatever valvebody into these vehicles because software in TCM are different. Let me review with engineering and I will reply back shortly. I will see if I can get the correct valvebody.

Updated: 07/11/2013 16:39:11 By T4083MW

Star advises tech to replace valvebody. Star ordered valvebody from plant using BATES form. You should see it in about 3-4 days.

Updated: 07/12/2013 08:16:40 By T4083MW

Tim after valvebody is installed please let me know the results.Thanks-Mike-Star

Updated: 07/12/2013 11:55:55 By T4083MW

Tim valvebody for 845RE is coming from plant - software loaded by engineering -then sent to your dealer. There is no parts order and valvebody for this vehicle is not available from Mopar yet because they have generic software and WiTech does not have flash files yet to flash these valvebodies.

Updated: 07/15/2013 08:49:13 By T4083MW

Tim to update case after valvebody is installed.

Updated: 07/15/2013 09:11:57 By T4083MW

VALVEBODY-CASE CLOSED

Updated: 07/19/2013 16:47:22 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG1	EO [REDACTED]	Built Date	03/09/2013	Mileage	1,379
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/22/2013 15:54:25	By	T5471PK
Updated	11/22/2013 10:42:26	By	T3849SM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0732	Gear Ratio Error in 2nd	T3076SB	04/14/2013 01:25:00
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE		Phone	(978) 774-8840
Address	107 ANDOVER ST				
City	DANVERS	State	MA	ZIP	01923 1414
Dealer Zone	32	County	ESSEX	Country	USA
Tech	Ramon Arocho Jr.				
STAR	T3849SM				

CUSTOMER CONCERN

will not shift into park
Updated: 07/22/2013 15:54:25 By T5471PK
I may have stated the wrong info it does go into park but it takes a minute when moving the shifter it jumps from reading neutral to park
Updated: 07/22/2013 16:48:48 By T5471PK

RESOLUTION

Ramon, advise to check and make sure the manual release handle is not partially pulled in the vehicle. If no concerns found, advise to disconnect the cable and see if the cable is not keeping the lever partially pulled. If no concerns found, advise to set the transmission fluid level per service procedure and retest.
Updated: 07/22/2013 15:54:25 By T5471PK
Ramon, with the transmission pan already being removed, make sure the manual park release cable is not partially pulled, also advise to check for a connector concern such as a pin tension, partially backed out terminal, at the valve body, and the RF hub. If no concerns found, advise to isolate and load test the T824 circuit. Please update the ticket with your findings.
Updated: 07/22/2013 16:48:48 By T5471PK
Ray states that vehicle is back with p0732. Trans fluid is full and clean. Cleared the DTC and reset on a road test. STAR advised to contact PSC for authorization to replace the trans.
Updated: 11/13/2013 10:43:33 By T7720A0
replaced transmission
Updated: 11/22/2013 10:42:26 By T3849SM

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	03/18/2013	Mileage	1,950
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/02/2013 09:07:38	By	T5471PK
Updated	09/20/2013 10:34:20	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1DC6-00	TCM Not Programmed-	T3076SB	04/14/2013 01:25:00
U0402-00	Implausible Data Received From TCM -	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23011	BRIGHAM-GILL MOTORCARS INC	Phone	(508) 655-4200
Address	817 WORCESTER ST			
City	NATICK	State	MA	ZIP 01760 2099
Dealer Zone	32	County	MIDDLESEX	Country USA
Tech	Christopher Golden			
STAR	T4083MW			

PART INFORMATION

Part Number	RL234251AA	Part Qty.	1

CUSTOMER CONCERN

c/s reads in gear but cannot shut off car
Updated: 08/02/2013 09:07:38 By T5471PK

sorry my fault--- c/s vehicle will not shut off cluster and shifter both read in park--vehicle is in park - no dtc's--cluster display said not in park
Updated: 08/08/2013 09:27:38 By T5471PK

so this problem is an intermittent condition - does not happen all the time I have tested wiring for circuit-T824---wires test out fine--- will the vehicle not shut off if door is open????
Updated: 08/13/2013 15:22:37 By T4083MW

intermediate connector --I9030 is that not part of a star case for connection concerns
Updated: 08/13/2013 15:22:37 By T4083MW

shifter has already been replaced
Updated: 08/13/2013 16:16:47 By T4083MW

so checked manual park release cable sort of felt bind compared to another vehicle on lot and that one does not bind---so I order a manual park release cable
Updated: 08/26/2013 10:39:54 By T4898GP

replaced valve body in trans -----dtc's -TCM-p1dc6-00 unknown--abs-dtc-u0402-00 implausible data received from TCM
Updated: 09/05/2013 13:33:56 By T4083MW

just thought of that after I started ticket----yes ---flashed tcm to proper level and everything is fine - now
Updated: 09/05/2013 17:29:30 By T4083MW

RESOLUTION

Christopher, if you hold the start/stop button down for 10 seconds this will shut the vehicle down in gear. Are there any DTCs setting? Also please review the video in techconnect on how to properly set the fluid level, and set the transmission fluid level per this service procedure.

Updated: 08/02/2013 09:07:38 By T5471PK

Christopher, I am going to escalate this to the master consultant for review.

Updated: 08/08/2013 09:27:38 By T5471PK

Star reviewed case. Star advises Chris to first remove manual park release cable from trans. is issue still present? If it is then load test T824 circuit from RFHub to valvebody connector. Also check connection for this T824 circuit at intermediate connectors I9030 and I6020. Please let me know the results. Thanks-Mike-Star

Updated: 08/09/2013 08:28:05 By T4083MW

Chris not that I know off but I know there is a star case for G903 ground being stripped out. You should be able to shut vehicle off if door is open. Possible shifter issue.

Updated: 08/13/2013 15:22:37 By T4083MW

Star is escalating case to Filed Technical services for assistance. You should receive a reply from FTS.

Updated: 08/13/2013 16:16:47 By T4083MW

Please inspect the park released cable for binding, please make sure lever is not getting stuck or possible foreign material is present at the park released lever, please send scan report.

Updated: 08/19/2013 08:42:57 By T4898GP

Contact dealer: technician was not available, left message in service department.

Updated: 08/26/2013 10:39:54 By T4898GP

Star ordered valvebody per FTS requests. Order [REDACTED] 3---Chris have parts dept change order status to VOR.

Updated: 08/26/2013 15:53:35 By T4083MW

Chris did you flash TCM to the latest correct level yet?

Updated: 09/05/2013 13:33:56 By T4083MW

Thanks for the update Chris. If vehicle is repaired then please close the case. Thanks-Mike-Star

Updated: 09/05/2013 17:29:30 By T4083MW

unable to duplicate condition

Updated: 09/20/2013 10:34:20 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG7	EO [REDACTED]	Built Date	05/07/2013	Mileage	1,104
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/12/2013 14:43:51	By	T5471PK
Updated	09/29/2013 00:26:17	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0732	Gear Ratio Error in 2nd	T3076SB	04/14/2013 01:25:00
P0734	Gear Ratio Error in 4th	T3076SB	04/14/2013 01:25:00
P1412	Cylinder 2 Reactivation Control Performance	T3076SB	04/14/2013 01:25:00
P1418	Cylinder 8 Reactivation Control Performance	T3076SB	04/14/2013 01:25:00
P1C4E	ABS DTC Present	T3076SB	04/14/2013 01:25:00
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46
P1D91	INCORRECT GEAR RATIO - CLUTCH 3 DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1DA3	INCORRECT GEAR RATIO: CLUTCH B, D, OR E DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1DAF	INCOMPATIBLE LIMP IN ACTION REQUESTED	T4754AC	04/14/2013 01:25:46
U0416	IMPLAUSIBLE DATA RECEIVED FROM ESP	T1870AT	04/14/2013 01:25:46
U1412	IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1417	Implausible Left Wheel Distance Signal Received	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3742JG		

PART INFORMATION

Part Number	RL223651AB	Part Qty.	1

CUSTOMER CONCERN

MIL ON, DOES NOT SHIFT CORRECT
Updated: 08/12/2013 14:43:51 By T5471PK
 ALL THESE DTC WILL SET DUE TO FLUID LEVEL?
Updated: 08/12/2013 15:57:33 By T5471PK
 THE ONLY U DTC THAT SET THIS TIME IS THE ABS ONE, THE LAST TIME IN THE DTC'S WERE FOR VEHICLE WHEEL SPEED IN PCM AND TCM AND NO ABS DTC, SO THE PARK BY WIRE DTC CAN SET DUE TO FLUID?
Updated: 08/13/2013 09:23:35 By T5471PK
 FLUID WAS FULL, STINKS COMING OUT, DRIVE 3MILES, NO DTC, HARSH INTO GEAR, UPSHIFTS A LITTLE HARSH, DOWN SHIFTS EXTREMELY HARSH,

Updated: 08/13/2013 09:23:35 By T5471PK

CUSTOMERS NOTE STATES THE VEHICLE WAS GOING INTO PARK WHILE DRIVING DOWN THE HIGH WAY???, DO NOT KNOW IF THEY WERE SEEING SHIFTER SHOW PARK OR ACTUALLY GOING INTO PARK, I QUESS THE CUSTOMER IS DIFFICULT TO UNDER STAND[BROKEN ENGLISH]

Updated: 08/13/2013 09:23:35 By T5471PK

OK, I WILL EAGERLY AWAIT THE ARRIVAL THE TRANSMISSION, ANYTHING I SHOULD LOOK AT ALSO?

Updated: 08/14/2013 11:43:26 By T4083MW

I CHECKED THAT PREVIOUSLY WHEN IT CAME IN FOR THE OTHER DTC'S, I LOSENEED THE NUT AND MOVED THE EYELETS AND RETORQUED THE NUT

Updated: 08/15/2013 16:36:34 By T4083MW

INSTALLED TRANSMISSION, OLD FLUID STUNK, FLUSHED COOLER[10 PSI], INSTALLED SOFTWARE FOR TCM[DIFFERENT NUMBER THAN WAS IN IT BEFORE AND UP DATED PCM], FLUID WAS FULL, INITIALIZED TCM, DROVE 10 MILES, CHECKED FOR DTC, HAD NONE AT THIS TIME, SHIFTED OK[NOT HARSH LIKE BEFORE], WILL DRIVE AGAIN BEFORE GIVING BACK TO THE CUSTOMER

Updated: 08/21/2013 17:43:31 By T4083MW

WAITING FOR A UPDATE FOR MODULE TO RUN ADAPTATION, DROVE WITH TA AND FAST FILL VALUES DO NOT CHANGE

Updated: 09/11/2013 10:12:04 By T3742JG

RESOLUTION

Andrew, please review the video in TechConnect on how to properly set the transmission fluid level. After viewing this video, advise to set the transmission fluid level and retest. Do the DTCs reset? Is the concern still present? Was the transmission under/overfilled?

Updated: 08/12/2013 14:43:51 By T5471PK

Andrew, underfilled/overfilled transmissions can cause gear ratio, incorect gear ratio DTCS to set. Have the, u0416,u1417,u1418 reset along with the TCM codes?

Updated: 08/12/2013 15:57:33 By T5471PK

Andrew, I am going to escalate this to the master consultant for review.

Updated: 08/13/2013 09:23:35 By T5471PK

Star advises tech to replace trans assembly. Star ordered trans. Order [REDACTED] Fast Track [REDACTED]

Updated: 08/13/2013 18:17:33 By T4083MW

Andrew yes . Make sure G903 ground at passengers frame rail is secure and tight. Stud and nut are being stripped by factory.

Updated: 08/14/2013 11:43:26 By T4083MW

Thanks for the update Andrew. Then after trans is installed and vehicle is driven plesae let me know the results. Thanks-Mike-Star

Updated: 08/15/2013 16:36:34 By T4083MW

Thanks for the update Andy. Please close case tomorrow if vehicle is repaired. Thanks-Mike-Star

Updated: 08/21/2013 17:43:31 By T4083MW

Replaced trans assembly-CASE CLOSED

Updated: 08/22/2013 16:08:32 By T4083MW

Additional information required. Dealer SM reports that customer is complaining about shift quality with the vehicle after transmission replacement. Tech advisor asked if adaptation routine was run, dea;er was not aware of it. TA will evaluate car on 9/9 or 9/10, document fast fill values and run adaptation driving routine.

Updated: 09/07/2013 07:34:42 By T3742JG

SOL case needed for TCM adaptation routine being run after transmission or valave body replacement. Attached document to case.

Updated: 09/07/2013 07:43:59 By T3742JG

Andy, please connect vehicle to wiTECH and see if there are software updates available for DTCM and TCM. TSB 21-007-13 Rev A was supposed to have been released today but may have been delayed due to system issues but Engineeer states flash files should already be there. Update if possible or supply PNs of current software if no updates are visible when connected.

Updated: 09/11/2013 10:12:04 By T3742JG

TCM is at the latest already 68225561AB, advised dealer to give car back to customer, driving the car will continue the adaptation process.

Updated: 09/12/2013 16:23:16 By T3742JG

UNIT REPLACED, MORE TIME TO BE DRIVEN TO LEARN SHIFTS

Updated: 09/29/2013 00:26:17 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG3	EO [REDACTED]	Built Date	03/30/2013	Mileage	3,538
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/14/2013 20:04:38	By	T5471PK
Updated	09/20/2013 10:42:59	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0507	Idle Speed Performance Higher Than Expected	T3076SB	04/14/2013 01:25:00
P1C4E	ABS DTC Present	T3076SB	04/14/2013 01:25:00
U0415	Implausible Data Received from ABS	T3076SB	04/14/2013 01:25:00
U1110	Lost Vehicle Speed Message	T3076SB	04/14/2013 01:25:00
U1418	Implausible Right Wheel Distance Signal Received	T3076SB	04/14/2013 01:25:00
U0416	IMPLAUSIBLE DATA RECEIVED FROM ESP	T1870AT	04/14/2013 01:25:46
U1412	IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1417	Implausible Left Wheel Distance Signal Received	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	09742	DOTTA AUTO SALES INC	Phone	(610) 863-6400
Address	ROUTE 512			
City	BANGOR	State	PA	ZIP 18013
Dealer Zone	35	County	NORTHAMPTON	Country USA
Tech	Jarrett Kessler			
STAR	T4083MW			

PART INFORMATION

Part Number	RL220733AG	Part Qty.	1

CUSTOMER CONCERN

CUSTOMER STATES WHEN DRIVING ALL DASH LIGHTS SHUT OFF AND VEHICLE STALLED. CHECK ENGINE LIGHT CAME ON THEN WHEN RESTARTING.

Updated: 08/14/2013 20:04:38 By T5471PK

CLEARED CODES. FLASH UPDATED MODULES USING GR8 BATTERY TESTER. WHEN FLASHING TCM MODULE THE FLASH ERRORED. NOW VEHICLE CANNOT BE TURNED OFF. DASH STATES NOT IN PARK. CANNOT REFLASH TCM. IS IT POSSIBLE SOMETHING IS WRONG WITH THE STAR CONNECTOR? WHERE IS THAT CONNECTOR LOCATED? ALL THE CODES WERE FOR MODULES CONNECTED TO THAT CONNECTOR.

Updated: 08/14/2013 20:04:38 By T5471PK

YES I HAD THE GR8 BATTERY CHARGER ON THE VEHICLE. I HAD FLASHED THE PCM PRIOR WITH NO ISSUES. THE PCM HAD U1417, U1418, U1412, U0416, P1C4E. ALL STORED AND P0507 PENDING. TCM HAD CODE U1412-00 STORED. EPS HAD U0415 STORED. ORC HAD U1110-00 STORED. DTCM HAD U0415-00 STORED. I DID ATTEMPT TO REFLASH TCM. ABOUT HALF WAY THROUGH THE FLASH UPDATE IT ERRORS. VEHICLE FALLS INTO THE BUILD DATE FOR TSB 21-007-13 SHIFT IMPROVEMENTS.

Updated: 08/15/2013 09:16:01 By T5471PK

CHECKED BOTH GROUNDS ON RIGHT FRAME RAIL IN ENGINE BAY. REMOVED AND CLEANED SURFACES. CHECKED I7000 CONNECTOR AS PER STAR CASE. WHEN RUNNING LOSS OF COMM. TEST ALL MODULES BUT PCM DDM AND PDM LOOSE COMMUNICATION AT LEAST 2 OR 3 TIMES AFTER ABOUT 500 COUNTS. THERE IS NO CHANGE IN LOSS OF COMM. ON MODULES WHEN WIGGLING I7000 CONNECTOR. DISCONNED AND INSPECTED CONNECTOR. CONNECTOR LOOKS OK. DISCONNECTED BATTERY FOR 15 MINUTES. TOUCHED CABLES TOGETHER TO DISCHARGE SYSTEM. RECONNECT CABLES. HOOKED UP GR8 TESTER. ATTEMPT TO REFLASH TCM. MODULE STILL FAILS TO UPDATE. MODULE IS YELLOW ON TOPOGRAPHY VIEW. THE GREEN DTC SCAN ARROWS NEVER GO AWAY FOR TCM. LOSS OF COMMUNICATION CODES IN OTHER MODULES FOR TCM.

Updated: 08/15/2013 14:10:15 By T5471PK

have not heard back from anyone yet from FTS customer is very unhappy please call 610-863-6400 ask for bob-dealer

Updated: 08/28/2013 09:57:02 By T8442KS

EVERYTHING IS WORKING PROPERLY AT THIS TIME. REPLACED ABS MODULE FOR COMM. ISSUES. NO COMM. ISSUES PRESENT NOW. PROGRAMMED NEW TCM. TCM STILL ERRORRED ABOUT HALF WAY THROUGH FLASH MULTIPUL TIMES. GOT FLASH TO GO THROUGH. PERFORMED TCM FAST FILLING ADAPTION PROCEDURE. GOT ALL CLUTCHS TO COUNT 10 TIMES. ATTEMPT TO DO STANDARD CLUTCH FILLING ADAPTAION. HAVING HARD TIME DOING SO. TRANS. SEEMS TO SHIFT ROUGH AT LOW SPEEDS ACCELERATING. ALSO TRANS HAS A HARSH 2-1 DOWNSHIFT. TSB: 21-007-13 SEEMS TO APPLY TO MY ISSUES. ATTEMPTING THIS FLASH UPDATE BEFORE WAS THE START OF ALL MY PROBLEMS. DID NOT TRY UPDATING TRANS. AGAIN. UNSURE WHY THIS FLASH ERRORS FOR ME. VEHICLE WORKS FINE NOW BESIDES MINOR SHIFT ISSUES.

Updated: 09/04/2013 12:19:05 By T8442KS

RESOLUTION

Jarrett, was a battery charger connected to vehicle when you were trying to flash the vehicle? For the Star connector locations, if you go to the wiring diagrams, then go to communication, select can C bus system, you can click on the star connectors and select location view. Please update the ticket with the DTCS that were set. If vehicle had alot of communication DTCS set, advise to review and perform Star Case [REDACTED]. Have you tried to reflash the TCM?

Updated: 08/14/2013 20:04:38 By T5471PK

Jarrett, advise to check both grounds on the passenger side frame rail in the engine compartment. Also check the I7000 connector. If no problem found, perform a battery disconnect for 10-15 minutes, reboot the Wi-tech server, and try to reflash the TCM. If the flash is successful, and no concerns were found with the I7000 and the grounds, advise to replace the ABS module with the latest level part number available(should be AG level) for the U codes that were set.

Updated: 08/15/2013 09:16:01 By T5471PK

Jarrett, I am going to escalate this to the master consultant for review.

Updated: 08/15/2013 14:10:15 By T5471PK

Star reviewed case. Jarrett yes the TCM is probably damaged now because the TCM flashed failed. BUT don'y you think for the customers concern and codes that were set you would address all the communication codes for ABS and ABS sensors first before performing any flashes? I will order you a avlvebody BUT I would be checking out U codes before falshing new TCM.Star ordered valvebody. Order [REDACTED]** have parts dept change order status to VOR.

Updated: 08/15/2013 17:50:44 By T4083MW

Anita Dotta called she is the dealer Principle and needs Field support ASAP customer is talking a buy back now because this has taken so long.

Updated: 08/24/2013 11:37:32 By T7243KH

Star is escalating vase to Field Technical services for assistance.You should recieve a reply from FTS.

Updated: 08/26/2013 08:08:10 By T4083MW

Glad it's running now. Reinstall the park wire. Make sure there is no tension on it. set fluid level and let me know what happens.

Updated: 08/28/2013 09:57:02 By T8442KS

Just spoke to Joe and sent him the adaption procedures. I think that should fix the shifting.

Updated: 09/04/2013 12:19:05 By T8442KS

Performed adaptation. Shift concern became worse as vehicle was driven. Reviewed with Jim Adams. Auth trans replacement to prevent buy back on low mileage vehicle. GWA notes inputted.

Updated: 09/04/2013 17:44:31 By T2763JM

Star ordered trans assembly.Order #9233**Have parts dept change order status to VOR.

Updated: 09/05/2013 13:05:17 By T4083MW

NEW TRANSMISSION

Updated: 09/20/2013 10:42:59 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG5	EO	Built Date	05/18/2013	Mileage	2,495
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/20/2013 14:43:32	By	T5471PK
Updated	09/22/2013 00:29:07	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1DDE	IGNITION RUN/START INPUT 1/2 CORRELATION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T5471PK		

CUSTOMER CONCERN

can not shift to p/r.
Updated: 08/20/2013 14:43:32 By T5471PK
 ny-loc nut holding park release lever on the shaft was loose and the lever was jammed against one of the lugs for trans pan bolts. tightened nut and lever moved into position, still only about .5 mm clearance between the lever and the lug. thanks
Updated: 08/21/2013 14:55:17 By T5471PK

RESOLUTION

George states the vehicle will not go into park. George, advise to check to make sure the manual park release cable is not partially pulled, and is fully seated. If, no problem found, advise to disconnect the manual park release cable at the transmission and make sure the lever is fully seated. If no problem found, advise to review the video in TechConnect on how to properly set the transmission fluid level. After viewing this video, set the transmission fluid and retest. Is the concern still present?
Updated: 08/20/2013 14:43:32 By T5471PK
 George, thanks for the update, with the confirmed fix.
Updated: 08/21/2013 14:55:17 By T5471PK
 tightened nut
Updated: 09/22/2013 00:29:07 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY		
VIN	1C4RJECG2	EO [REDACTED]	Built Date	06/04/2013	Mileage	20
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/20/2013 15:44:25	By	T5471PK
Updated	01/08/2014 12:58:18	By	T0007RW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1D8C	PARK PAWL SOLENOID CIRCUIT OPEN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	43570	KARL KLEMENT CHRYSLER-DODGE-JEEP	Phone	(940) 627-6700
Address	500 N US HIGHWAY 81-287			
City	DECATUR	State	TX	ZIP 76234 3324
Dealer Zone	63	County	WISE	Country USA
Tech	James Mcclelland			
STAR	T4083MW			

PART INFORMATION

Part Number	RL234251AA	Part Qty.	1

CUSTOMER CONCERN

CHECK ENGINE LIGHT IS ON.HAS CODE P1D8C PARK PAWL SOLENOID CURCUIT OPEN <i>Updated: 08/20/2013 15:44:25 By T5471PK</i> UPDATE CHECKED FLUID PER DIRECTIONS ON VIDEO.FLUID LEVEL IS GOOD.CLEARED CODE.IT DID RESET.EVEN TRIED TO DRIVE TO SEE IF CODE WOULD GO AWAY.IT DID NOT. <i>Updated: 08/28/2013 08:52:48 By T5471PK</i> UPDATE GOT NEW VALVEBODY INSTALLED.FILLED WITH FLUID.WILL NOT COME OUT OF PARK NOW.CAN MOVE OUT OF PARK MANUALLY BY UNHOOKING SHIFT CABLE AND MOVING INTO N.TRIED TO LEARN NEW VALVE BODY WILL NOT LEARN.ANY SUGGESTIONS <i>Updated: 10/03/2013 18:44:58 By T4083MW</i> TCM? I PUT A VALVEBODY IN IT. <i>Updated: 10/04/2013 09:26:51 By T4083MW</i> OK I WILL TRY THAT SORRY WE NOT ALL UP TO DATE ON THESE NEW TRANSMISSIONS.HAD CLASS BUT A SHORT ONE. <i>Updated: 10/04/2013 09:44:11 By T4083MW</i>

RESOLUTION

James, although this DTC is related to the circuits, please review the video in TechConnect on how to properly set the transmission fluid level. After viewing this video, set the transmission fluid level and retest. Is the concern still present? Do any DTCs reset? <i>Updated: 08/20/2013 15:44:25 By T5471PK</i> James, I am going to escalate this to the master consultant for review.

Updated: 08/28/2013 08:52:48 By T5471PK

Star advises to replace valvebody. Star ordered valvebody. Order #6761**Have parts dept change order status to VOR.

Updated: 08/29/2013 14:57:54 By T4083MW

Jim did you flash new TCM?

Updated: 10/03/2013 18:44:58 By T4083MW

JIM-JIM the TCM IS PART OF THE VALVEBODY!

Updated: 10/04/2013 09:26:51 By T4083MW

Jim flash TCM to latest level and then let me know the results. Thanks-Mike-Star

Updated: 10/04/2013 09:44:11 By T4083MW

STIL WORKING ON IT

Updated: 10/22/2013 13:32:29 By T4083MW

Additional information required. 1/07/14 Writer inspected this vehicle at Dealer that has been down since August 2013. Vehicle will not come out of Park since Valve Body/TCM replacement. DTC's indicate communication issue with shifter and TCM. Witech shows there is a flash available for the TCM, but the Tech has 7 CHOICES. Acronyms vague and incomplete. Ran VIN in Tech Tools to narrow selection. It shows the same 7 choices for this VIN ?? Used 68225629AC, Vehicle fixed.

Updated: 01/08/2014 12:58:18 By T0007RW

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBT1	EO [REDACTED]	Built Date	04/29/2013	Mileage	423
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/20/2013 19:02:23	By	T5880SL
Updated	10/20/2013 00:27:26	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B168E	Front Fog Lamp Switch Circuit	T3076SB	04/14/2013 01:25:00
B2205	Original VIN Missing / Mismatch	T3076SB	04/14/2013 01:25:00
P1D20	Multi Module Handshake Failure	T3076SB	04/14/2013 01:25:00
U0001	CAN C Bus	T3076SB	04/14/2013 01:25:00
U0001-00	CAN C Bus-	T3076SB	04/14/2013 01:25:00
U0002	CAN C Bus Off Performance	T3076SB	04/14/2013 01:25:00
U0100	Lost Communication With ECM/PCM	T3076SB	04/14/2013 01:25:00
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0103-00	Lost Communication With Electric Gear Shift Module-	T3076SB	04/14/2013 01:25:00
U0121	Lost Communication With Anti-Lock Brake Module	T3076SB	04/14/2013 01:25:00
U0126	Lost Communication With Steering Angle Sensor	T3076SB	04/14/2013 01:25:00
U0140	Lost Communication With Body Control Module	T3076SB	04/14/2013 01:25:00
U0147	Lost Communication With Telematics Gateway	T3076SB	04/14/2013 01:25:00
U0151	Lost Communication with Occupant Restraint Controller (ORC)	T3076SB	04/14/2013 01:25:00
U0159	Lost Communication With Parking Assist Control Module	T3076SB	04/14/2013 01:25:00
U0212	Lost Communication With SCM	T3076SB	04/14/2013 01:25:00
U0422	Implausible Data Received From Body Control Module	T3076SB	04/14/2013 01:25:00
U1141	Lost Brake and Torque Messages	T3076SB	04/14/2013 01:25:00
U11B9	Lost Communication with RF Hub	T3076SB	04/14/2013 01:25:00
U11BC	Lost Brake Switch Message	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00
U142A	Implausible PRNDL Signal Received	T3076SB	04/14/2013 01:25:00
U1467-00	Implausible Driver Shift Request Signal Received on CAN and D-PT CAN-	T3076SB	04/14/2013 01:25:00
U0416	IMPLAUSIBLE DATA RECEIVED FROM ESP	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3084AL		

CUSTOMER CONCERN

While driving evic screen displayed shifter needed servicing then went blank, came back on and displayed turn ignition off and restart engine but was unable to do so because it would not shift into park. After a few minutes of moving the shifter it finally went into park and was able to restart. Check engine light stayed on and gives 5 pages of loss of communication codes due to this problem

Updated: 08/20/2013 19:02:23 By T5880SL

I updated the PCM last night and cleared the codes but not before printing them off. U0416, U11B9, U1141, U11BC, U11C2, U11DE, U1467-00, U0001-00, U0103-00, U11E3-00, P1D20, U0002, U0140, U0101, U0100, U0126, B168E, U0002, U0151, U0147, U0001, U142A, U0140, U0121, U0147, U0002, U0121, U0100, U0101, U0140, U0002, U0159, U0212, B157E, U0100, U0121, U0101, U0140, U0121, U0147, U0422, B2205, U0140, U0100, U0121. I HAVE CHECKED THE STAR CONNECTOR LOCATED IN THE UPPER LEFT KICK PANEL OF DASH TO BOTTOM LEFT OF STEERING WHEEL AND CONNECTIONS ARE GOOD.

Updated: 08/23/2013 11:23:31 By T5880SL

No and No sent scan report

Updated: 08/23/2013 17:56:58 By T3084AL

ok put star connector in other jeep and the problem went with it.. (Bad star connector)

Updated: 08/26/2013 09:41:45 By T3084AL

RESOLUTION

David, can you send a vehicle scan report so I know what codes are set? Make sure the star connector under the dash for the ABS is seated. We have seen shifters replaced. Thanks, Steve

Updated: 08/20/2013 19:02:23 By T5880SL

David, did any of these codes reset after the PCM update? Did it affect the shifter operation. Steve

Updated: 08/23/2013 11:23:31 By T5880SL

David, per our conversation on the phone, you have swapped the star connector at the passenger floorboard with a known good star connector and the codes have gone stored and will clear. You have stated that you will let this vehicle run and will test drive to see if the concern will return. Check the location in the wiring diagram for can ihs body C1 that may be the starr connector that has the issue, Tony.

Updated: 08/23/2013 17:56:58 By T3084AL

David, were you able to find out what star connector part it is that is bad? Tony.

Updated: 08/26/2013 09:41:45 By T3084AL

Bad star connector

Updated: 10/20/2013 00:27:26 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG0	EO [REDACTED]	Built Date	02/02/2013	Mileage	7,779
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	08/23/2013 18:23:07	By	T3498BM
Updated	09/08/2013 00:25:21	By	SYSCAW

CONTACT

Dealer			Phone	
Address				
City		State	ZIP	
Dealer Zone		County	Country	
Tech				
STAR	T3498BM			

CUSTOMER CONCERN

customer states that she got out of her vehicle and had it in park on a regular parking lot and vehicle started to roll backward.

Updated: 08/23/2013 18:23:07 By T3498BM

RESOLUTION

Hi Steven. No known issues, but check the manual release cable and make sure it isn't somehow sticking. Please let me know of anything further - Brian

Updated: 08/23/2013 18:23:07 By T3498BM

couldnt duplicate all working at this time

Updated: 09/08/2013 00:25:21 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG8	EO [REDACTED]	Built Date	05/07/2013	Mileage	2,446
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/28/2013 10:34:07	By	T5471PK
Updated	09/04/2013 18:53:25	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1DDE	IGNITION RUN/START INPUT 1/2 CORRELATION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City		State	
		ZIP	
Dealer Zone		County	
		Country	
Tech			
STAR	T4083MW		

PART INFORMATION

Part Number	RL234251AA	Part Qty.	1

CUSTOMER CONCERN

VEHICLE WILL NOT GO INTO PARK
Updated: 08/28/2013 10:34:07 By T5471PK
CHECKED MANUAL PARK CABLE, LEVER AND SEATING PROPERLY. CHECKED CONNECTOR AND ALL GROUNDS TOO. TRANS STILL NOT SHIFTING INTO PARK.
Updated: 08/28/2013 15:27:01 By T5471PK

RESOLUTION

Steven, advise to check to make sure the manual park release is not partially pulled. If no problem found, check the manual park release cable at the side of the transmission. Make sure the shift lever is fully seated. If no problem found, advise to check for a connector concern at the transmission. Please update ticket with your findings.
Updated: 08/28/2013 10:34:07 By T5471PK
Steven, with this transmission being on fast feedback, I will escalate this to the master consultant for review.
Updated: 08/28/2013 15:27:01 By T5471PK
Star advises tech to load test T824 circuit and check ALL intermediate connetctors for this circuit not locked in or loose connection. Star ordered valvebody assembly. Order [REDACTED] 7**Have parts dept change order status to VOR.
Updated: 08/29/2013 15:40:14 By T4083MW
REPLACEMENT VALVE BODY-CASE CLOSED
Updated: 09/04/2013 18:53:25 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	07/10/2013	Mileage	983
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/29/2013 11:48:02	By	T8085MB
Updated	10/20/2013 00:29:27	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

shifter at times would go into park
Updated: 08/29/2013 11:48:02 By T8085MB

RESOLUTION

Ryan if you are unable to duplicate the concern then there is not much that you can do. Inspect the connectors at the shifter and the transmission. Check for loose pin fit, damage, also inspect the manual park release to make sure it is engaged (locked). If still NTF then let customer have vehicle.
Updated: 08/29/2013 11:48:02 By T8085MB
tightening and checking all connectors
Updated: 10/20/2013 00:29:27 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG1	EO [REDACTED]	Built Date	06/14/2013	Mileage	2,855
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	09/13/2013 16:03:34	By	T1545SC
Updated	10/16/2013 11:22:55	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658-00	Actuator Supply Voltage "A" Circuit Low-	T3076SB	04/14/2013 01:25:00
U0100-00	Lost Communication With ECM/PCM -	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45526	PREMIER CHRYSLER JEEP DODGE RAM	Phone	(504) 218-1580
Address	13000 I 10 SERVICE RD			
City	NEW ORLEANS	State	LA	ZIP 70128 3508
Dealer Zone	63	County	ORLEANS	Country USA
Tech	Michael Lathers			
STAR	T4083MW			

CUSTOMER CONCERN

trans stuck in park and the shift states vehicle is not in park
Updated: 09/13/2013 16:03:34 By T1545SC
 check park release cable check ok the shifter in vehicle does not response cannot get vehicle to read in park from the shifter and the engine will not shut off vehicle states not in park there is no response from the shifter of any kind
Updated: 09/19/2013 10:02:10 By T1545SC
 tcm codes are p0658-00 u0100-00 p1915 -00 abs codes are c211b-92 u0002-88u0100-00 u0402-00 radio b210a-16 b222c-00 u0140-00 u0100-00 u0121-00 tpm codes are u0100-00 b2199-00 b21dd-84 RFH codes are b2205-00 u100-00u103c-00 b2199-00 b21dd-84 sccm codes are u0100-00 c2129-16 c212a-16 ipc b21dd-84
Updated: 09/19/2013 10:02:10 By T1545SC

RESOLUTION

Micheal, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans.
Updated: 09/13/2013 16:03:34 By T1545SC
 Michael, I will escalate this ticket to the master consultant for review.
Updated: 09/19/2013 10:02:10 By T1545SC
 Star reviewed case.Mike first check both grounds at passenger frame rail and near battery tray for having stud and /or nut stripped out. G903 is one of them.Make sure grounds are NOT loose. Please let me know.Thanks-Mike-Star
Updated: 09/19/2013 11:24:48 By T4083MW
 tech left shop
Updated: 10/16/2013 11:22:55 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	07/10/2013	Mileage	2,084
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/30/2013 11:01:11	By	T8085MB
Updated	12/08/2013 05:39:37	By	SYSCAW

CONTACT

Dealer			Phone	
Address				
City		State	ZIP	
Dealer Zone		County	Country	
Tech				
STAR	T8085MB			

CUSTOMER CONCERN

shifter will go in park
Updated: 09/30/2013 11:01:11 By T8085MB

RESOLUTION

Ryan advised that the valve bodys can be replaced. The P/N is RL234251AA. Advised to have your parts dept put vehicle on off road status.
Updated: 09/30/2013 11:01:11 By T8085MB
repaired loose manul valve
Updated: 12/08/2013 05:39:37 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG8	EO [REDACTED]	Built Date	06/21/2013	Mileage	526
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	10/07/2013 08:20:30	By	T7720A0
Updated	11/17/2013 00:27:42	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time

P1C86	Service Shifter Assembly	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T7720A0		

CUSTOMER CONCERN

Service shifter displays in EVIC and while driving,indicator shows it in Park

Updated: 10/07/2013 08:20:30 By T7720A0

RESOLUTION

Frank follow diagnostics for the DTC, check the shifter knob connections and the shifter connections, also check the shifter ground for loose. We have seen cases of the G911a ground loose.

Updated: 10/07/2013 08:20:30 By T7720A0

Replaced ESM module

Updated: 11/17/2013 00:27:42 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG8	EO [REDACTED]	Built Date	05/17/2013	Mileage	1,630
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	10/18/2013 16:45:43	By	T1545SC
Updated	12/05/2013 13:14:29	By	T4912RM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1D93-00	Incorrect Gear Ratio - Clutch 5 Defective-	T3076SB	04/14/2013 01:25:00
P1D95-00	TCM Clutch Failure Undetermined-	T3076SB	04/14/2013 01:25:00
P1DC8-00	Clutch Temp Threshold Achieved - Autostick Inhibit-	T3076SB	04/14/2013 01:25:00
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26751	TELEGRAPH DODGE CHRYSLER JEEP	Phone	(734) 946-8200
Address	12000 TELEGRAPH ROAD			
City	TAYLOR	State	MI	ZIP 48180 4022
Dealer Zone	42	County	WAYNE	Country USA
Tech	FRANK ROBAK			
STAR	T4083MW			

CUSTOMER CONCERN

VEC TRIES TO GO INTO PRAK WHILE BACKING UP OR IN DRIVE AND IT DOES
Updated: 10/18/2013 16:45:43 By T1545SC
 TOOK 2 WEEKS TO GET VALVE BODY NOW GETTING MULTI DTC TRIED TO LEARN TRANS DTCP1D93-00 COMES ACTIVE CLEARED THEN I GOT P1D95-00 AND P1DC8-00 CLEARED AGAIN THEN P1D93-00 RETURNED CAN'T GET IT TO LEARN WILL NOT SET CLUTCH VOLUMES
Updated: 11/06/2013 14:59:28 By T1545SC
 OK
Updated: 11/06/2013 15:21:36 By T4083MW
 YES I INSPECTED ALSO PULL VALVE BODY BACK OUT TO INSPECT O RING AND SEAL REFILLED TRANS RETIED TO RELEARN WON'T TAKE AND ALSO DOUBLE CHECK FLASH FAULT FOR 5T COMES BACK AND HAS REAL BAD DOWN SHIFT TO FIRST ALSO GET FAULT FOR UNKNOWN CLUTCH FAILURE ALSO WHEN TRYING TO LEARN SHIFT PRINDAL GOES TO N
Updated: 11/06/2013 16:25:52 By T4083MW
 ADDED THIS TO LAST COMMENT IT DOESN'T GO INTO PARK WHEN MOVING ANY MORE
Updated: 11/06/2013 16:25:52 By T4083MW
 MIKE DTC P1D93-00 IN DIAG SAY TO REPLACE TRANS UNDER REPAIR FOR FAULT ACTIVE AND IT IS
Updated: 11/06/2013 17:17:14 By T4083MW
 YES HAVE A GOOD EVENING

Updated: 11/06/2013 17:21:21 By T4083MW

OK TRANS BEEN CHANGED KNOW HAS NO START CONDION DTC'S U11E3-00 AND U0103-00 CHECKED CONECTIONS I GIVE UP LOST TO MUCH TIME AND MONY YOU CAN SEND SOME ONE VEC BEEN HERE A MONTH WAITING ON PRARTS AND SO ON

Updated: 11/21/2013 10:42:30 By T4083MW

WHEN FOOT ON BRAKE PUSHING START BUTTON CLUSTER SAY SIRVICE SHIFTER

Updated: 11/21/2013 10:42:30 By T4083MW

CHECKED BUS WIRES FROM SHIFTER TO TCM WHT/ORG AND WHT/BR TESTED GOOD REPLACED SHIFTER MODLE NO HELP NEED TO SEND SOMEONE ETHER I MISSING SOMETHING OR THIS IS A LEMON

Updated: 11/26/2013 10:25:48 By T4083MW

is it possible that soft wear is bad vec did crank and start befor tcm was programing ?

Updated: 11/26/2013 10:25:48 By T4083MW

?

Updated: 11/26/2013 10:25:48 By T4083MW

came in on sat took a double look at everthing tcm is program for naft 5 speed / hows this happen WHEN I DID WAS MODULE RESET FOR CLUTCH PROGRAMING

Updated: 11/26/2013 10:25:48 By T4083MW

you can call me on my cell any ideas

Updated: 11/26/2013 10:25:48 By T4083MW

???

Updated: 11/26/2013 10:25:48 By T4083MW

NEED SOME KIND OF ANSWER ON VEC COSTOMER WANTS BUY BACK IT'S BEEN HERE OVER A MONTH

Updated: 11/26/2013 10:25:48 By T4083MW

tcm has 68225563ac no only set reset to learn cluths then after would start came tcm be clear of programing and flash with new program witch should be 6822561ac

Updated: 11/29/2013 11:19:20 By T4083MW

WHAT TO DO TO CROECT THIS PROBLEM IF YOU LOOK THERE ONLY 1 FLASH UNDER TCM AND ITS THE WRONG ONE

Updated: 11/29/2013 11:19:20 By T4083MW

we need to know whats the next step came some one come out to program vec?

Updated: 11/29/2013 11:19:20 By T4083MW

RESOLUTION

Frank, advise to replace the valve body/TCM set fluiif level per video procedure and recheck the concern.

Updated: 10/18/2013 16:45:43 By T1545SC

Frank, because of the Dtc's setting I will escalate this ticket for review.

Updated: 11/06/2013 14:59:28 By T1545SC

Star reviewed case. Frank when you installed valvebody did you flash TCM to correct flash? Also did you inspect valvebody conenctor for any damaged terminals.Please let me know---Thanks-Mike-Star

Updated: 11/06/2013 15:21:36 By T4083MW

Star advises Frank to review warranty bulletin D-13-15 and digital Image required info to PSC for trans replacement authorization. DO NOT ORDER any parts until authorized. Star recommends replacing trans assembly fo customer satisfaction and repairs made with no progress. Use ticket # [REDACTED] as referance when submitting. Flash new TRANS before operating vehicle.Thanks-Mike-Star

Updated: 11/06/2013 16:25:52 By T4083MW

OK-Did you read my lasy entry?

Updated: 11/06/2013 17:17:14 By T4083MW

You too Frank. Please let me know the results. Thanks-Mike-Star

Updated: 11/06/2013 17:21:21 By T4083MW

Frank then check both DATA BUS circuits from ESM to valvebody connetcor. Check both connectors for being loose /spread terminals. If ok replace shifter assembly.

Updated: 11/21/2013 10:42:30 By T4083MW

Frank did you flash new TCM (IN NEW TRANS) too 68225561AB ? If you did not flash TCM or installed wrong flash it will set both these codes.DID YOU FLASH IT ?

Updated: 11/26/2013 10:25:48 By T4083MW

Frank if TCM was flashed too 68225563ac then you have to install a new TCM and let me know when it's installed so I can send a TA to your dealer to flash new TCM to correct software.68225561AB

Updated: 11/29/2013 11:19:20 By T4083MW

REPLACE TRANS AND HAD TO HAVE TECH ADVISOR COME IN REPROGARM VEC DO IN SYSTEM WAS
PROGRAM AS 5 SPEED NOT 8 Perform flash with CDA

Updated: 12/05/2013 13:14:29 By T4912RM

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG6	EO [REDACTED]	Built Date	03/17/2013	Mileage	2,635
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	10/23/2013 14:25:47	By	T7720A0
Updated	12/30/2013 15:28:37	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	42971	HAVILL-SPOERL MOTOR SALES LTD	Phone	(920) 674-7070
Address	1121 SOUTH MAIN STREET			
City	JEFFERSON	State	WI	ZIP 53549 2042
Dealer Zone	51	County	JEFFERSON	Country USA
Tech	MARK HABERKORN			
STAR	T9274JC			

CUSTOMER CONCERN

cel

Updated: 10/23/2013 14:25:47 By T7720A0

check fluid level and manual park cable. fluid full and cable moves freely. vehicle had acted up when oil tech tried to move it, he couldnt get it out of park. brought it inside and when i got in the cel was off and code was stored. Talked with our tech advisor and he asked about escalating to engineering.

Updated: 10/31/2013 09:55:58 By T7720A0

cust. has a concern where they place vehicle into reverse and then it goes back into park, and then they tried to go into drive and it went back to park. this happened several times then the check engine light came on and now works ok.

Updated: 11/21/2013 10:42:53 By T4083MW

replaced esm and had service advisor drive over weekend. acted up three times where it would show going into gear and then back to park.

Updated: 12/02/2013 12:06:41 By T8442KS

contacted by kevin at fts and advised to replace transmission.

Updated: 12/18/2013 10:29:29 By T8442KS

RESOLUTION

Mark without being able to duplicate the concern there is not much you can do at this time, advise to follow service procedure in techconnect and verify/set fluid level. Make sure that the vehicle is cold before starting this procedure, and also make sure when raising vehicle the vehicle remains level. Also make sure the manual park release cable is not partially pulled, and make sure it is properly seated. make sure the lever at the trans is not obstructed by the case or other debris like rocks. Make sure the manual park release cable in the console is fully seated and locked.

Updated: 10/23/2013 14:25:47 By T7720A0

escalating for review. Note the group is out today expect contact Monday.

Updated: 10/31/2013 09:55:58 By T7720A0

Star reviewed case. This code sets if trans fluid is too HIGH or too LOW. Also yes the manual park cable is moving freely but is it in the full release position? Did you remove cable from trans and see if code resets? Did you inspect valvebody connector to make sure it is secure? Otherwise the only other thing that causes this is a valvebody. If fluid is at correct level per service procedures/ manual park cable is ok then replace valvebody assembly RL234251AA. Make sure new TCM (on valvebody) is flashed before it will work to correct flash. Thanks-Mike-Star

Updated: 11/01/2013 14:54:05 By T4083MW

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Updated: 11/21/2013 10:42:53 By T4083MW

Star is escalating case to FTS for assistance. you should receive a reply from FTS. Star recommends TA assistance. Mark if fluid level for trans is NOT correct and you park vehicle on an incline it may do this.

Updated: 11/21/2013 10:50:59 By T4083MW

Received HELP request from the STARCenter, called the Tech. Mark states that the vehicle would not come out of park. have replaced the valvebody. The vehicle was driven for over 200 miles no problems. The customer received the vehicle and after four days the vehicle kept shifting from park to drive and drive to park. Would show going into gear and then coming out. Tech. could duplicate the previous concern. ADVISED after discussing with the Trans lab to replace the ESM, Then Please call to update me afterwards.

Updated: 11/27/2013 15:45:25 By T0330PH

Chrysler policy requires that cases must be closed which meet and or exceed more than 5 days of inactivity. Please update or close the case and provide feedback. Thank You.

Updated: 12/02/2013 07:33:41 By T0330PH

Make sure fluid level is correct, and the park release cable is free. If ok contact the Powertrain team for a trans. See d-13-04

Updated: 12/02/2013 12:06:41 By T8442KS

mark you need to contact the Powertrain service center and request a trans. I can't authorize. If you need info about them see warranty bulletin d-13-04

Updated: 12/18/2013 10:29:29 By T8442KS

replace trans assembly per fts and tech advisor.....P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 12/30/2013 15:28:37 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	02/12/2013	Mileage	12,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	10/23/2013 16:56:21	By	T6954AT
Updated	10/25/2013 14:03:14	By	T6954AT

CONTACT

Dealer	23170	BROWN'S JEEP CHRYSLER DODGE		Phone	(631) 289-8500
Address	483 ROUTE 112				
City	PATCHOGUE	State	NY	ZIP	11772 1829
Dealer Zone	32	County	SUFFOLK	Country	USA
Tech	Stephen Mchone				
STAR	T6954AT				

CUSTOMER CONCERN

Special Handling Customer stated vehicle while parked on incline rolled back and hit another parked vehicle...customer also stated she turned the vehicle off locked the doors and walked away and the vehicle turned back on by itself and problems with shifting gears.

Updated: 10/23/2013 16:56:21 By T6954AT

RESOLUTION

TS Notes: look into cluster issue. TS left message for SA to call back

Updated: 10/23/2013 16:56:21 By T6954AT

vehicle released. TS never contacted back by dealer. TS to close case.

Updated: 10/25/2013 14:03:14 By T6954AT

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG4	EO [REDACTED]	Built Date	03/23/2013	Mileage	9,079
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	10/30/2013 08:10:04	By	T7720A0
Updated	01/20/2014 10:01:56	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	26780	HAASZ AUTOMALL, LLC	Phone	(330) 296-2866
Address	4886 STATE ROUTE 59			
City	RAVENNA	State	OH	ZIP 44266 8838
Dealer Zone	42	County	PORTAGE	Country USA
Tech	BENJAMIN WYLER			
STAR	T4083MW			

CUSTOMER CONCERN

3 CONCERNS MAY BE RELATED? -CUSTOMER STATES VEHICLE STUCK IN THIRD GEAR AND HAD TO SHUT VEHICLE OFF AND RESTART, THEN VEHICLE SHIFTED NORMAL BUT CHECK ENGINE LIGHT CAME ON. -CUSTOMER STATES CHIME FOR NO KEY IN VEHICLE WILL CHIME WHILE KEY AND CUSTOMER ARE IN THE VEHICLE. -CUSTOMER STATES THE VEHICLE DASH WILL GO BLANK WHILE DRIVING.

Updated: 10/30/2013 08:10:04 By T7720A0

I CHECKED AND FOUND THE MPR LEVER SEATED PROPERLY, REMOVED AT TRANSMISSION AND FOUND THE CABLE ADJUSTED PROPERLY AND LEVER NOT BINDING. REMOVED THE MAIN WIRING CONNECTOR FOR TRANS AND CHECKED IT AND FOUND NO SPREAD PINS, NO CORROSION, NO BACKED OUT AND NO ISSUE. CLEARED THE CODE AND TEST DROVE VEHICLE 2 TRIPS OF 30 MILES EACH.

Updated: 10/31/2013 10:36:15 By T7720A0

I DID NOT HAVE ANY OF THE CONCERNS HAPPEN FOR ME ON EITHER TEST DRIVE. CHECKED CODES WHEN DONE WITH THE 2 TEST DRIVES AND FOUND CODE U-01200-00 LOSS OF COMM WITH ECM PCM STORED IN ABS MODULE. CLEARED CODE. TEST DROVE ANOTHER 2 TEST DRIVES OF 30 MILES EACH WITH NO ISSUE/ NONE OF CUSTOMER CONCERNS WERE HAPPENING.

Updated: 10/31/2013 10:36:15 By T7720A0

CAME BACK AND CHECKED FOR ANY CODES THAT MAY HAVE SET. FOUND 4 CODES STORED HVAC- U0140-00 LOSS OF COMM WITH BCM. IPC U0001-00 CAN C BUS -, RADIO- U0011-00 CAN INTERIOR BUS OFF PERFORMANCE. EDM-U0011-00 CAN INTERIOR BUS OFF PERFORMANCE. CLEARED THE CODES. DOES ANY OF THIS INFO HELP YOU DETERMINE A CAUSE OF THE CUSTOMER CONCERNS?

Updated: 10/31/2013 10:36:15 By T7720A0

I ALSO FOUND 4 GROUND WIRES AT PASSENGER FRONT FRAME RAIL AREA/ THE MAIN ONE BOLTED TO ALTERNATOR HAD SOME LOOSENESS/ YOU COULD MOVE THE WIRE EYES ON THE STUDS. TIGHTENED THEM AT TIME BETWEEN THE FIRST 2 TEST DRIVES AND THE SECOND 2 TEST DRIVES. TIGHTENING THEM DID NOT MAKE ANY NOTICEABLE DIFFERENCE IN THE WAY THE VEHICLE WORKED CONSIDERING I CANNOT GET THE CONCERNS TO HAPPEN FOR ME.

Updated: 10/31/2013 10:36:15 By T7720A0

the new ro number at this point is [REDACTED] for this concern and vehicle. the condition happened again. I replaced the valve body assembly and programmed new tcms to nafta without dtcm 3.6 liter engine. I had trouble with vehicle when first filling transmission fluid and getting level set properly with the code p1b14-00 setting and when you would shift into drive the shifter would then go back to park on its own and the code would set. I cleared code about 3 times and got the trans filled properly. test drove and had no issue with vehicle on 2 test drives approx. 15 miles. customer then took vehicle and drove on a long trip. they stated that when they went to come home the vehicle shifted itself into park on its own after they put it in drive.

Updated: 11/27/2013 07:55:30 By T7720A0

the customer also stated that vehicle would shift improperly gears will show from 2nd to 7th and back to 3rd and all over the place. this all happens when driving at 25 mph. customer stated they let vehicle warm up 10 minutes and when they went out and put it in drive it went back in park on its own, this all happened before the shifting problems occurred at 25 mph.

Updated: 11/27/2013 07:55:30 By T7720A0

the code set now when checked after vehicle is back here now is one code only set in the tcm. p1b14-00 park by wire unintended park position. this code is stored. the mileage now is 8344. my service manager is requesting this be escalated to the engineer.

Updated: 11/27/2013 07:55:30 By T7720A0

ok, the valve body was replaced that has the tcm integral to it. the shifter knob and esm have not been replaced. I will replace them and see what the results are now.

Updated: 12/05/2013 11:55:08 By T4083MW

customer now states they shifted into reverse and vehicle put itself back into park and would not move. let sit 25-30 minutes and vehicle moved but check engine light is on and vehicle is shifting irregular.

Updated: 12/23/2013 13:47:51 By T4083MW

note- there is a tcm update available that has become available since the customers last visit. it is dated december 18 2013. tsb 21-007-13. the customers concern is not one that is listed to be fixed under this tcm flash tsb. i will wait to hear from you untill i do anything. i did not clear codes or flash the module yet.

Updated: 12/23/2013 13:47:51 By T4083MW

customer states they shifted into reverse and vehicle put itself back into park and would not move. let sit 25-30 minutes and the vehicle moved but check engine light is on and vehicle is shifting irregular.

Updated: 12/23/2013 13:47:51 By T4083MW

service manager and brandy are requesting jim teiffer to be assigned to this case and escalate it.

Updated: 12/23/2013 13:47:51 By T4083MW

The vehicle is at the shop now.

Updated: 12/27/2013 15:55:52 By T5471PK

I did not close this request or request for it to be closed. this has happened 2 times now. here is what has been done since tuesday night. when i went out to get vehicle tuesday, 12/31/2013 at 4:11 pm. temperature was 18 degrees and windy and snowing. i started vehicle and put it in reverse and it immediately set the check engine light on and shifted back out of reverse and into park on its own before the vehicle ever moved with my foot on the brake. shut vehicle off and restarted and then put in drive and message came on screen that stated vehicle already in desired gear, this time it did not shift back to park, it stayed in drive and was then able to drive vehicle in shop normaly. same unintended park position code set as before. checked abs wheel speeds stopped and moving at slow speeds and found them working normal/all near each other and none showed wheel speed at full stop position with vehicle not moving. i also performed tsb 21-007-13 for transmission shift enhancements/ flashed the tcm to new level 68225561AC. vehicle then sat here over the new year in the shop at 65 degrees. started vehicle up this morning 1/2/2014 8:05 this morning. vehicle shifted int reverse and drive normal with no issue and did not set a code.

Updated: 01/02/2014 10:34:33 By T5471PK

i performed all wiring checks requested by paul from star center. i load tested the powers and ground at the tcm with head lamps and they lit brightly. tested powers and grounds at the e-shifter and they also lit brightly. isolated both e-shifter data bus lines d441, d440 and power tested them. found them lighting headlamps normal. checked all 5 connectors for e-shifter data bus lines and found all in good condition with no spread pins or loose/pushed out terminals. checked all pins at shifter and tcm and inline connectors and found no issue at this time. checked and tightened ground g903a, ground g911a and one other ground under the center console that is on an unrelated circuit. I have not found what i believe is teh issue cauing this concern yet.

Updated: 01/02/2014 10:45:04 By T5471PK

ok. thank you.

Updated: 01/02/2014 10:45:04 By T5471PK

ok, i will get the transmission replacement process moving.

Updated: 01/06/2014 08:45:19 By T4083MW

I wanted to update you as to what has happened so far since last message on 01/02/2014. i drove vehicle for approx 10 trips and 250 miles with no issue. then started vehicle cold in the morning 32 degrees outside and had been sitting overnight. when shifted into reverse the check engine light came on and shifter went back to park by itself. shifted again and it went back to park by iself a 2nd time. shifted into reverse a 3rd time and it shifted in normal. check engine light stayed on for 3 trips and then turned itself out. checked code and found it set p1b14-00 in tcm again and

was stored and check engine light off this morning when i arrived here at work. sent you event data and freeze frame if you want to review it. the event data is the only one that directly relates to this code setting. one other thing i noticed that may not be a problem, but i dont know for sure, when sitting here in bay with key on and engine off doing loss of comm test. many modules show 1 or 2 loss of comm and 3 modules had 5-6 loss of coms as they counted up. could this be a problem?

Updated: 01/06/2014 08:45:19 By T4083MW

This problem does seem like a loss of prime type condition that i cannot see in the transmission causing the concern. possibly causing the park hold solenoid to not function properly at times intermittently on a cold start after sitting over 8 hours. Before I order the transmission please get back to me if any of this new info changes anything for you. thank you.

Updated: 01/06/2014 08:45:19 By T4083MW

The customer had this vehicle set the code and shift back into park in toledo after remote starting vehicle and it ran for 10 minutes and they went out and got in vehicle and it happened. The code does not set after a buildup of attempts. you shift it and bam, the code sets and check engine light comes on immediately at the same time it shifts itself back into park. this happens at all different temperatures. I have personally so much time invested in this vehicle, it has happened to me multiple times. we have many jeeps with similar options that are out there in service and no others have ever set this code or had this issue where it shifts itself back to park. i dont believe the weather has anything to do with this/other jeeps would have similar problems if so. please get back to me.

Updated: 01/06/2014 11:04:34 By T4083MW

No, the transmission was not replaced yet. I had not gotten that response until this morning. I sent you the additional detail of the test drive and testing i have done as of this morning that were done over the weekend for your review. if transmission replacement is needed ok, I was checking back with this new info because of all the items that were extensively checked and tightened etc... on 1/02/2014 and there was not any verification until today that none of those items repaired the concern.

Updated: 01/06/2014 14:03:42 By T4083MW

Are you still telling me to go ahead with the transmission?

Updated: 01/06/2014 14:03:42 By T4083MW

This is for info only to keep you in the loop and informed.-- We are in the process of getting the transmission ordered. i pulled the vehicle in today and when i stated it up it was -9 degrees outside. vehicle sat 2 days outside in and has not been moved. started it and put in drive and it immediately set the check engine light and shifted back to park on its own. tried 2 times to shift into reverse and it would go right back to park. revved engine to approx 2000 rpm in park and in about 10 seconds you could feel transmission jump/lurch, felt like when you quicklearn a transmission. then i tried shifting in drive again and it shifted in fine and drove in shop with no issue. this all happened within 15 seconds of vehicle startup and is not enough time for temperature to rise significantly/affect the vehicle much. note-i am just documenting this for future use if needed.

Updated: 01/07/2014 11:06:53 By T4083MW

RESOLUTION

Ben make sure the MPR lever in the passenger compartment is fully locked down and engaged. Check the MPR lever at the trans make sure no debris or interference exists causing the lever not to fully seat. Using the schematics as a guide, check the TCMA terminals for corrosion, damage or terminal push out. Pay particular attention to power and ground circuits. Remove the transmission oil pan and the TCMA. Inspect and clean the Park Release and Park Hold Solenoid terminals at the wiring harness leadframe for metallic contamination. Reinstall the TCMA.

Updated: 10/30/2013 08:10:04 By T7720A0

Ben Remove the transmission oil pan and the TCMA. Inspect and clean the Park Release and Park Hold Solenoid terminals at the wiring harness leadframe for metallic contamination. Reinstall the TCMA. If the condition repeats replace the valve body assembly.

Updated: 10/31/2013 10:36:15 By T7720A0

Escalating case for review per request. Times in days down.

Updated: 11/27/2013 07:55:30 By T7720A0

Ben has the ESM and shift knob been replaced for this concern? valvebody replacement has repaired alot of these vehicles with this code. Also shifter assembly with shift knob. If condition is still occurring replace both and let me know the results. Thanks-Mike-Star

Updated: 11/29/2013 16:38:09 By T4083MW

Thanks for the update Ben. Please let me know.

Updated: 12/05/2013 11:55:08 By T4083MW

replaced shifter and upper and lower knob. vehicle drove fine on 4 trips approx 66 miles total of driving. no codes set or experienced a problem in that length of time. however, given the history of this vehicle saying that it is fixed is within question in my mind. P1B14-00 Park-By-Wire - Unintended Park Position

Updated: 12/13/2013 11:56:44 By T3216MK

Star giving case to managers for review.

Updated: 12/23/2013 13:47:51 By T4083MW

Hello Benjamin, is the vehicle at the shop now or does the customer have it? Bryan

Updated: 12/24/2013 09:59:18 By T8426BK

Ben, lets check for ABS wheel speed senors reading improperly when you put into gear. If no problem found, advise to verify the integrity of the D440 and D441 circuits between the shifter and the TCM.

Updated: 12/27/2013 15:55:52 By T5471PK

Ben, I am going to escalate this for review.

Updated: 01/02/2014 10:34:33 By T5471PK

Ben, no problem. The Master consultant will contact you as soon as possible.

Updated: 01/02/2014 10:45:04 By T5471PK

Star reviewed case. Star recommends Ben to review Warranty bulletin D-13-15 and digital image required info to PSC for authorizing trans replacement. DO NOT ORDER any parts until authorized. Star recommends replacing trans assembly for customer satisfaction and many repairs with no progress, Use ticket [REDACTED] 8 as reference when submitting to PSC. Plesae let me know the results. Thanks-Mike-Star

Updated: 01/02/2014 15:51:33 By T4083MW

Ben the shifter will not allow vehicle to be shifted into gear cold. It locks it out until trans temp reaches a certain temp. If vehicle is shifted into gear cold(AND it's locked out)then after a couple of times it will set this code. Try warming vehicle up for 5 minutes before driving if it's really cold out.Let me know the results.

Updated: 01/06/2014 08:45:19 By T4083MW

BEN was this trans replaced as requested on 1/2/14 ?

Updated: 01/06/2014 11:04:34 By T4083MW

Yes . Star recommends Ben to review Warranty bulletin D-13-15 and digital image required info to PSC for authorizing trans replacement. DO NOT ORDER any parts until authorized. Star recommends replacing trans assembly for customer satisfaction and many repairs with no progress, Use ticket [REDACTED] as reference when submitting to PSC. Please let me know the results. Thanks-Mike-Star

Updated: 01/06/2014 14:03:42 By T4083MW

Thank you for the updated information Ben. I have heard some info on warped frt pumps causing this issue when cold. That's why I want it replaced. Let me know Ben.Thanks-Mike-Star

Updated: 01/07/2014 11:06:53 By T4083MW

The complete transmission replacement.

Updated: 01/20/2014 10:01:56 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAGX	EO [REDACTED]	Built Date	03/23/2013	Mileage	15,689
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	11/05/2013 14:38:13	By	T1545SC
Updated	12/13/2013 18:54:05	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60149	PLANET CHRYSLER JEEP DODGE RAM	Phone	(508) 520-1550
Address	400 E CENTRAL ST			
City	FRANKLIN	State	MA	ZIP 02038 1305
Dealer Zone	32	County	NORFOLK	Country USA
Tech	Daniel Anastasia			
STAR	T1813DW			

CUSTOMER CONCERN

when cold and some times when warm, when put into any gear it pops back to park
Updated: 11/05/2013 14:38:13 By T1545SC
just wanna see if there is any answers on this concern??
Updated: 11/05/2013 14:38:13 By T1545SC
when going to get car to check fluid. it shifted fine in to all gears w/o issues. Fluid level is good, cable is ok. Please Advise.
Updated: 11/06/2013 10:32:39 By T1545SC
just verifying my last submission wen through? will wait for your response
Updated: 11/06/2013 10:32:39 By T1545SC
Valve body replaced.
Updated: 11/15/2013 09:49:48 By T1545SC
No considered fixed.
Updated: 11/18/2013 12:58:22 By T1545SC
no its repaired customer has vehicle back.
Updated: 11/18/2013 13:02:14 By T1545SC

RESOLUTION

Daniel, advise to follow information on trans fluid level procedure video in tech connect to verify the trans fluid level is correct. Also make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans.
Updated: 11/05/2013 14:38:13 By T1545SC
Daniel, if there no concern with the manual park release cable and the trans fluid level is correct per video in tech connect. Advise if the concern can not be duplicate after testing and test driving the vehicle release to customer. Also advise if the vehicle return with this code to replace the valve body assemble.

Updated: 11/06/2013 10:32:39 By T1545SC

Daniel, you replace the valve body do the vehicle have the same concern?

Updated: 11/15/2013 09:49:48 By T1545SC

Daniel, I will escalate this ticket to the master consultant for review.

Updated: 11/18/2013 12:58:22 By T1545SC

Daniel, thanks for the update.

Updated: 11/18/2013 13:02:14 By T1545SC

replaced valve body

Updated: 11/29/2013 13:49:18 By T7720A0

Additional information required. .

Updated: 11/29/2013 13:49:32 By T7720A0

Mike called states that vehicle has a shift issue when shifted into gear will pop back into park. STAR advised to see TechCONNECT Ticket [REDACTED] Please close this case and work off the other open case.

Updated: 11/29/2013 13:51:57 By T7720A0

see new case [REDACTED]

Updated: 12/13/2013 18:54:05 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG8	EO [REDACTED]	Built Date	09/06/2013	Mileage	2,585
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/15/2013 09:55:42	By	T7720A0
Updated	12/16/2013 18:26:00	By	T7079LO

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	64356	DON WHITE'S TIMONIUM CHRYSLER	Phone	(410) 666-9600
Address	10300 YORK RD			
City	COCKEYSVILLE	State	MD	ZIP 21030 3203
Dealer Zone	35	County	BALTIMORE CO)	Country USA
Tech	John Conklin			
STAR	T7079LO			

CUSTOMER CONCERN

wont go into park at times <i>Updated: 11/15/2013 09:55:42 By T7720A0</i> YES SHIFTER HANDLE TIGHT AND LATCHED,CABLE DISCONNECT AND CONNECTOR AT TRANS ALL GOOD AND SEATED <i>Updated: 11/15/2013 12:01:56 By T7720A0</i> NO <i>Updated: 11/15/2013 13:39:04 By T7720A0</i>

RESOLUTION

STAR advised for the P0850, check the PMR handle is fully seated and latched, check cable disconnect at trans and make sure the lever is fully seated on the trans and no obstructions. Check cable and lever pin alignment. <i>Updated: 11/15/2013 09:55:42 By T7720A0</i> John did you review STAR case S1321000007 and check the cable routing. <i>Updated: 11/15/2013 12:01:56 By T7720A0</i> Ok pull that up and check the cable routing. <i>Updated: 11/15/2013 13:39:04 By T7720A0</i> REROUTED CABLE <i>Updated: 12/16/2013 18:26:00 By T7079LO</i>

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBT3	EC	Built Date	05/14/2013	Mileage	2,450
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DL	HARD START/LONG CRANK TIME	
Created	11/18/2013 12:57:00	By	T5262SM
Updated	12/17/2013 16:09:58	By	T5262SM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time

B1D4A-2A	Memory Switch Input-Stuck	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE	Phone	(973) 774-1000
Address	1655 ROUTE 46			
City	LITTLE FALLS	State	NJ	ZIP 07424 1717
Dealer Zone	32	County	PASSAIC	Country USA
Tech	Scott Hirsch			
STAR	T5262SM			

CUSTOMER CONCERN

SEAN NISIVOCCIA, ROUTE 46 CHRYSLER JEEP DODGE Peter/SA - The engine has issues starting and sometimes once the vehicle has started, it will not turn off again, The vehicle wont shift out of park at times, There is a buck when the vehicle is downshifting, The center speedometer screen blacks out, Radio wont save preset stations, Cruise control is inoperable, uConnect freezes.

Updated: 11/18/2013 12:57:00 By T5262SM

RESOLUTION

Called dealer. Left a message for SA to call me.

Updated: 11/18/2013 12:57:00 By T5262SM

Called dealer again. Left a message of SA to call me.

Updated: 11/19/2013 17:39:05 By T5262SM

Called dealer. Left another message for Service Advisor to call me.

Updated: 11/25/2013 08:45:23 By T5262SM

Service Advisor called. Tech inspected and tested the Uconnect, Radio Preset concern and Cruise Control. NTF with any of those systems. For the Speedometer display blacking out tech found Recall N58 to fix concern. For the buck on decell tech performed the trans clutch quick fill procedure and concern is resolved. For the hard to start concern, the tech tested and found the battery to be bad. Tech replaced the battery and concern is fixed. Repairs have been completed, vehicle was returned to the customer.

Updated: 11/26/2013 14:00:03 By T5262SM

Called the dealer. Left a message for the Service Manager to call me.

Updated: 12/10/2013 08:55:14 By T5262SM

Spoke with the Service Manager, tech has not fully diagnosed yet, but thinking a brake light switch may fix most of the issues. Advised to fully diagnose and call me back. When the radio screen freezes music still plays, customer can cycle ignition and unlock radio screen. Advise I will research the radio concern and discuss when the dealer calls back.

Updated: 12/10/2013 09:20:32 By T5262SM

Tech checked for codes and only found 1 stored. Tech checked out all concerns and could not duplicate anything. Radio software is at 13.38.52. Advised to try and duplicate today. If nothing can be found then return the vehicle to the customer. Dealer to call me.

Updated: 12/10/2013 11:28:00 By T5262SM

Spoke with an SA. The SA on this vehicle is out sick and the Service Manager is in meetings all day. Advised I will call back later.

Updated: 12/13/2013 13:36:39 By T5262SM

Per the Cair. Customer has the vehicle, but is still having concerns. Customer waiting to bring vehicle back. TS will close case.

Updated: 12/17/2013 16:09:58 By T5262SM

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG8	EO [REDACTED]	Built Date	03/30/2013	Mileage	5,920
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/18/2013 15:07:30	By	T7720A0
Updated	12/19/2013 11:17:17	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	26319	ZIMMERMAN ENTERPRISES INC	Phone	(570) 286-5873
Address	1301 MARKET STREET			
City	SUNBURY	State	PA	ZIP 17801 2422
Dealer Zone	35	County	NORTHUMBERLAND	Country USA
Tech	TIMOTHY LATSHA			
STAR	T2415EB			

CUSTOMER CONCERN

wont come out of park <i>Updated: 11/18/2013 15:07:30 By T7720A0</i> It set the code before, that is why we replaced valve body. connection look good <i>Updated: 11/18/2013 15:30:04 By T7720A0</i> I took the manual park release cable off, remove valve body, clean terminals, and still wont come out of park sets the same code. when trans gets warm then it will come out of park. let it sit over night and again it wont come out till the trans warms up. <i>Updated: 11/21/2013 08:35:39 By T7720A0</i> fluid is full. when it wont come out of park is after it sits over night. If I start the vehicle it wont come out of park, if I hold the rpms at 2000, one foot on brake the other on throttle, it will then come right out of park. and check engine light comes on. this is the only time it happens till the next morning. <i>Updated: 11/29/2013 10:14:49 By T4083MW</i> replaced shifter still wont come out of park, sets same code. I think its a pressure problem. if we have engine rpms a little higher it will come out of park. Could it be a pump issue, but then I would think I would get a loss of prime code. Any other ideas <i>Updated: 12/04/2013 10:59:27 By T4083MW</i>

RESOLUTION

Tim did the DTC set before or after the VB replacement? Pull the TCMA, Inspect and clean the Park Release and Park Hold Solenoid terminals at the wiring harness leadframe for contamination. Reinstall the TCMA. <i>Updated: 11/18/2013 15:07:30 By T7720A0</i> Ok Pull the TCMA, Inspect and clean the Park Release and Park Hold Solenoid terminals at the wiring harness leadframe for contamination. Reinstall the TCMA. Ther ehave been some issues with coatings on the contacts causing connection issues. <i>Updated: 11/18/2013 15:30:04 By T7720A0</i>

Make sure the manual park release handle lever is fully seated and latched, make sure the lever at the trans for MPR is not blocked with stones debris or case contact.

Updated: 11/18/2013 15:31:43 By T7720A0

Escalating the case for review.

Updated: 11/21/2013 08:35:39 By T7720A0

Star reviewed case. Did you check trans fluid level per service procedures? If fluid level is too high or too low it will cause this concern also. Please double check fluid level as outlined in service procedures. Is this code still setting when this happens?

Updated: 11/21/2013 16:04:27 By T4083MW

Then Star recommends replacing shifter assembly (with ESM) if valvebody was replaced.

Updated: 11/29/2013 10:14:49 By T4083MW

Star is escalating case to Field Technical Services for assistance. You should receive a reply from FTS.

Updated: 12/04/2013 10:59:27 By T4083MW

Had the pan down a second time, looks ok. If the fluid level is ok, park release is free then contact the Powertrain team and request a trans assembly.

Updated: 12/05/2013 15:36:07 By T8442KS

replaced the trans. P1B14-00 Park-By-Wire - Unintended Park Position-

Updated: 12/19/2013 11:17:17 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	03/15/2013	Mileage	4,095
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PFS	CASHMERE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/21/2013 14:50:52	By	T1545SC
Updated	12/19/2013 13:59:05	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC	Phone	(877) 559-0811
Address	32899 VAN DYKE AVE			
City	WARREN	State	MI	ZIP 48093 8139
Dealer Zone	42	County	MACOMB	Country USA
Tech	Kyle Quinlan			
STAR	T2415EB			

CUSTOMER CONCERN

CUSTOMER CANNOT SHIFT OUT OF PARK INTERMITTENTLY

Updated: 11/21/2013 14:50:52 By T1545SC

VERIFIED THE TRANS FLUID LEVEL, CONNECTOR HAS NO DAMAGE AND IS NOT LOOSE, THE MPR CABLE IS FULLY SEATED AND STILL HAS THE TAPE ON IT INDICATING IT HAS NOT BEEN USED YET, I REPLACED THE SHIFTER AND LET THE VEHICLE SIT IN THE COLD 30 DEGREE AND BELOW WEATHER FOR ABOUT 8 HOURS AND THE VEHICLE ACTED UP, IT WOULD NOT SHIFT FOR THE FIRST 2 TRIES THEN I REVVED THE ENGINE FOR ABOUT 5-10 SECONDS TO WARM IT A LITTLE AND THEN THE VEHICLE SHIFTED PROPERLY HOWEVER THE CHECK ENGINE LIGHT WAS ON AGAIN WITH CODE P1B14 PENDING, WHEN IT DOES NOT SHIFT I NEVER FEEL THE TRANS ENGAGE AND THE INDICATOR LIGHT ON THE SHIFTER SHOWS DRIVE FOR ABOUT 3 SECONDS THEN GOES BACK TO PARK AUTOMATICALLY. SEEMS LIKE A COLD ISSUE, THE TRANS TECH AND I ARE OUT OF IDEAS AND ANY ADDITIONAL INFORMATION WILL BE APPRECIATED, THANKS

Updated: 11/25/2013 17:46:10 By T1545SC

YOU WANT US TO REPLACE THE VALVE BODY A SECOND TIME?

Updated: 11/26/2013 11:18:09 By T1545SC

TRANS TECH VERIFIED TRANS FLUID LEVEL IS FULL A SECOND TIME PER SERVICE PROCEDURES AND DISCONNECTED THE MPR CABLE AT THE TRANS AND ISSUE IS STILL PRESENT INTERMITTENTLY WITH CODE P1B14 RESETTING, ISSUE SEEMS MORE PRESENT WHEN VEHICLE IS COLD

Updated: 12/02/2013 11:50:46 By T4083MW

RESOLUTION

Kyle, make sure the manual park release cable is not partially pulled, and make sure it is properly seated. Check for a connector concern at the valve body connector. Also advise to follow information on trans fluid level procedure video in tech connect.

Updated: 11/21/2013 14:50:52 By T1545SC

Kyle, with the trans fluid correct and no connector concern and the release cable have no concern advise to replace the valve body and flash the TCM with the latest program and recheck the concern.

Updated: 11/25/2013 17:46:10 By T1545SC

Kyle, I will escalate this ticket to the master consultant for review.

Updated: 11/26/2013 11:18:09 By T1545SC

Star advises tech to double check trans fluid level per service procedures. Too high or too low of trans fluid may cause this concern. Disconnect manual park release cable from trans and operate vehicle again cold. Does code reset? Please let me know. Thanks-Mike-Star

Updated: 11/26/2013 16:28:35 By T4083MW

Star is escalating case to Field Technical services for assistance. You should receive a reply back from FTS.

Updated: 12/02/2013 11:50:46 By T4083MW

Kyle If the fluid level is correct and the park release cable is free contact the Powertrain team for a transmission.

Updated: 12/05/2013 11:30:47 By T8442KS

TRANSMISSION UNIT.P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 12/19/2013 13:59:05 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG5	EO [REDACTED]	Built Date	04/01/2013	Mileage	9,186
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/25/2013 10:36:53	By	T1545SC
Updated	01/16/2014 16:17:41	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	59451	FEDDERLY CHRYSLER DODGE JEEP, INC	Phone	(608) 524-4112
Address	2500 MAIN ST			
City	REEDSBURG	State	WI	ZIP 53959 9405
Dealer Zone	51	County	SAUK	Country USA
Tech	JASAN FRANEK			
STAR	T9274JC			

CUSTOMER CONCERN

check engine light is on and when shifting from park to drive or park to reverse the trans will go back into park. <i>Updated: 11/25/2013 10:36:53 By T1545SC</i>
checked trans fluid level and also manual release cable. both check okay. <i>Updated: 11/25/2013 11:57:59 By T1545SC</i>
we installed a new valve body and adjusted the fluid level. customer then took the vehicle and concern did happen again. the vehicle had an aftermarket remote start system installed so we removed it thinking maybe that had something to do with it. I just started the vehicle now after being outside for a few hours and when shifting to drive the indicator would go to drive and then right back to park. cycled the key twice and then it operated properly. could this be something with the shifter handle? <i>Updated: 12/13/2013 17:29:00 By T1545SC</i>
started vehicle after sitting all night and tried to shift to reverse 2 times and it went right back to park. let vehicle idle for 6 minutes and then it shifted into reverse properly. <i>Updated: 12/17/2013 09:48:43 By T1545SC</i>
just curious how long a response will be. vehicle is here and customer does not want to drive it till problem is solved. <i>Updated: 12/19/2013 15:36:44 By T8442KS</i>

RESOLUTION

Jason, advise to follow service procedure in techconnect and verify/set trans fluid level. Also make sure the manual park release cable is not partially pulled, and make sure it is properly seated. <i>Updated: 11/25/2013 10:36:53 By T1545SC</i>
Jason, advise to replace the valve body and flash the TCM to the latest program and recheck the concern. <i>Updated: 11/25/2013 11:57:59 By T1545SC</i>
Jason, if the vehicle idle for 8-10 minutes before make shift into park will it work as design? <i>Updated: 12/13/2013 17:29:00 By T1545SC</i>

Jasam, I will escalate this case to the master consultant for review.

Updated: 12/17/2013 09:48:43 By T1545SC

Star is escalating case to Field Technical services for assistance. You should receive a reply from FTS.

Updated: 12/17/2013 11:09:12 By T4083MW

Jasan if fluid level and the park release cable is free contact the Powertrain service center and request a transmission. See d-13-04 info about them.

Updated: 12/19/2013 15:36:44 By T8442KS

replaced transmission....P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 01/16/2014 16:17:41 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG1	EO [REDACTED]	Built Date	06/14/2013	Mileage	2,855
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	11/25/2013 15:30:20	By	T9645JD
Updated	12/05/2013 15:33:06	By	T9645JD

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C2206	Vehicle Configuration Mismatch	T3076SB	04/14/2013 01:25:00
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
U0401	Implausible Data Received From ECM/PCM	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
U1400	Implausible TPS Signal Received	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	43939	RAY BRANDT DODGE CHRYSLER JEEP RAM	Phone	(504) 363-1999
Address	1660 WESTBANK EXPY			
City	HARVEY	State	LA	ZIP 70058 4324
Dealer Zone	63	County	JEFFERSON	Country USA
Tech	Michael Lathers			
STAR	T9645JD			

CUSTOMER CONCERN

Customer stated that vehicle stopped pulling and would not shut off.
Updated: 11/25/2013 15:30:20 By T9645JD

RESOLUTION

SWBC C/R and Warranty Mgr. Ron S. requested T/A to inspect vehicle. Vehicle had been reported to have under carriage damage due to unknown source. Inspection revealed that damage is most likely due to road debris creating a sheet metal gash in battery tray area, dent in right side unibody rail, right fuel tank guard cosmetic damage and light impact to right rear suspension lower control arm. On inspection of unit T/A found that while shifter was in park, cluster would display that trans was not in park and engine starting was not allowed. T/A found several codes including P0658 in the system. T/A inspected harness, transmission connector pin outs and tested feeds and grounds to valvebody/TCM. Voltage values were correct and ground was found to be intact with low voltage drop. Undercarriage damage does not appear to be the source of current issue. Inspection results indicate TCM issue. T/A and Technician drained and removed valvebody for inspection of contents. A small amount of metal particles were found however mechanical failure was not indicated. T/A is requesting dealer to order valvebody/TCM kit, install and program. Valvebody kit appears to be on back order. Dealer to place order today and upgrade to VOR status on 11/26 to expedite delivery. Dealer to follow up with T/A on outcome of repairs one parts come in and are installed.

Updated: 11/25/2013 15:30:20 By T9645JD

SM Chuck Scaggs contacted T/A via e-mail on 12/4 and informed that parts had arrived and were installed. SM also stated that replacement valve body /TCM corrected the concern. T/A closing case.

Updated: 12/05/2013 15:33:06 By T9645JD

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	09/26/2013	Mileage	561
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PFS	CASHMERE PEARL COAT				

GENERAL

Case Ref	[REDACTED] 2	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/05/2013 17:09:42	By	T3498BM
Updated	12/18/2013 18:07:33	By	T1545SC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26510	KELLY JEEP CHRY PLY	Phone	(781) 581-6000
Address	353 BROADWAY,ROUTE 1 NORTH			
City	LYNNFIELD	State	MA	ZIP 01940 2315
Dealer Zone	32	County	ESSEX	Country USA
Tech	J BISAZZA			
STAR	T1545SC			

CUSTOMER CONCERN

shifter will not go into park code p1b13-00/p1dde-00
Updated: 12/05/2013 17:09:42 By T3498BM

RESOLUTION

Hello. Check to be sure the manual release lever is holding it back, or some other obstruction at the park lever exist. If ok, make sure all electrical connections are ok. Then try a 10 minute battery disconnect. If still no change replace the ESM (shifter). Please let me know if there is still further issue - Brian

Updated: 12/05/2013 17:09:42 By T3498BM

John, states he loss communication with the TCM, advise to do a 10-15 minutes battery disconnect and retry the flash if no change advise to replace the TCM/valve body.

Updated: 12/17/2013 10:56:15 By T1545SC

REPLACEMENT OF VALVE BODY

Updated: 12/18/2013 18:07:33 By T1545SC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	03/25/2013	Mileage	12,612
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/06/2013 12:25:05	By	T8085MB
Updated	01/19/2014 00:26:06	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

Vehicle will not go into drive or reverse. <i>Updated: 12/06/2013 12:25:05 By T8085MB</i> Flashed tcm to 68225560ab. <i>Updated: 12/06/2013 16:20:08 By T8085MB</i> waynegdykstra007@gmail.com <i>Updated: 12/09/2013 09:01:03 By T8085MB</i> Michael. Got the drivelearn procedure. If i get my clutch fill volumes up above 10 can I be confident that dtc p1b14-00 will not return? <i>Updated: 12/09/2013 10:38:16 By T8085MB</i> Performed drive learn procedure. All fill and fast fill counts above 10. Dtc is still setting and problem happens only cold in a.m. on first start. Basicly car does not want to come out of park and engage drive or reverse. Happens for 10 sec and then engages. once reverse or drive engages it will be fine untill ice cold. p1b14-00 and p1b13-00 our setting. <i>Updated: 12/18/2013 12:10:34 By T8085MB</i>

RESOLUTION

Wayne what was the flash number you put into the TCM? <i>Updated: 12/06/2013 12:25:05 By T8085MB</i> Wayne that is the right flash for this vehicle. Can you drive vehicle? IF you can send me a E-Mail address and I will send you a shorter drive learn for this transmission. <i>Updated: 12/06/2013 16:20:08 By T8085MB</i> Wayne I sent the 8 spd drive learn to waynegdykstra007@gmail.com <i>Updated: 12/09/2013 09:01:03 By T8085MB</i> Wayne that is hard to say if the code will not return. Let us know if it does.

Updated: 12/09/2013 10:38:16 By T8085MB

Wayne engineerind is working on a fix for this concern. Until then inform customer to let vehicle warm up for a few min. before shifting into gear.

Updated: 12/18/2013 12:10:34 By T8085MB

Engineering working on a fix.

Updated: 01/19/2014 00:26:06 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	03/30/2013	Mileage	6,406
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/10/2013 17:44:32	By	T1545SC
Updated	07/07/2014 11:12:09	By	T2409DC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1296	12-PTS SENSOR 9-CIRCUIT SHORT TO BATTERY	T1870AT	04/14/2013 01:25:46
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	67775	CRYSTAL LAKE CHRYSLER-JEEP-DODGE	Phone	(815) 459-9000
Address	5404 S STATE ROUTE 31			
City	CRYSTAL LAKE	State	IL	ZIP 60012 3725
Dealer Zone	51	County	MCHENRY	Country USA
Tech	Tom Schodtler			
STAR	T2409DC			

CUSTOMER CONCERN

Vehicle will not shift into drive. Customer states the shifter will "jump" back in park.

Updated: 12/10/2013 17:44:32 By T1545SC

During inspection of the manual park release cable I found two problems. The grommet where the cable goes though the body was not in place. Then when checking connection at trans I noticed the cable is melted to the exhaust on the left side at the upstream O2 sensor. This could cause the customer concern and the DTCs? Thanks, Tom

Updated: 12/11/2013 12:55:55 By T1545SC

RESOLUTION

Tom, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If okay with no concern found advise to follow information on trans fluid level procedure video in tech connect.

Updated: 12/10/2013 17:44:32 By T1545SC

Tom, thanks for the update let star know the results after the repair.

Updated: 12/11/2013 12:55:55 By T1545SC

Additional information required. Tom, if the vehicle is repair and no further assistance needed please close this case.

Updated: 06/26/2014 11:07:39 By T1545SC

FOUND CABLE ENTANGLED AROUND EXHAUST, AND MELTING. REPAIRED CABLE & RE-ROUTED PROPERLY. RELEARN MANUAL PARK RELEASE. Cable, automatic gearshift selector - Replace Console mounted shifter

Updated: 07/07/2014 11:12:09 By T2409DC

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAGX	EO [REDACTED]	Built Date	02/04/2013	Mileage	7,202
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/11/2013 14:54:27	By	T7720A0
Updated	12/13/2013 18:53:56	By	T6214CH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	65505	LA PORTE CHRYSLER INC	Phone	(219) 326-6850
Address	1309 PINE LAKE ROAD			
City	LAPORTE	State	IN	ZIP 46350 2039
Dealer Zone	51	County	LA PORTE	Country USA
Tech	Nan Gurnicz			
STAR	T6214CH			

CUSTOMER CONCERN

when try to shift out of park into rev or drive will go directly back into park
Updated: 12/11/2013 14:54:27 By T7720A0

RESOLUTION

Nan when the trans is cold it will not allow shifting into drive till it warms up some, 1-3 mins may be normal, but should not set the DTC. For the DTC the DTC sets for electrical park solenoid issues. First make sure all wiring and connections to the trans are ok, make sure you have NO broken connector locks, if you do replace the connectors. If ok and no terminal push out pull VB and clean park solenoid terminals there was an issue with metallic coatings causing connection issues.
Updated: 12/11/2013 14:54:27 By T7720A0
 CLEANED PARK SOLENOID TERMINALS
Updated: 12/13/2013 18:53:56 By T6214CH

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG7	EO [REDACTED]	Built Date	03/28/2013	Mileage	10,411
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	12/16/2013 19:57:10	By	T3498BM
Updated	01/23/2014 14:37:15	By	T7390J1

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	24237	AUTONATION CHRYSLER JEEP WEST	Phone	(303) 278-0101
Address	16300 W COLFAX AVE			
City	GOLDEN	State	CO	ZIP 80401 3855
Dealer Zone	74	County	JEFFERSON	Country USA
Tech	FREDRICK ATENCIO			
STAR	T7390J1			

CUSTOMER CONCERN

FIRST THING IN THE MORNING AT START UP, THE TRANSMISSION WILL NOT COME OUT OF PARK. THE MALFUNCTION INDICATOR IS ILLUMINATED.

Updated: 12/16/2013 19:57:10 By T3498BM

I CHECKED THE MANUAL PARK RELEASE CABLE NO PROBLEMS FOUND. I REPLACED THE VALVE BODY ASSEMBLY AND PROGRAMED TCM. THE TRANSMISSION WORKED FINE FOR ABOUT A WEEK. THE SAME PROBLEM CAME BACK. SAME DTC P1B14. SHIFT IT INTO REVERSE OR DRIVE AND PRNDL JUMPS BACK TO PARK. DO YOU THINK MAYBE THE SHIFTER ASSY IS AT FAULT.

Updated: 01/22/2014 11:34:13 By T3498BM

I CALLED THE ECS TEAM AND THE VEHICLE WAS TAKEN OFF RESTRICTION.

Updated: 01/23/2014 14:37:15 By T7390J1

RESOLUTION

Hi Fred. First make sure no issue with the manual park release exist. If ok, replace the VB assembly. Please let me know those results - Brian

Updated: 12/16/2013 19:57:10 By T3498BM

Fred I noticed this morning this vehicle is now involved in the Enhanced Customer Satisfaction program and has been forwarded to the ECS team for immediate review. Please close this Ticket and follow up by calling the ECS team at 866-275-1420 prior to further vehicle diagnosis. Thanks Fred - Brian

Updated: 01/22/2014 11:34:13 By T3498BM

Fredrick, this vehicle is involved in the Enhanced Customer Satisfaction program and has been forwarded to the ECS team for review. Please close this Ticket and follow up by calling the ECS team at 866-275-1420 prior to further vehicle diagnosis.

Updated: 01/22/2014 11:42:17 By T8426BK

ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls).

Updated: 01/22/2014 11:47:58 By T7390J1

Called TECH, discussed details. TS authorized replacement transmission, advised dealer to submit to PTPA and return call if any issues arise. Close case.

Updated: 01/23/2014 14:37:15 By T7390J1

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG4	EO [REDACTED]	Built Date	03/28/2013	Mileage	8,449
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/19/2013 10:39:12	By	T1545SC
Updated	01/28/2014 15:41:48	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	68275	ROYSTON CHRY-PLYM-DODGE-JEEP INC	Phone	(423) 587-2000
Address	910 WEST MORRIS BLVD			
City	MORRISTOWN	State	TN	ZIP 37813 2025
Dealer Zone	66	County	HAMBLEN	Country USA
Tech	GARY COLVETT			
STAR	T1813DW			

CUSTOMER CONCERN

cold start placed in reverse will shift to park (garage kept) Stated this did not occur until previous tcm flash was done .
Updated: 12/19/2013 10:39:12 By T1545SC
 I was not able to duplicate yesterday.
Updated: 12/19/2013 11:03:20 By T1545SC
 Yes it has been updated to 68225561AC. Have not duplicated yet letting cool some to retest.
Updated: 12/19/2013 11:25:04 By T1545SC
 tried to duplicate several times returned to the customer. should hear back something in a day or two
Updated: 12/20/2013 10:15:20 By T1545SC
 14 degrees her this morning any gear placed in would shift back to park. vehicle rolled back and was able to get into gear code is pending
Updated: 01/08/2014 09:56:00 By T1545SC
 have tried twice still taking gear properly . my cell # is 865.654.7142 easier than going through the operator to service.
Updated: 01/08/2014 14:30:02 By T1545SC
 overnight cold start 23 degrees goes right into gear
Updated: 01/09/2014 09:25:41 By T1545SC
 had to speak with someone at FTS about another issue and ask about this issue . The vehicle acted up when getting to pull in after about 5 minutes was ok . FTS said one p/n fix
Updated: 01/09/2014 11:36:58 By T1545SC
 A transmission D-13-04 we called powertrain auth center and have to take pictures they told my boss (PTS) a known issue with Chrysler built 8 speeds.
Updated: 01/09/2014 12:01:23 By T1545SC
 pictures taken and submitted
Updated: 01/09/2014 12:08:49 By T1545SC

approved part coming from boston

Updated: 01/10/2014 11:45:30 By T1545SC

RESOLUTION

Gary, let star know the result after the flash.

Updated: 12/19/2013 10:39:12 By T1545SC

Gary, thanks for the update, have you done the flash today? let star know if the concern is duplicated.

Updated: 12/19/2013 11:03:20 By T1545SC

Gary, okay thanks.

Updated: 12/19/2013 11:25:04 By T1545SC

Gary, thanks for the update.

Updated: 12/20/2013 10:15:20 By T1545SC

the previous flash caused the problem and the latest flash cured.....P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 12/24/2013 09:53:08 By T3216MK

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Updated: 01/08/2014 09:56:00 By T1545SC

Gary, with the vehicle park in the shop allow to warm up clear any code, and verify the trans shift into all drive and reverse. If okay park vehicle out side for a few hours to see if the concern return if so start the vehicle allow to idle for 5-10 minutes (until warm) before any shift attempt, after the vehicle is warm attempt to shift to reverse and drive update the ticket with the results.

Updated: 01/08/2014 10:08:49 By T1545SC

GARY, thanks for the update advise to allow to set in the cold for a few more hours to see if the concern return.

Updated: 01/08/2014 14:30:02 By T1545SC

Call Gary to verify the engagement concern, Gary states the vehicle engage as design this morning after setting out side all night. Advise Gary this concern seems to happen in cold temperature below 14 degree, advise to monitor the concern to see if the engagement issues return if the temperature drop below the 14 degree mark.

Updated: 01/09/2014 09:25:41 By T1545SC

Gary, what was the one part P/N fix?

Updated: 01/09/2014 11:36:58 By T1545SC

Gary, okay you have to follow PSC procedure for a trans replacement.

Updated: 01/09/2014 12:01:23 By T1545SC

Gary, okay thanks

Updated: 01/09/2014 12:08:49 By T1545SC

GAry, thanks for the update.

Updated: 01/10/2014 11:45:30 By T1545SC

A transmission assy.

Updated: 01/28/2014 15:41:48 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG7	EO [REDACTED]	Built Date	03/27/2013	Mileage	7,208
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PFS	CASHMERE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/23/2013 11:56:26	By	T1545SC
Updated	01/29/2014 09:34:36	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	67906	ABERDEEN AUTO CENTER, INC	Phone	(605) 225-1656
Address	901 AUTO PLAZA DRIVE			
City	ABERDEEN	State	SD	ZIP 57401 2669
Dealer Zone	74	County	BROWN	Country USA
Tech	JEFF SCHICK			
STAR	T1813DW			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket [REDACTED]]wont move when cold shifter is shifted into D and goes right back into park until warmed up about 10 minutes. Has a code today P1B14 outside temp is -23 it took closer to 20 minutes to move
Updated: 12/23/2013 11:56:26 By T1545SC

RESOLUTION

Jeff, thanks for the update advised that engineering is aware of this issue and are working on a repair. Advised to inform the customer to let vehicle get warm before trying to shift into gear.
Updated: 12/23/2013 11:56:26 By T1545SC
REPLACED TRANSMISSION PER TECH ADVISOR
Updated: 01/29/2014 09:34:36 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBT9	EC	Built Date	06/24/2013	Mileage	417
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PFS	CASHMERE PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/27/2013 15:15:15	By	T1545SC
Updated	01/07/2014 15:06:58	By	T0149TY

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1DB9	TCM ECU RESET - EXTENDED LOW VOLTAGE	T4754AC	04/14/2013 01:25:46
U0403	IMPLAUSIBLE DATA RECEIVED FROM T-CASE	T4754AC	04/14/2013 01:25:46
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	23633	OVERLAND PARK JEEP/DODGE/CHRYSLER	Phone	(913) 381-8100
Address	8775 METCALF AVE			
City	OVERLAND PARK	State	KS	ZIP 66212 2058
Dealer Zone	74	County	JOHNSON	Country USA
Tech	BENJAMIN HAWKINS			
STAR	T0149TY			

CUSTOMER CONCERN

mil is on trans will go into park or neutral on its own when stopped
Updated: 12/27/2013 15:15:15 By T1545SC
 got valvebody/tcm installed no debris but now when i go into witech to program tcm it does not give me the right flash for wk 4x4 5.7 orignal valvebody was tcm #5 0aa but it only shows one wk part number 52108922aa the other eight options are all wk applications
Updated: 01/03/2014 17:55:25 By T1545SC
 tech advisor was able to update tcm with correct number test drove ten miles one time on a right hand turn trans went into neutral showed n on dash had to pull shifter back down into drive reset codes esm u0402 u11c3 u0101-08 and radio u0011
Updated: 01/06/2014 14:39:52 By T0149TY

RESOLUTION

Benjamin, advise to follow information on trans fluid level procedure video in tech connect. If the fluid level is correct per the video remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.
Updated: 12/27/2013 15:15:15 By T1545SC
 Benjamin, I will escalate this ticket to the master consultant for review.
Updated: 01/03/2014 17:55:25 By T1545SC
 Star is escalating case to Field Technical services for TA assistance to flash TCM to correct software. Install 52108930aa

Updated: 01/06/2014 10:40:59 By T4083MW

Your T/A will contact you to schedule time to flash the TCM with a CDA tool.

Updated: 01/06/2014 10:55:47 By T9009JS

TA left message for tech.

Updated: 01/06/2014 11:18:44 By T0149TY

TA flashed TCM. Tech drove and vehicle went to neutral again. Tech is going to check all grounds.

Updated: 01/06/2014 14:39:52 By T0149TY

Service Manager reports a loose ground was found and vehicle is repaired.

Updated: 01/07/2014 15:00:18 By T0149TY

The tech reports that it was the alternator ground wire, at the right frame rail. Same as in recall N58.

Updated: 01/07/2014 15:06:58 By T0149TY

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG4	EO [REDACTED]	Built Date	07/27/2013	Mileage	410
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	12/31/2013 16:37:31	By	T1545SC
Updated	01/02/2014 15:54:19	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13-00	Park-By-Wire - Unintended Out of Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68794	GLEN DALE MOTOR COMPANY	Phone	(304) 845-6750
Address	1502 WHEELING AVE			
City	GLEN DALE	State	WV	ZIP 26038 1732
Dealer Zone	35	County	MARSHALL	Country USA
Tech	Timothy Leasure			
STAR	T2415EB			

CUSTOMER CONCERN

wont shift into park
Updated: 12/31/2013 16:37:31 By T1545SC

RESOLUTION

Timothy, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If no concern is found verify the trans fluid level is correct per video in tech connect if the trans fluid level is correct. Advise to remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 12/31/2013 16:37:31 By T1545SC

found shifter lever was bent a little and was hitting trans when trying to put it in to park>P1B13-00 Park-By-Wire - Unintended Out of Park Position-

Updated: 01/02/2014 15:54:19 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG6	EO [REDACTED]	Built Date	06/04/2013	Mileage	5,300
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/03/2014 10:25:02	By	T1545SC
Updated	01/08/2014 10:06:31	By	T9274JC

CONTACT

Dealer	37694	VANANDEL-FLIKKEMA MOTOR SALES INC		Phone	(616) 363-9031
Address	3844 PLAINFIELD AVE NE				
City	GRAND RAPIDS	State	MI	ZIP	49525 2452
Dealer Zone	42	County	KENT	Country	USA
Tech	John Dollaway				
STAR	T9274JC				

CUSTOMER CONCERN

customer states that the vehicle will roll back about 20 feet on a hill when in gear. the hill they referred to is about 45 degree hill. I could duplicate it here on our 40 degree hill. vehicle rolled about 10 feet. Is this means for torque converter replacement?

Updated: 01/03/2014 10:25:02 By T1545SC

RESOLUTION

John, call tech to verify the condition of this concern, John states the engine is running the trans in park foot off brake the vehicle roll back about 10 feet. John states with the engine off the vehicle will not roll back. Advise John to compare this to like vehicle on same incline update the case with the results.

Updated: 01/03/2014 10:25:02 By T1545SC

THIS IS NORMAL. CHECKED WITH LIKE VEHICLES AND THEY ALL DID IT

Updated: 01/08/2014 10:06:31 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJG9	EC	Built Date	09/06/2013	Mileage	4,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PEP	DEEP AUBURN PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/09/2014 15:58:35	By	T8085MB
Updated	01/13/2014 11:17:52	By	T2415EB

CONTACT

Dealer	59528	TWIN CITY DODGE CHRYSLER JEEP RAM	Phone	(765) 447-3191
Address	650 SAGAMORE PKWY S			
City	LAFAYETTE	State	IN	ZIP 47905 4736
Dealer Zone	42	County	TIPPECANOE	Country USA
Tech	DAVE COOPER			
STAR	T2415EB			

CUSTOMER CONCERN

VEHICLE WILL NOT MOVE, STUCK IN 4 WHEEL DRIVE BUT VEHICLE WILL NOT ROLL. ENGINE IS RUNNING AND WON'T TURN OFF. VEHICLE WILL NOT SHIFT INTO PARK, WILL SHIFT TO REVERSE,NUETRAL,AND DRIVE. HAS BEEN DRIVEN THROUGH ALOT OF SNOW. IS THERE ANY WAY WE CAN GET VEHICLE TURNED OFF OR INTO PARK?

Updated: 01/09/2014 15:58:35 By T8085MB

CALLED CUSTOMER CARE YESTERDAY,VEHICLE WAS JUST TOWED IN. CUSTOMER CARE SAID NOT TO DO ANYTHING TILL CONTACTED BY TECH ADVISOR. IS THAT YOU OR SOMEONE ELSE?

Updated: 01/13/2014 09:18:32 By T7390J1

RESOLUTION

ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls). Advised to shut vehicle off just hold the start button down and engine should stop.

Updated: 01/09/2014 15:58:35 By T8085MB

Dave your case has been turned over to the ECS group for further review. Please do not respond to this ticket. Mike

Updated: 01/09/2014 16:15:07 By T3216MK

ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls).

Updated: 01/09/2014 16:20:21 By T7390J1

Close case. ECS case opened.

Updated: 01/13/2014 09:18:32 By T7390J1

ECS CASE OPENED

Updated: 01/13/2014 11:17:52 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJG3	EC	Built Date	04/13/2013	Mileage	6,102
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/13/2014 10:59:16	By	T7720A0
Updated	01/17/2014 12:12:17	By	T7390J1

CONTACT

Dealer	42977	WILDE CHRYSLER JEEP DODGE	Phone	(262) 544-5400
Address	1710 HIGHWAY 164 S			
City	WAUKESHA	State	WI	ZIP 53186 3937
Dealer Zone	51	County	WAUKESHA	Country USA
Tech	KURT ASCHENBRENNER			
STAR	T7390J1			

CUSTOMER CONCERN

CUSTOMER REPORTS THE VEHICLE ROLLED DOWN DRIVEWAY WHILE IN PARK ONE TIME <i>Updated: 01/13/2014 10:59:16 By T7720A0</i> NEVER HAD THAT RESPONSE, WHERE ARE WE AT? <i>Updated: 01/14/2014 10:52:25 By T7720A0</i>

RESOLUTION

Escalating the case for H type restriction. <i>Updated: 01/13/2014 10:59:16 By T7720A0</i> Kurt the vehicle has an H type restriction which means it is being tracked the ECS. And the case is required to get escalated directly to engineering. Someone will contact you asap. <i>Updated: 01/14/2014 10:52:25 By T7720A0</i> Kurt, this vehicle is involved in the Enhanced Customer Satisfaction program and has been forwarded for review. Please close this Ticket and follow up by calling the ECS team at 866-275-1420 prior to vehicle diagnosis. <i>Updated: 01/14/2014 11:02:55 By T8426BK</i> ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls). <i>Updated: 01/14/2014 14:26:03 By T7390J1</i> Close. <i>Updated: 01/17/2014 09:57:02 By T7390J1</i> Close. <i>Updated: 01/17/2014 12:12:17 By T7390J1</i>

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG8	EO [REDACTED]	Built Date	04/05/2013	Mileage	12,184
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/14/2014 16:29:54	By	T1545SC
Updated	02/14/2014 09:26:40	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0732	Gear Ratio Error in 2nd	T3076SB	04/14/2013 01:25:00
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46
P1D90	INCORRECT GEAR RATIO - CLUTCH 2 DEFECTIVE	T4754AC	04/14/2013 01:25:46
P1D95	TCM CLUTCH FAILURE UNDETERMINED	T4754AC	04/14/2013 01:25:46
P1D96	INCORRECT GEAR RATIO: CLUTCH A OR B DEFECTIVE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	63881	MEADOWLAND OF CARMEL	Phone	(845) 225-8468
Address	1952 ROUTE 6			
City	CARMEL	State	NY	ZIP 10512 2311
Dealer Zone	32	County	PUTNAM	Country USA
Tech	Patrick Casale			
STAR	T2415EB			

CUSTOMER CONCERN

will not come out of park
Updated: 01/14/2014 16:29:54 By T1545SC
will ask the tech ill get back to you thank you
Updated: 01/15/2014 09:16:39 By T1545SC
68225560ac was installed
Updated: 01/15/2014 09:16:39 By T1545SC
wednesday afternoon install another valve body/assy flashed with part number 68225561 fill up with oil clear codes but yet the p1b14-00 still sets immeiditliy as soon as put into reveres !!!!!!! or drive on witech the prnd ststus reads like inside tghe car reads rev then back into park reads drive then back into park !!!!!
Updated: 01/16/2014 10:04:38 By T1545SC
now the dash also reads service shifter !!!!!!!
Updated: 01/16/2014 10:04:38 By T1545SC
Do I take apart transmission?
Updated: 01/17/2014 09:46:52 By T5471PK
DO these transmission come filled already?
Updated: 01/31/2014 10:16:52 By T5471PK

RESOLUTION

Patrick, what flash number was install in the new TCM?

Updated: 01/14/2014 16:29:54 By T1545SC

Patrick, this vehicle has a Quadra-Trac I 4WD System without DTCM the flash number 68225560ac is for a vehicle with a DTCM. Advise to order another TCM and flash the TCM with 68225561.

Updated: 01/15/2014 09:16:39 By T1545SC

Patrick, I will escalate this case to the master consultant for review.

Updated: 01/16/2014 10:04:38 By T1545SC

Jean, has load tested circuits between RF hub and TCM, load tested powers and grounds to ESM and TCM. Jean, advise to check the transmission fluid level per service procedure in TechConnect. If no problem found, advise to make sure the manual park release cable is properly seated. If no problem found, advise to review warranty bulletin D-13-15 in E-files. Submit a pre-authorization form to Powertrain Service Center for transmission replacement. Do not order a transmission until you receive authorization from Powertrain Service Center.

Updated: 01/16/2014 16:28:04 By T5471PK

Patrick, this transmission does not need to be disassemble.

Updated: 01/17/2014 09:46:52 By T5471PK

Patrick, the transmission assembly should come filled, should be slightly overfilled to fill the transmission cooler/lines as well.

Updated: 01/31/2014 10:16:52 By T5471PK

unit was replaced>transmission>P0732 Gear Ratio Error in 2nd P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION P1D96 INCORRECT GEAR RATIO: CLUTCH A OR B DEFECTIVE P1D95 TCM CLUTCH FAILURE UNDETERMINED P1D90 INCORRECT GEAR RATIO - CLUTCH 2 DEFECTIVE

Updated: 02/14/2014 09:26:40 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJG3	EC	Built Date	04/13/2013	Mileage	6,102
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/15/2014 14:58:35	By	T6954AT
Updated	01/17/2014 16:14:20	By	T6954AT

CONTACT

Dealer	42977	WILDE CHRYSLER JEEP DODGE	Phone	(262) 544-5400
Address	1710 HIGHWAY 164 S			
City	WAUKESHA	State	WI	ZIP 53186 3937
Dealer Zone	51	County	WAUKESHA	Country USA
Tech	KURT TECH KEVIN			
STAR	T6954AT			

CUSTOMER CONCERN

NICHOLAS LARSON, WILDE CHRYSLER JEEP DODGE, Kurt/Tech, 262-442-3815 or 262-544-5400, vehicle intermittently rolls forward or backward after being put in park.

Updated: 01/15/2014 14:58:35 By T6954AT

RESOLUTION

TS left message for tech to call back

Updated: 01/15/2014 14:58:35 By T6954AT

TS spoke with sm and tech and have not been able to duplicate any issues with the vehicle in park. SM did say that customer had this issue when in his driveway with snow and/or ice. TS advised that with the vehicle only in park and the jeep having open differentials if one wheel is on ice and the other is not the vehicle will still roll back down the hill. With open differentials the driveline is only locked up when both wheels are on solid ground. TS advised that owners manual specifically calls out using the parking brake every time you shut off the vehicle. This way regardless of one wheel being on ice or snow the vehicle will not roll back. TS to close case as vehicle is operating as designed.

Updated: 01/17/2014 10:10:54 By T6954AT

TS authorized 5 days rental and 1 hr diag time.

Updated: 01/17/2014 16:14:20 By T6954AT

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	04/02/2013	Mileage	8,221
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	01/16/2014 08:13:37	By	T7720A0
Updated	01/22/2014 10:14:56	By	T7390J1

CONTACT

Dealer	26776	METRO CHRYSLER JEEP DODGE		Phone	(401) 351-6600
Address	1667 HARTFORD AVE				
City	JOHNSTON	State	RI	ZIP	02919 3202
Dealer Zone	32	County	PROVIDENCE	Country	USA
Tech	MICHAEL MOSCHETTI				
STAR	T7390J1				

CUSTOMER CONCERN

CUSTOMER STATES WHEN SHIFTING VEHICLE INTO REVERSE, IT WILL NOT GO AND SHIFTS BACK INTO PARK. THIS ISSUE IS INTERMITTENT LAST TIME VEHICLE WAS IN COULDN'T DUPLICATE ISSUE NOW VEHICLE WAS TOWED IN SEEMS OK NOW BUT CUSTOMER STATES VEHICLE WILL DO IT WHEN ITS SITS OVER NIGHT GOING TO TRY FIRST THING IN MORNING.

Updated: 01/16/2014 08:13:37 By T7720A0

OK THANKS

Updated: 01/22/2014 10:14:56 By T7390J1

RESOLUTION

Escalating for H restriction, someone will contact you ASAP.

Updated: 01/16/2014 08:13:37 By T7720A0

Hello Michael, this vehicle is involved in the Enhanced Customer Satisfaction program and has been forwarded to the ECS team for review. Please close this Ticket and follow up by calling the ECS team at 866-275-1420 prior to further vehicle diagnosis.

Updated: 01/16/2014 08:48:24 By T8426BK

ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls).

Updated: 01/16/2014 08:58:16 By T7390J1

Attempted to contact dealer, left on hold excessively long, terminated call. Close case, vehicle being replaced. ECS not contacted.

Updated: 01/22/2014 10:14:56 By T7390J1

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG7	EO [REDACTED]	Built Date	02/02/2013	Mileage	3,154
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/16/2014 12:01:00	By	T3498BM
Updated	01/21/2014 15:31:09	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	60490	ARLINGTON HEIGHTS CHRYSLER DODGE	Phone	(847) 298-0900
Address	1155 W DUNDEE ROAD			
City	ARLINGTON HEIGHTS	State	IL	ZIP 60004 1432
Dealer Zone	51	County	COOK	Country USA
Tech	George Anast			
STAR	T2415EB			

CUSTOMER CONCERN

ck engine lite comes on after shifting from park to drive then shifter automatically shifted into park heard long beep I found an installed park assist havnt found out if mopar accessories or aftermarket but that was the beep I heard
Updated: 01/16/2014 12:01:00 By T3498BM
 parktronics system 4 sensors in rear facia and a disply screen on rear headliner no codes
Updated: 01/16/2014 12:40:51 By T3498BM
 call me at my cell 847 899 0222
Updated: 01/16/2014 12:58:36 By T3498BM
 good morning brian let vehicle sit overnite started it put it in drive drove off road tested for 10 miles transmission didn't act up no ck engine lite no codes
Updated: 01/17/2014 12:06:33 By T3498BM

RESOLUTION

George hold off sending the data. We're not familiar with any after market parking system. Can you elaborate on this further as to what the customer has installed? - Brian
Updated: 01/16/2014 12:01:00 By T3498BM
 George can I contact you at #847-298-0900? - Brian
Updated: 01/16/2014 12:40:51 By T3498BM
 George states the customer claims this happens in the morning on the first start. STAR advised George to let this sit out overnight, then lets see if this occurs with the code setting - Brian
Updated: 01/16/2014 12:58:36 By T3498BM
 George states he has released the vehicle. STAR advised George let STAR know if that Parktronics system is a Mopar accessory or not also. If not, the way it is tied into the system may have an effect - Brian
Updated: 01/17/2014 12:06:33 By T3498BM

advised customer if it happens to take it to selling dealer that installd park assist system since it doesn't look
factory>P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 01/21/2014 15:31:09 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EC	Built Date	03/30/2013	Mileage	12,134
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/21/2014 18:59:48	By	T3498BM
Updated	02/12/2014 16:30:59	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	60412	CENTENNIAL CHRYSLER JEEP	Phone	(303) 790-9300
Address	9980 E ARAPAHOE RD			
City	ENGLEWOOD	State	CO	ZIP 80112 3712
Dealer Zone	74	County	ARAPAHOE	Country USA
Tech	Glynn Pribbenow			
STAR	T1813DW			

CUSTOMER CONCERN

TRANS WILL NOT COME OUT OF PARK ON COLD START, HAVE TO CYCLE KEY
<i>Updated: 01/21/2014 18:59:48 By T3498BM</i>
yes i was able to duplicate it today on first start up. has been ok after that. there is a fault stored now p1b14-00
<i>Updated: 01/22/2014 18:17:41 By T3498BM</i>
i also sent vehicle scan report and event data report
<i>Updated: 01/22/2014 18:17:41 By T3498BM</i>
durring flash of tcm lost comunication with tool now no response from tcm
<i>Updated: 02/07/2014 15:45:07 By T4083MW</i>

RESOLUTION

Glynn I see the case from about 10 months ago, but was the VB replaced recently and have you duplicated this? - Brian
<i>Updated: 01/21/2014 18:59:48 By T3498BM</i>
Glynn looking at the prior cases, most have been the VB assembly. At this point being an ongoing issue over the last 10 months, I'm going to escalate this case to the FTS engineering group. We'll get back with you ASAP - Brian
<i>Updated: 01/22/2014 18:17:41 By T3498BM</i>
Star reviewed case. Glynn please check to make sure trans fluid level is correct. Make sure manual park release cable is in the full release position. If these things are ok and it still acts up then review Warranty bulletin D-13-15 and digital image required info to PSC for trans replacement authorization. DO NOT ORDER any parts until authorized. Star recommends replacing trans assembly. Use ticket [REDACTED] as reference when submitting to PSC. Thanks-Mike-Star
<i>Updated: 01/23/2014 08:36:07 By T4083MW</i>
Star called and reviewed case and while flashing new TCM in new trans he lost communication and TCM is unflashable. TCM is blue but no flash number is present in new TCM. Star advises tech to plug old valvebody into vehicle and run threw flash procedure with WiTech. When it ID'S module and you select flash Before you hit the

button to flash TCM unplug it and plug it into new TCM and hit flash enter button. Please let me know if it works for you . Otherwise Valvebody will have to be replaced again.Thanks-Mike-Star

Updated: 02/07/2014 15:45:07 By T4083MW

after removing valve body from old trans and start reprogram then switch to new trans tcm reflashed

Updated: 02/12/2014 16:30:59 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG1	EO [REDACTED]	Built Date	01/05/2014	Mileage	132
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/22/2014 11:09:27	By	T1545SC
Updated	01/29/2014 10:13:07	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	62737	MOTORWORLD CHRYSLER DODGE JEEP RAM			Phone	(570) 829-3500
Address	150 MOTORWORLD DR					
City	WILKES BARRE	State	PA	ZIP	18702 7009	
Dealer Zone	35	County	LUZERNE	Country	USA	
Tech	David Jones					
STAR	T2415EB					

CUSTOMER CONCERN

CUSTOMER PUT VEHICLE INTO REVERSE AND SHIFTED BACK INTO PARK

Updated: 01/22/2014 11:09:27 By T1545SC

PERFORMED TRANSMISSION LEVEL CHECK,VERIFIED TRANSMISSION LEVEL TRICKLED OUT AFTER PROCEDURE.PROPER FILL LEVEL,VERIFIED MANUAL RELEASE CABLE PROPERLY SEATED IN CENTER CONSOLE,AND AT TRANSMISSION.CAN CODE BE TEMPERATURE RELEATED PAST 2 DAYS HERE HIGHS WHERE ABOUT 10F LOWS -4F+ WITH WINDCHILL COLDER?

Updated: 01/22/2014 11:55:38 By T1545SC

SO WITH THERE BEING NO MECHANICAL ISSUES WITH THE PARK RELEASE AND FLUID LEVEL IS GOOD.THEN WE SHOULD REPLACED TRANSMISSION FOR CUSTOMERS CONCERN.

Updated: 01/22/2014 12:17:00 By T1545SC

OK THANK YOU

Updated: 01/22/2014 12:20:36 By T1545SC

RESOLUTION

David, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If okay verify the trans fluid level is correct if so and no problem found the trans will have to be replace using warranty bulletin D-13-04.

Updated: 01/22/2014 11:09:27 By T1545SC

David, yes it can but talk with the master consultant on the concern and with the code set this is the steps to take per first suggestion.

Updated: 01/22/2014 11:55:38 By T1545SC

David, yes that correct per the master consultant of this trans, If trans is needed advise to review warranty bulletin D-13-04 in E-files(do not disassemble) and submit a pre-authorization form to Powertrain Service Center for possible transmission replacement. Do not order a transmission until you receive authorization for Powertrain Service Center.

Updated: 01/22/2014 12:17:00 By T1545SC

David, you welcome,

Updated: 01/22/2014 12:20:36 By T1545SC

PARTS ON ORDEER>P1B14-00 Park-By-Wire - Unintended Park Position-

Updated: 01/29/2014 10:13:07 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG0	EO [REDACTED]	Built Date	09/28/2013	Mileage	1,795
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/24/2014 11:27:04	By	T7720A0
Updated	03/03/2014 10:02:42	By	T3435RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13-00	Park-By-Wire - Unintended Out of Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45323	STEW HANSEN DODGE CITY JEEP	Phone	(515) 331-2900
Address	12103 HICKMAN RD			
City	URBANDALE	State	IA	ZIP 50323 1801
Dealer Zone	51	County	POLK	Country USA
Tech	MIKE FULLER			
STAR	T3435RT			

CUSTOMER CONCERN

has code p1b13-00 park by wire unintended out of park. got it in park with moving the lever and it work for 5 minutes not wrking now
Updated: 01/24/2014 11:27:04 By T7720A0

RESOLUTION

Mike make sure the manual park release handle is down and fully engaged and latched, check the cable routing and the lever on the trans for fully seated, remove the cable from the lever at the trans and make sure the lever is fully seated. Clean and debris or check for case interference with the lever. If all ok replace the valve body assembly and program the module.
Updated: 01/24/2014 11:27:04 By T7720A0
Closing case, transmission replaced on ticket# [REDACTED]-Todd
Updated: 03/03/2014 10:02:42 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG3	EO [REDACTED]	Built Date	03/24/2013	Mileage	2,575
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	01/31/2014 13:12:13	By	T1545SC
Updated	04/07/2014 08:26:58	By	T4583SS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44756	WEST-HERR DODGE	Phone	(716) 662-4407
Address	3551 SOUTHWESTERN BLVD			
City	ORCHARD PARK	State	NY	ZIP 14127 1706
Dealer Zone	32	County	ERIE	Country USA
Tech	JEFF CHASE			
STAR	T4583SS			

CUSTOMER CONCERN

VEHICLE WILL NOT MOVE WHEN SHIFTED FROM PARK TO DRIVE. VEHICLE SHIFTS BACK INTO PARK ON ITS OWN. CHECK ENGINE LIGHT CAME ON AND THEN VEHICLE WENT INTO DRIVE. LIGHT IS STILL ON.

Updated: 01/31/2014 13:12:13 By T1545SC

IF THE CONDITION DOES RETURN IS MY NEXT STEP TO REMOVE THE PAN AND FOLLOW SERVICE PROCEDURE? CLEANING AND INSPECTING SOLINOID TERMINALS???? OR AM I LOOKING ELSEWHERE?

Updated: 01/31/2014 15:35:27 By T1545SC

VEHICLE HAS NOT ACTED UP SINCE VALVE BODY REPLACEMENT. CODE AND SYMPTOMS HAVE RETURNED. I HAVE STILL BEEN UNABLE TO DUPLICATE. PLEASE ADVISE WHERE TO GO AT THIS POINT. DID FIND A STAR ASE THAT WAS SIMILAR 60861897

Updated: 03/18/2014 08:52:37 By T2409DC

RESOLUTION

Jeff, advise to allow the vehicle to set out in the cold for a few hours and recheck the concern update the ticket with the results.

Updated: 01/31/2014 13:12:13 By T1545SC

Jeff, if the code reset the next step to make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans if okay, then advise to replace the valve body and flash the TCM to the latest program.

Updated: 01/31/2014 15:35:27 By T1545SC

Tech replaced valve body

Updated: 03/07/2014 11:28:14 By T2409DC

Jeff, Your case is being escalated to a Master Consultant for additional assistance. No reply needed, you will be contacted by someone shortly. Debbie-STAR Case Closer

Updated: 03/18/2014 08:52:37 By T2409DC

Star advises tech to review Warranty bulletin D-13-15 and digital image required info to PSC for trans replacement authorization. DO NOT ORDER any parts until authorized. Star recommends replacing trans. Use ticket #8 [REDACTED] as reference when submitting to PSC.

Updated: 03/18/2014 11:42:55 By T4083MW

Replaced transmission

Updated: 04/07/2014 08:26:58 By T4583SS

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	03/30/2013	Mileage	18,597
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 0	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	02/03/2014 12:08:59	By	T7720A0
Updated	02/03/2014 15:07:15	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	65015	BRANHAVEN CHRYSLER JEEP DODGE	Phone	(203) 488-6351
Address	348 WEST MAIN ST			
City	BRANFORD	State	CT	ZIP 06405 3414
Dealer Zone	32	County	NEW HAVEN	Country USA
Tech	DAVID LOCHOWSKI			
STAR	T2415EB			

CUSTOMER CONCERN

vehicle will not come out of park,when shifting to reverse or drive it will revert to park position.drove vehicle in by releasing park lever.stored fault P1B14.error counts =35,after clearing faults i am unable to duplicate an active fault
Updated: 02/03/2014 12:08:59 By T7720A0

RESOLUTION

David make sure trans fluid level is at proper level. Too high or too low of fluid may cause this code. Also make sure manual park release lever is all the way in and latched into position. Check the cable and routing, check the trans lever and make sure there si no snow, ice stones or debris or case interference with the lever.

Updated: 02/03/2014 12:08:59 By T7720A0

found and removed a rock that may have been binding park pawl lever>P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 02/03/2014 15:07:15 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG0	EO [REDACTED]	Built Date	10/17/2013	Mileage	68
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	02/03/2014 16:48:51	By	T3034DL
Updated	03/20/2014 16:38:12	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B0001-13	Driver Frontal Stage 1 Deployment Control (Subfault) - Circuit Open	T3076SB	04/14/2013 01:25:00
B0002-13	Driver Frontal Stage 2 Deployment Control (Subfault) - Circuit Open	T3076SB	04/14/2013 01:25:00
P0850-00	Park/Neutral Switch Performance-	T3076SB	04/14/2013 01:25:00
U0126-00	Lost Communication With Steering Angle Sensor -	T3076SB	04/14/2013 01:25:00
U0212-00	Lost Communication With SCM-	T3076SB	04/14/2013 01:25:00
U0428-00	Implausible Data Received From Steering Angle Sensor Module-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60266	HILTON HEAD CHRYSLER JEEP DODGE	Phone	(843) 208-1200
Address	265 DRIVERS WAY			
City	HARDEEVILLE	State	SC	ZIP 29927 4311
Dealer Zone	66	County	JASPER	Country USA
Tech	MICHAEL MERKLE			
STAR	T9274JC			

CUSTOMER CONCERN

CHK ENG LT ON.VEHICLE WILL NOT SHIFT INTO PARK.HAS MULTIPLE CODES.

Updated: 02/03/2014 16:48:51 By T3034DL

HAVE RELEASED MANUAL PARK CABLE AND RESET IT TO ORIGINAL POSITION,VEHICLE SEEMS TO BE SHIFTING INTO PARK NORMALLY NOW??????

Updated: 02/06/2014 08:35:02 By T3034DL

vehicle not sold was test driven,ck eng lt comes on.

Updated: 03/07/2014 11:00:31 By T2415EB

RESOLUTION

Michael. At this time check to make sure the manual park release is not partially pulled, and it is fully seated. If no concerns found, raise vehicle and disconnect the manual shift cable at the transmission and see if the cable is still partially holding the manual park release lever from being fully engaged. Please update ticket with your findings. David

Updated: 02/03/2014 16:48:51 By T3034DL

Michael. A trans agent advised me that the Manual Park cable can cause issues if it isn't fully seated. I would test the vehicle a few more times if you can just to be sure. Also, before you wrap things up with the vehicle, please check again when to make sure the SRS codes didn't come back for some reason. Thank You. David

Updated: 02/06/2014 08:35:02 By T3034DL

ACTIVATED MANUAL RELEASE AND RELEASED SAME.P0850-00 Park/Neutral Switch Performance- B0002-13 Driver Frontal Stage 2 Deployment Control (Subfault) - Circuit Open B0001-13 Driver Frontal Stage 1 Deployment Control (Subfault) - Circuit Open U0428-00 Implausible Data Received From Steering Angle Sensor Module- U0126-00 Lost Communication With Steering Angle Sensor - U0212-00 Lost Communication With SCM-

Updated: 02/07/2014 13:13:56 By T2415EB

Hi [REDACTED]. Your case is being escalated to a Master Consultant for additional assistance. No reply needed, you will be contacted by someone shortly. Eugene STAR case closer.

Updated: 03/07/2014 11:00:31 By T2415EB

Michael, send a scan report in for this vehicle. Update with any repairs or parts replaced on this vehicle for this concern, and let me know when report is sent so I can review it. Thanks, Jon A.

Updated: 03/07/2014 12:38:38 By T4141JA

FOUND NUT LOOSE ON TRANS PARKING PAWL ARM.TIGHTENED NUT AND CLEARED CODE.WORKING OK.MUST HAVE BEEN LEFT LOOSE AT FACTORY.IMAGINE THAT.!!...P0850-00 Park/Neutral Switch Performance- B0002-13 Driver Frontal Stage 2 Deployment Control (Subfault) - Circuit Open B0001-13 Driver Frontal Stage 1 Deployment Control (Subfault) - Circuit Open U0428-00 Implausible Data Received From Steering Angle Sensor Module- U0126-00 Lost Communication With Steering Angle Sensor - U0212-00 Lost Communication With SCM-

Updated: 03/20/2014 16:38:12 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG4	EO [REDACTED]	Built Date	04/04/2013	Mileage	3,311
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/04/2014 16:31:25	By	T1545SC
Updated	03/11/2014 08:15:21	By	T2409DC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26810	NIELSEN DODGE CHRYSLER JEEP RAM			Phone	(973) 884-2100
Address	175 ROUTE 10					
City	EAST HANOVER	State	NJ	ZIP	07936	
Dealer Zone	32	County	MORRIS	Country	USA	
Tech	Michael Bonanno					
STAR	T2409DC					

CUSTOMER CONCERN

when putting car into drive or reverse indicator shows trans in gear but when you release the shifter trans jumps back into park. happens cold - works normal after 3-4 tries.
Updated: 02/04/2014 16:31:25 By T1545SC

RESOLUTION

Michael, advise to review warranty bulletin D-13-04 in E-files(do not disassemble) and submit a pre-authorization form to Powertrain Service Center for possible transmission replacement. Do not order a transmission until you receive authorization for Powertrain Service Center.
Updated: 02/04/2014 16:31:25 By T1545SC
Replaced Transmission
Updated: 03/10/2014 11:58:04 By T2409DC
replaced trans
Updated: 03/11/2014 08:15:21 By T2409DC

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG8	EO [REDACTED]	Built Date	03/09/2013	Mileage	10,628
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	02/05/2014 20:18:37	By	T7243KH
Updated	02/28/2014 16:17:03	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45086	FOWLER'S I-240 CHRYSLER JEEP DODGE	Phone	(405) 616-3634
Address	55 WEST INTERSTATE 240			
City	OKLAHOMA CITY	State	OK	ZIP 73139
Dealer Zone	63	County	OKLAHOMA	Country USA
Tech	Alfredo Lezama			
STAR	T4083MW			

CUSTOMER CONCERN

cust states vehicle wont change gear when u switch to the position u want it goes back to park

Updated: 02/05/2014 20:18:37 By T7243KH

FOUND FLUID LEVEL TOP OFF & COLOR IS LIKE LIGHT GREEN BUT I KINDA FOUND SPARKLE METAL ON THE FLUID CONDITION WHICH I THINK I HAVE TO DROP THE TRANS PAN TO VISUAL INSPECT ANY METAL INSIDE THE PAN RIGHT ?

Updated: 02/11/2014 20:55:42 By T7243KH

SENDING THIS IN TO MAKE SURE I CORRECTLY UNDERSTAND WHAT HAS GONE ON TO THIS POINT, I HAVE BEEN GIVEN THIS VEHICLE PER TRANS CERTIFIED. I NEED TO CHECK AND MAKE SURE THE PARK RELEASE CABLE IS FULLY RELEASED (THIS TO MEANS THAT THE CABLE IS IN POSITION WHERE IT IS RELEASING THE PARK PAUL) AND TO MAKE SURE FLUID LEVLE IS EXZACTLY CORRECT LEVLE PER SERV FLUID FILL INFORMATION. IF THE ISSUE IS STILL PRESENT WITH THESE 2 ITEMS CHECKED AND AS THEY SHOULD BE, ET WITH PSC AND DO A DIGITAL IMAGING FOR TRANS REPLACEMENT WITH PARTIAL 70% SHEET PER JUST REQUESTED TO REPLACE INSTEAD OF REPAIR. MAKING SURE I UNDERSTAND WHAT IS BEING REQUESTED BECAUSE IM COMING INTO THIS MIDWAY. PLEASE CONFIRM THAT I KNOW WHATS GOING ON OR CORRECT ME. THANK YOU MATT

Updated: 02/19/2014 08:13:01 By T4083MW

MY NAME IS MATT I WILL DOUBL CHECK WHATS GOING ON AND LET YOU KNOW WHAT I FIND AND THEN GO FROM THERE SID# IS S52353I IF THAT IS OF ANY HELP AS WELL

Updated: 02/19/2014 08:21:31 By T4083MW

OK, WILL CHECK IT OUT, DID SOME READING ON THE CODES THAT ARE SET IT HAS P1B14-00 PARKBYWIRE UNINTENDED PARK POSITION CODE (CURRENTLY STORED) P1B13-00 UNINTENDED OUT OF PARK POSITION BOTH MORE OR LESS STATE TO CHECK WIRING AND CONECTORS, IF NOTHING THERE DROP PAN AND VALVEBODY TO INSPECT LEADFRAME FOR METALIC DEBRIS. JUST WONDERING IF IT WOULD BE A GOOD IDEA TO PROCEED WITH DIAG FOR CODES? IN THE MEANTIME I WILL INSPECT RELEASE CABLE AND FLUID LEVLE

Updated: 02/19/2014 13:05:26 By T4083MW

ALSO THERE IS A TCM FLASHUPDATE AVAILABLE FOR THIS VEHICLE 21-007-13 REV 3 WOULD IT BE ADVISED TO DO THIS FLASH AND SEE IF ISSUE CAN BE RESOLVED BY THIS. TALKS ALOT ABOUT SHIFTING IMPROVEMENTS, I FIGURE IT MAY HELP THAT IT COULD SHIFT ITSELF IN AND OUT OF PARK WITH SOME IMPROVEMENTS.

Updated: 02/19/2014 13:05:26 By T4083MW

OK, MANUAL PARK CABLE WORKS AS DESIGNED, WHEN IN "STOW" POSITION VEHICLE REMAINS IN PARK. WHEN CABLE IS PULLED UP VEHICLE COMES OUT OF PARK, AND THEN GOES BACK INTO PARK WHEN PUTTING IT BACK DOWN IN STOW POSITION. CHECKED FLUID CONDITION AND LEVLE, FLUID WAS JUST A BIT HIGH LEVLE, GOOD IN COLOR TRANSPARENT GREEN, NO BURNT SMELL TO IT AND DID NOT SEE ANY DEBRIS COMING OUT OF FILL HOLE WITH FLUID. THIS BEING SAID IT CHECKS OUT OK. WENT AHEAD AND DID FULL FLUID LEVLE CHECK PROTOCOL AS IN SERV INFO. ONLY VARIABLE IS TO DO THE FLASH UPDATE AS STATED IN ABOVE ENTRY TO SEE IF THAT MAY AFFECT OR SOLVE ISSUE AS WELL LET ME KNOW PLEASE THANK YOU

Updated: 02/19/2014 13:05:26 By T4083MW

OK WILL START THE PROCESS FOR TRANS REPLACEMENT PER PSC GUIDLINES REFRANCING THIS STAR CASE TO THEM. BY THE WAY THIS IS NO LONGER ALFREDO. IM COMING IN ON THIS MIDWAY TO GET VEHICLE FIGURED OUT AND FIXED. THATS WHY I HAVE DOUBLED BACK TO ENSURE I UNDERSTAND THAT IS GOING ON. THANK YOU FOR YOUR INPUT -MATT

Updated: 02/19/2014 15:16:01 By T4083MW

RESOLUTION

Alfredo called and when customer came to pick up vehicle car would not shift and had this code. Advised Alfredo that looks like possible solenoids sticking in the valve body and will research this and get back with from information I found in qna. Will get Master Consultant involved to make a decision on the next step and we will reply back to you on what to do thanks

Updated: 02/05/2014 20:18:37 By T7243KH

Will get Master Consultant involved

Updated: 02/06/2014 15:29:57 By T7243KH

Alfredo was told to have you check the fluid level because being to high or low will cause this to happen also and let me know thanks

Updated: 02/06/2014 17:27:33 By T7243KH

Alfredo did you find out if the fluid level is ok yet and how is the color let me know thanks

Updated: 02/08/2014 10:16:53 By T7243KH

Alfredo hold on before doing anything and I am going to escalate your case to our Master Consultant due to the length of time and no forward progress and ((please hang on to your ticket do not respond to it)) until he responds to you and thanks

Updated: 02/11/2014 20:55:42 By T7243KH

Star reviewed case. Alfredo make sure fluid level was at proper level per servcie procedures. Make sure manual park release cable is in the full relaese position. If these two things have been checked then review Warranty Bulletin D-13-15 and digital Image required info to PSC for trans replacement authorization. Star recommends replacing the unit.Thanks-Mike-Star

Updated: 02/13/2014 10:36:55 By T4083MW

Star advises new tech you are 100% correct about reapir procedures. What is you name so I know who to address? Also when submitting to PSC make sure you reference ticket #6 [REDACTED] so when they read it you should have no problems.

Updated: 02/19/2014 08:13:01 By T4083MW

Thanks Matt. If those two things check out ok yes replace trans .We have seen the frt pumps cause this issue usually cold.

Updated: 02/19/2014 08:21:31 By T4083MW

Alfredo the falsh will not solve these codes. Again if both issues have been checked then procede with replacement as I outlined in case. We have had issues with frt pumps causing this issue and/or case. That's why I recommended replacement.

Updated: 02/19/2014 13:05:26 By T4083MW

Thanks Matt. Please let me know the results after trans is replaced.

Updated: 02/19/2014 15:16:01 By T4083MW

AFTER TRANS TECH REPLACE UNIT FOR TRANS CONCERN WAS NO LONGER THERE VEHICLE IS GOOD NO PROBLEM FOUND

Updated: 02/28/2014 16:17:03 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	07/03/2013	Mileage	5,220
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/10/2014 08:27:38	By	T7720A0
Updated	02/25/2014 14:20:44	By	T3849SM

CONTACT

Dealer	05002	FRANK C VIDEON INC	Phone	(610) 356-7000
Address	4951 W CHESTER PIKE			
City	NEWTOWN SQUARE	State	PA	ZIP 19073 2214
Dealer Zone	35	County	DELAWARE	Country USA
Tech	James Vetter			
STAR	T3849SM			

CUSTOMER CONCERN

cus states the vehicle rolls when it say it is in park cus has video of problem

Updated: 02/10/2014 08:27:38 By T7720A0

the jeep is parking on a slight incline in the customer driveway and there is no snow or ice on it. I inspected the MPR and that is tight and disengaged and cable is seated correctly

Updated: 02/12/2014 13:17:51 By T7720A0

Tech has been unable to duplicate concern. Customer states vehciel has to sit overnight to occur.

Updated: 02/12/2014 14:49:32 By T7720A0

I sent the video to ur email let me know that u received it

Updated: 02/14/2014 10:48:55 By T8442KS

RESOLUTION

James when did this occur, was the customer parking on an incline, was the surface snow ice covered. This condition can occur id some wheels are on snow or ice. All wheels must lock for park to be effective. Inspect the manual park release lever, make sure it is properly seated and locked, check the cable routing and lever at the trans for obstructions. Pull cable off lever and make sure it is seated. Per the owners manual the parking brake should always be used when parking.

Updated: 02/10/2014 08:27:38 By T7720A0

Can you duplicate the roll back?

Updated: 02/12/2014 13:17:51 By T7720A0

Escalating the case for review.

Updated: 02/12/2014 14:49:32 By T7720A0

Star escalating case to Field Technical Services for assistance. You should recieve a reply back from FTS.

Updated: 02/13/2014 11:39:26 By T4083MW

James try and send me the video when your back at work. kts1@chrysler.com. Make sure the park release cable is free, no tension on it at all.

Updated: 02/13/2014 13:46:09 By T8442KS

Jim hard to tell what's really happening on the video. Make sure the park release cable has no tension on it.

Updated: 02/14/2014 10:48:55 By T8442KS

replaced manual park release cable

Updated: 02/25/2014 14:20:44 By T3849SM

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBGX	EO [REDACTED]	Built Date	03/20/2013	Mileage	11,813
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/11/2014 12:41:32	By	T1545SC
Updated	03/09/2014 00:26:09	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T5471PK		

CUSTOMER CONCERN

starts engine in am-moves shifter into reverse,shifter shows reverse,vehicle doesn't move,customer is revving engine and moving shifter ,then it finally moves.

Updated: 02/11/2014 12:41:32 By T1545SC

t1545sc,i inspected the manual park release cable and applied it many times and had no problems with it's operation.should I order the valve body?thank you for your time.

Updated: 02/12/2014 09:34:28 By T1545SC

installed new valve body and programmed.road tested.ok vehicle sat here overnight,started cold,put shifter in reverse,vehicle did not move,i revved engine slightly,shifter went into park by itself,did this three times before it actually engaged into reverse,p1b14-00 code back.i disconnected park release cable at trans lever to try to eliminate the whole release mechanism.was this correct to do?any other tests to do?

Updated: 02/21/2014 11:49:49 By T2415EB

RESOLUTION

James, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If NTF advise to replace the valve body and flash the TCM to the latest program.

Updated: 02/11/2014 12:41:32 By T1545SC

James, yes replace the valve body and flash the TCM to the latest program.

Updated: 02/12/2014 09:34:28 By T1545SC

parts are on order.

Updated: 02/17/2014 09:40:14 By T2415EB

parts are on order.

Updated: 02/17/2014 09:40:28 By T2415EB

Additional information required. parts are on order.

Updated: 02/17/2014 09:40:41 By T2415EB

Hi James .Your case is being escalated to a Master Consultant for additional assistance. No reply needed, you will be contacted by someone shortly. Eugene STAR case closer.

Updated: 02/21/2014 11:49:49 By T2415EB

Spoke to James on the phone. The manual park release cable is not partially pulled is fully seated. The P1b14 sets when cold on initial engagement. James, advise to isolate and load test the T824 circuit. If no problem found, advise to review warranty bulletin D-13-04 in E-files(do not disassemble). Submit a pre-authorization form to Powertrain Service Center(866-262-8517) for transmission replacement. Do not order a transmission until you receive authorization from PSC.

Updated: 02/21/2014 13:48:06 By T5471PK

transmission is on order

Updated: 03/09/2014 00:26:09 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG6	EO [REDACTED]	Built Date	09/14/2013	Mileage	300
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	02/12/2014 17:29:43	By	T7390J1
Updated	02/17/2014 16:29:41	By	T7390J1

CONTACT

Dealer	60597	PERRY CHRYSLER DODGE JEEP RAM OF	Phone	(619) 477-1101
Address	2340 NATIONAL CITY BLVD			
City	NATIONAL CITY	State	CA	ZIP 91950 6508
Dealer Zone	71	County	SAN DIEGO	Country USA
Tech	LUIS			
STAR	T7390J1			

CUSTOMER CONCERN

MICHELLE ARVAYO PERRY CHRYSLER DODGE JEEP RAM OF, Luis/SA, Rolls back and changes from drive to neutral and hard downshift

Updated: 02/12/2014 17:29:43 By T7390J1

RESOLUTION

Spoke to SA LUIS, vehicle has been test driven with both the customer as well as the dealer, the dealer is not able to duplicate any of the customer's concern, there is NTF at this time. There are no DTC's in the vehicle, dealer has found and performed a flash update. TS request TECH review STAR [REDACTED] and report back if trans relearn procedure needs to be performed.

Updated: 02/12/2014 17:29:43 By T7390J1

Spoke to SA LUIS, TECH is going to perform the transmission relearn procedure as they deem it is necessary. TS request dealer to report back when complete.

Updated: 02/14/2014 14:32:24 By T7390J1

TECH LUIS left message for TS indicating that the trans adaptive relearn has been performed and the vehicle is now operating as designed. Vehicle is to be returned to the customer today. 6 days of rental, adaptive transmission relearn. Close case, concern corrected.

Updated: 02/17/2014 16:29:41 By T7390J1

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG1	EO [REDACTED]	Built Date	10/03/2013	Mileage	3,993
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/04/2014 16:10:01	By	T3498BM
Updated	04/01/2014 09:16:02	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1DB6	VEHICLE SPEED SIGNAL PERFORMANCE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	62082	FURY MOTORS INC	Phone	(651) 451-1313
Address	1000 CONCORD ST S			
City	SOUTH ST PAUL	State	MN	ZIP 55075 5913
Dealer Zone	74	County	DAKOTA	Country USA
Tech	Todd Pietrowski			
STAR	T7465MA			

CUSTOMER CONCERN

Will not shift into park
Updated: 03/04/2014 16:10:01 By T3498BM
Filled t-case and road test drive veh after test drive veh lost high range shifted back into low works. Ordered t-case.
Updated: 03/06/2014 13:01:05 By T8085MB
Installed the trans and transfer case today. road test drove veh all seems ok. will not be back to work till tuesday.
Updated: 03/31/2014 14:06:39 By T8442KS

RESOLUTION

Hi Todd. Todd send me a cell number I can reach you at directly or I can call the dealer number - Brian
Updated: 03/04/2014 16:10:01 By T3498BM
Todd states the vehicle will shift into park when in 4wd low only. VSS shows 0, but in 4wd high, it will not and VSS shows 3 mph+ and the code sets. STAR advised Todd this may be a t-case issue with the clutch. What does the t-case fluid look like and also, put the vehicle into emissions roll test in the PCM, let me know those results, thanks - Brian
Updated: 03/05/2014 11:23:31 By T3498BM
Todd states that he drained the fluid and it was clean, he also states that he was able to shift in and out of all ranges. Todd advised to test transfer case shifts a few times and test drive. IF all working as designed then let customer have vehicle.
Updated: 03/06/2014 09:49:29 By T8085MB
Todd thanks for the information, let us know if you need morre help.
Updated: 03/06/2014 13:01:05 By T8085MB
The trans was showing output speed. Was getting up to 9 mph when brake torqueing. Never moved. A t-case has been ordered. Speed is 0 and shifts ok when in 4low or 2wd rolls mode. Wont shift to park in any high range mode. See vehicle speed. Disable the alternator doe it help?

Updated: 03/14/2014 15:13:22 By T8442KS

Todd I called on your day off. Left a message for you to replace the trans, coupler trans to t-case and replace the t-case. We want all the parts so a fast track request will be sent to your parts department. Resubmit this if you have questions.

Updated: 03/17/2014 15:43:39 By T8442KS

Todd Can you get me a vehicle scan and configuration report when codes set naturally? Let me know when you send them.

Updated: 03/17/2014 15:51:32 By T8442KS

Sure hope it fixes it. Tracy said you guys haven't been able to duplicate anymore.

Updated: 03/31/2014 14:06:39 By T8442KS

Replaced trans and transfer case Technician Closure Requested

Updated: 04/01/2014 09:16:02 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG3	EO [REDACTED]	Built Date	03/24/2013	Mileage	2,288
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/07/2014 17:32:49	By	T8085MB
Updated	03/12/2014 09:46:17	By	T9274JC

CONTACT

Dealer	67298	LAUREL CHRYSLER DODGE JEEP RAM		Phone	(814) 266-2345
Address	1000 EISENHOWER BLVD				
City	JOHNSTOWN	State	PA	ZIP	15904 3317
Dealer Zone	35	County	CAMBRIA	Country	USA
Tech	James Foust				
STAR	T9274JC				

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #6 [REDACTED]]When shifting into gear the trans. shifts into park
Updated: 03/07/2014 17:32:49 By T8085MB

RESOLUTION

James inspect the connectors at the transmission and the shifter assembly. Check for loose pin fit, corrosion or any damage. Inspect the manual park release cable to make sure that it is locked in and also check the lever at the transmission to make sure that it is in the lock position. Also check the fluid level.

Updated: 03/07/2014 17:32:49 By T8085MB

spread connector pin at the shifter

Updated: 03/12/2014 09:46:17 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EC	Built Date	02/15/2014	Mileage	50
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/08/2014 10:52:11	By	T3498BM
Updated	04/01/2014 11:13:42	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0001 CAN C Bus		T3076SB	04/14/2013 01:25:00
U0103 Lost Communication With Electric Gear Shift Module		T3076SB	04/14/2013 01:25:00
U0401 Implausible Data Received From ECM/PCM		T3076SB	04/14/2013 01:25:00
U1467 IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN		T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER	Phone	(516) 796-5500
Address	3156 HEMPSTEAD TPKE			
City	LEVITTOWN	State	NY	ZIP 11756 1308
Dealer Zone	32	County	NASSAU	Country USA
Tech	Joseph Piccolomini			
STAR	T1813DW			

CUSTOMER CONCERN

have a lot of loss of communication codes trans go into limp in will not shift into park cannot shut off car dash is flashing service messages appear if i disconnect battery everything is normal drive down block trans and bcm appear red not on buss i just want to get the ball rolling on this and get some in put

Updated: 03/08/2014 10:52:11 By T3498BM

Ok get back to you on Monday thanks

Updated: 03/10/2014 15:45:15 By T3498BM

i followed star cases s130800342 and case i did not see anything out of the ordinary with these connectors or grounds

Updated: 03/11/2014 12:23:19 By T3498BM

drove car about 15 miles service shifter flashed on dash twice the check engine light/ brake light/ abs lights etc.

Updated: 03/11/2014 12:23:19 By T3498BM

516- 639-2777

Updated: 03/11/2014 14:06:48 By T1545SC

i tried to call star hot line a few times and keep getting disconnected

Updated: 03/11/2014 14:06:48 By T1545SC

i sent you a scan report i checked the trans fluid it ok

Updated: 03/11/2014 15:35:28 By T1545SC

i sent you a scan report i checked the trans fluid it ok

Updated: 03/11/2014 15:35:28 By T1545SC

ok thanks

Updated: 03/11/2014 16:12:15 By T1545SC

This was dispatched to another tech ,will get back to you on this vehicle

Updated: 03/14/2014 08:31:57 By T1545SC

ok i check it out

Updated: 03/17/2014 09:15:15 By T4141JA

RESOLUTION

Joe review STAR case S1308000342. G907A has been a big cause for this issue. Also check the STAR connector outlined in this case - Brian

Updated: 03/08/2014 10:52:11 By T3498BM

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Updated: 03/10/2014 15:45:15 By T3498BM

Joe send me a number I can reach you directly at (cell) - Brian

Updated: 03/11/2014 12:23:19 By T3498BM

Joseph, states he inspect the power and ground for the shifter assemble and the TCM with NTF. Joseph states he inspect the connectors and ground in the right finder weld with NTF. Joseph states while drive the check engine came on and a message states do not shift to reverse. Advise Joseph to get a vehicle scan report and send to star for review at sc1375@chrysler.com.

Updated: 03/11/2014 14:06:48 By T1545SC

Joseph, escalate this case to the electrical group fpr review.

Updated: 03/11/2014 15:35:28 By T1545SC

Joseph, you welcome

Updated: 03/11/2014 16:12:15 By T1545SC

Joseph, okay thanks if the new tech need help have him call the electrical group to see if they can help with this concern.

Updated: 03/14/2014 08:31:57 By T1545SC

Joseph, look at star case # [REDACTED] 8, check this connector, if no problem found, perform a loss of comm test while wiggle testing harness's and lightly moving connectors at CAN C modules, the DTC's this vehicle is setting are usually caused by a connection issue. Thanks, Jon A.

Updated: 03/14/2014 12:32:08 By T4141JA

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Updated: 03/17/2014 09:15:15 By T4141JA

valve body

Updated: 04/01/2014 11:13:42 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG3	EO [REDACTED]	Built Date	03/06/2013	Mileage	7,601
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/11/2014 11:17:23	By	T5471PK
Updated	03/20/2014 16:42:39	By	T5471PK

CONTACT

Dealer	23050	LAHTI'S INC	Phone	(978) 537-6466
Address	223 CENTRAL ST			
City	LEOMINSTER	State	MA	ZIP 01453 6113
Dealer Zone	32	County	WORCESTER	Country USA
Tech	Kenneth Newton			
STAR	T5471PK			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #624095]at times when going from reverse to drive wont shift out of first gear.

Updated: 03/11/2014 11:17:23 By T5471PK

also customer states that there is no D on dash display when this happens.

Updated: 03/11/2014 11:17:23 By T5471PK

HELLO!!!!!!

Updated: 03/11/2014 11:17:23 By T5471PK

No D.T.C. has happened cold and also after driven. (HOT OR COLD)thanks Ken

Updated: 03/11/2014 11:53:03 By T5471PK

customer had to take jeep.customer states this has been going on since january.would like fixed!!possibly shift module,if he puts back into park then shifts to drive Jeep shifts normal.thanks Ken.

Updated: 03/11/2014 14:14:34 By T5471PK

what do you suggest i tell the customer at this time? so far he has been ok but would like jeep fixed.thanks Ken.

Updated: 03/12/2014 09:30:12 By T5471PK

my nane is Ken

Updated: 03/12/2014 13:14:57 By T5471PK

no further thanks for help.

Updated: 03/12/2014 13:14:57 By T5471PK

RESOLUTION

Kenneth, are there any DTCs at this time? Is the concern present on a cold start? Does concern happend after customer has been driving the vehicle?

Updated: 03/11/2014 11:17:23 By T5471PK

Ken, without being able to duplicate the customers concern, and not having any DTCS there is not much we can do at this time. We will need to get greater details from the customer to help us duplicate the concern. Example, when shifted from reverse to drive, is the vehicle still rolling? If yes, advise to perform a complete stop before shifting. Lets get greater details and try to duplicate the concern. If the concern cannot be duplicated, advise to not attempt a repair.

Updated: 03/11/2014 11:53:03 By T5471PK

Kenneth, without being able to duplicate the customers concern, we will not be able to monitor data to see if the electronic shift module is displaying the correct information, or if one of our other modules are not receiving the correct information.

Updated: 03/11/2014 14:14:34 By T5471PK

Kenneth, we need to be able to duplicate the concern before we can perform diagnostics on the vehicle.

Updated: 03/12/2014 09:30:12 By T5471PK

Ken, No problem.

Updated: 03/12/2014 13:14:57 By T5471PK

told by star agent if un-able duplicate can't repair.

Updated: 03/20/2014 16:42:39 By T5471PK

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG5	EO [REDACTED]	Built Date	03/12/2013	Mileage	5,265
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	09 - ENGINE
Customer Complaint	68	NOISY	
Created	03/12/2014 18:31:37	By	T3034DL
Updated	03/18/2014 17:17:06	By	T3034DL

CONTACT

Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE	Phone	(408) 248-1800
Address	4100 STEVENS CREEK BLVD			
City	SAN JOSE	State	CA	ZIP 95129 1335
Dealer Zone	71	County	SANTA CLARA	Country USA
Tech	Cliff Ulep			
STAR	T3034DL			

CUSTOMER CONCERN

Customer states, when starting vehicle hears a click/clunk sound and feels like transmission is shifted out of park.....but shifter is not even touched.

Updated: 03/12/2014 18:31:37 By T3034DL

RESOLUTION

Cliff. Are there any aftermarket accessories installed? If so, let me know. If not, I would perform RRT 13-041 just to ensure it's done, and to rule it out. My research didn't indicate any related cases. I would check all engine mounting hardware, driveline, and cradle mounting hardware to ensure it is all torqued properly .David

Updated: 03/12/2014 18:31:37 By T3034DL

customer took vehicle. will try recommendations when customer returns

Updated: 03/18/2014 17:17:06 By T3034DL

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG8	EO [REDACTED]	Built Date	06/12/2013	Mileage	18,061
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/13/2014 13:47:20	By	T5471PK
Updated	03/19/2014 13:24:45	By	T9274JC

CONTACT

Dealer	26762	RON LEWIS CHRYSLER DODGE JEEP RAM	Phone	(724) 452-4040
Address	21145 ROUTE 19			
City	CRANBERRY TWP	State	PA	ZIP 16066 5803
Dealer Zone	35	County	BUTLER	Country USA
Tech	Gregory Heilmann			
STAR	T9274JC			

CUSTOMER CONCERN

cannot put shifter into park from drive
Updated: 03/13/2014 13:47:20 By T5471PK
Ok just looked at to look at wheel speed sensors and all are reading zero. Was my thinking that it needed a new ESM. Will more than likely have to order that. Thanks for the assistance Greg
Updated: 03/13/2014 13:58:36 By T5471PK

RESOLUTION

Gregory, if there are no fault codes in the TCM,PCM or RF Hub, and you have compared with a like vehicle and the like vehicle will allow you to shift from drive directly to park, advise to monitor wheel speed sensors to make sure they are all reading 0MPH. Advise to replace the ESM.
Updated: 03/13/2014 13:47:20 By T5471PK
George, thank you for the update. If further assistance is needed, please update the ticket.
Updated: 03/13/2014 13:58:36 By T5471PK
waiting for part arrival...
Updated: 03/13/2014 16:05:09 By T9274JC
Waiting for part arrival...esm on order...
Updated: 03/13/2014 16:06:57 By T9274JC
Called dealer and parts have arrived today...installing esm to repair concern...closing case at this time...
Updated: 03/19/2014 13:24:45 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG4	EO [REDACTED]	Built Date	04/02/2013	Mileage	7,719
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PFS	CASHMERE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	03/14/2014 11:57:20	By	T1545SC
Updated	04/02/2014 13:09:45	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23578	FIELDS CHRYSLER JEEP DODGE RAM		Phone	(847) 446-5100
Address	2800 PATRIOT BLVD				
City	GLENVIEW	State	IL	ZIP	60026 8041
Dealer Zone	51	County	COOK	Country	USA
Tech	Don Betts				
STAR	T2415EB				

CUSTOMER CONCERN

SHIFTER JUMPS INTO PARK INTERMITTENTLY WHEN DRIVE IS SELECTED. CUSTOMER HAS TO TURN ENGINE ON/OFF TO CORRECT

Updated: 03/14/2014 11:57:20 By T1545SC

RESOLUTION

Don, advise to review warranty bulletin D-13-04 in E-files(do not disassemble) and submit a pre-authorization form to Powertrain Service Center for possible transmission replacement. Do not order a transmission until you receive authorization for Powertrain Service Center.

Updated: 03/14/2014 11:57:20 By T1545SC

WAITING FOR TRANS

Updated: 03/25/2014 19:28:59 By T2415EB

WAITING FOR TRANS

Updated: 03/25/2014 19:29:10 By T2415EB

Additional information required. transmission replacement.

Updated: 03/31/2014 16:19:20 By T2415EB

REPLACED TRANS 4/1/2014, PROGRAMED TO VEHICLE. 4/2/2014 CHECKED PARK OPERATION THIS AM GOOD

Updated: 04/02/2014 13:09:45 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJG7	EC	Built Date	09/19/2013	Mileage	748
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	03/19/2014 17:44:22	By	T6954AT
Updated	04/04/2014 14:26:44	By	T6954AT

CONTACT

Dealer	45598	CLOVIS CHRYSLER DODGE JEEP RAM	Phone	(559) 326-1600
Address	395 W HERNDON AVE			
City	CLOVIS	State	CA	ZIP 93612 0279
Dealer Zone	71	County	FRESNO	Country USA
Tech	JEREMY BERNARDO			
STAR	T6954AT			

CUSTOMER CONCERN

CYDNEY DEHLIN, CLOVIS CHRYSLER DODGE JEEP RAM Jeremy sa 559-326-1600 Customer concern: 1) transmission hard shifting 1-2 then 2-1, 2) shifter is getting stuck when in park going to drive or reverse, 3) glove box on passenger side does not close all the way on the left side it hangs open Dealer diagnosis: 1)needs assistance with find problem 2) shifter may have had something spill is still checking on that 3) needs repaired Recommended repairs: help finding problem with 1st to 2nd shift and 2nd to 1st hard clunk
Updated: 03/19/2014 17:44:22 By T6954AT

RESOLUTION

TS spoke with sa who said that shifter is sticky and looks like something was spilled. Vehicle previously had the adaptation performed and has not changed shift quality. TS is leaning towards a valve body and requested tech call back to discuss.

Updated: 03/19/2014 17:44:22 By T6954AT

ts spoke with tech who said that he previously did the relearn and it did not seem to help. the trans shifts fine most of the time but has intermittent hard 2-1 downshifts. TS authorized the replacement of the valve body. Tech to call back with updates.

Updated: 03/20/2014 12:04:53 By T6954AT

TS spoke with tech who said that part is on back order. Ts requested the order be placed in vor. SA to see if customer would like vehicle back while waiting for part. SA to call back with updates.

Updated: 03/21/2014 10:23:22 By T6954AT

ts spoke with sa who said that parts should be there this week.

Updated: 03/25/2014 16:07:56 By T6954AT

TS spoke with sa who said that valve body was in and is going to be installed today. vehicle should be done by early next week.

Updated: 03/28/2014 15:22:43 By T6954AT

TS spoke with sa who said vehicle is back together and being test drove right now. Sa to call back when vehicle is released.

Updated: 04/02/2014 16:24:07 By T6954AT

ts spoke with sa who said that vehicle was picked up last night. Vehicle repaired ts to close case.

Updated: 04/04/2014 14:26:44 By T6954AT

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EC	Built Date	10/03/2013	Mileage	3,981
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/26/2014 11:43:04	By	T1545SC
Updated	05/20/2014 08:14:27	By	T6538CW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P076F	GEAR 7 SHIFT INCORRECT RATIO	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	24294	DAVIS-MOORE AUTOMOTIVE INC		Phone	(316) 618-2000
Address	7675 E Kellogg				
City	WICHITA	State	KS	ZIP	67207 1613
Dealer Zone	74	County	SEDGWICK	Country	USA
Tech	Tyler Potter				
STAR	T6538CW				

CUSTOMER CONCERN

Check engine light and engine is not shifting normaly
Updated: 03/26/2014 11:43:04 By T1545SC
 Replaced valve body and test drove and found all ok on mar. 28, today apr. 1 jeep returned with p0850 park/neutral switch performance code and trans shifting like it was before valve body was replaced with delayed shifts and now trans is int. not shifting into park ect. suspect bad valve body/tcm or trans?
Updated: 04/01/2014 11:21:55 By T1545SC
 Are these transmissions not on FAST feedback anymore?
Updated: 04/01/2014 15:35:06 By T1545SC

RESOLUTION

Tyler, advise to follow information on trans fluid level procedure video in tech connect. If the fluid level is correct per the video remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.
Updated: 03/26/2014 11:43:04 By T1545SC
 Tyler, advise to review warranty bulletin D-13-04 in E-files(do not disassemble) and submit a pre-authorization form to Powertrain Service Center for possible transmission replacement. Do not order a transmission until you receive authorization for Powertrain Service Center. Make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans.
Updated: 04/01/2014 11:21:55 By T1545SC
 Tyler, no the trans is not on fast feed back.
Updated: 04/01/2014 15:35:06 By T1545SC
 Technician states: replaced transmission assembly DTC P076F GEAR 7 SHIFT INCORRECT RATIO P0850 Park/Neutral Switch Performance
Updated: 05/20/2014 08:14:27 By T6538CW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG7	EO [REDACTED]	Built Date	03/29/2013	Mileage	27,250
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	04/01/2014 17:24:51	By	T1545SC
Updated	04/28/2014 16:39:48	By	T9274JC

CONTACT

Dealer	63005	MERTENS GARAGE INC	Phone	(715) 748-5300
Address	603 SOUTH 8TH STREET			
City	MEDFORD	State	WI	ZIP 54451 2018
Dealer Zone	51	County	TAYLOR	Country USA
Tech	Brock Hoernke			
STAR	T9274JC			

CUSTOMER CONCERN

customer states that shifting jeep in and out of gear is not consistent. customer can not seem to make jeep shift consistent. customer finds him self having to look to make sure jeep is in park everytime he stops because sometimes when shifting into park jeep will end up in neutral or reverse. is this normal operation? do other people have this problem? is there any updates or adjustments for this concern? the only thing I noticed when on test drive with customer was that if you are not forceful when shifting jeep into park that it will go to neutral or reverse. again, the concern is, sometimes jeep shifts consistent and sometimes does not.

Updated: 04/01/2014 17:24:51 By T1545SC

waiting to hear from customer care center

Updated: 04/11/2014 13:08:15 By T4083MW

RESOLUTION

Brock, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. Update the case with the results.

Updated: 04/01/2014 17:24:51 By T1545SC

Dave called in stating customer states vehicle does not always go into park. Dave did not personally see this, but dealership employees alledge vehicle rolled on its own, with customer not in vehicle. Dave, I am going to escalate this for review.

Updated: 04/04/2014 15:56:13 By T5471PK

Star advises tech if issue can be duplicated and it's hard to get vehicle into park then replace shifter assembly and shifter knob.

Updated: 04/07/2014 16:35:47 By T4083MW

Tech to update case after repairs are performed.

Updated: 04/11/2014 13:08:15 By T4083MW

replaced shifter knob and shifter assy.

Updated: 04/28/2014 16:35:22 By T2415EB

found the shifter knob to be the cause of the problem ...replaced shifter knob and shifter assy.

Updated: 04/28/2014 16:39:48 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	01/28/2014	Mileage	3,798
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	04/02/2014 14:14:50	By	T1545SC
Updated	04/25/2014 09:52:05	By	T6538CW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C121C-00	Torque Request Signal Denied -	T3076SB	04/14/2013 01:25:00
P0733-00	Gear 3 Shift Incorrect Ratio-	T3076SB	04/14/2013 01:25:00
P0854	Overdrive Switch Input Circuit Low	T3076SB	04/14/2013 01:25:00
P1B13-00	Park-By-Wire - Unintended Out of Park Position-	T3076SB	04/14/2013 01:25:00
P1D92-00	Incorrect Gear Ratio - Clutch 4 Defective-	T3076SB	04/14/2013 01:25:00
P1D95-00	TCM Clutch Failure Undetermined-	T3076SB	04/14/2013 01:25:00
P1DA2-00	Incorrect Gear Ratio: Clutch B, C, or E Defective-	T3076SB	04/14/2013 01:25:00
U0402-00	Implausible Data Received From TCM -	T3076SB	04/14/2013 01:25:00
U0403-00	Implausible Data Received From T-Case -	T3076SB	04/14/2013 01:25:00
P076F	GEAR 7 SHIFT INCORRECT RATIO	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	23251	ANTWERPEN MOTOR CARS LTD	Phone	(410) 788-6600
Address	6440 BALTIMORE NATIONAL PIKE			
City	BALTIMORE	State	MD	ZIP 21228 3913
Dealer Zone	35	County	BALTIMORE CO)	Country USA
Tech	Scott Rowse			
STAR	T6538CW			

CUSTOMER CONCERN

will not go into park pulls batt. down & will not jump this is an enterprise veh. code p076f on window
Updated: 04/02/2014 14:14:50 By T1545SC
 removed batt. & charged for 2.6 hours reinstall batt. veh. starts will not go into park still no rev. move forward batt. went down back ing will only go to acc position when you can not put veh. in park 5 pages of codes including p076f active cleared all codes. codes active tcm p1d92-00,p0854-00,p1d95-00,p0733-00p1da2-00,tcm pending p1daf-00,abs u0402-00,u0403-00 stored dtcm u0402-00 stored when running on lift agrinding noise in trans at low speed
Updated: 04/03/2014 11:51:36 By T1545SC
 remove trans pan metal on all magnets fluid black clutch material in bottom of pan fluid has burned smell
Updated: 04/03/2014 15:45:21 By T1545SC
 installed new trans flashed trans controler & still getting codes tcm active p1b13-00, stored abs u0402-00,u0403-00,c121c-00
Updated: 04/10/2014 09:48:33 By T1545SC
 trans still will not go into park
Updated: 04/10/2014 09:48:33 By T1545SC
 had more codes before flush. flash #68225560ac

Updated: 04/10/2014 11:04:11 By T1545SC

performed load test on t824 yl/db circuit at frist window motor would not run in circuit found loss connections ini6020 & i9030 conectors tighten connections window motor runs now & shifter still will not go to park & from netural when pulling back veh. will go into rev. it reset code active

Updated: 04/11/2014 15:20:42 By T1545SC

this will be the second trans for this veh. ????

Updated: 04/11/2014 16:05:38 By T1545SC

RESOLUTION

Scott, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If the fluid level is correct per the video in tech connect remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 04/02/2014 14:14:50 By T1545SC

Scott, remove the trans pan and inspect for debris update the case withh the results.

Updated: 04/03/2014 11:51:36 By T1545SC

Scvott, advise to review warranty bulletin D-13-04 in E-files(do not disassemble) and submit a pre-authorization form to Powertrain Service Center for possible transmission replacement. Do not order a transmission until you receive authorization for Powertrain Service Center.

Updated: 04/03/2014 15:45:21 By T1545SC

Scott, what is the TCM flash number that is install in the TCM?

Updated: 04/10/2014 09:48:33 By T1545SC

Scott, inspect and load test circuit T824 also inspect both inline connectors, Inspect the release shift cable for proper install and routing, Scott with the release cable remove from the shift level on side of the trans, star the vehicle, will the code reset (P1B13-00).

Updated: 04/10/2014 11:04:11 By T1545SC

Scott, advise to review warranty bulletin D-13-04 in E-files(do not disassemble) and submit a pre-authorization form to Powertrain Service Center for possible transmission replacement. Do not order a transmission until you receive authorization for Powertrain Service Center.

Updated: 04/11/2014 15:20:42 By T1545SC

Scott, yes I know.

Updated: 04/11/2014 16:05:38 By T1545SC

found park arm hitting trans case not let park to engage with spring pressure DTC P076F GEAR 7 SHIFT INCORRECT RATIO P0854 Overdrive Switch Input Circuit Low P1DA2-00 Incorrect Gear Ratio: Clutch B, C, or E Defective- P1B13-00 Park-By-Wire - Unintended Out of Park Position- P1D95-00 TCM Clutch Failure Undetermined- P1D92-00 Incorrect Gear Ratio - Clutch 4 Defective- U0403-00 Implausible Data Received From T-Case - U0402-00 Implausible Data Received From TCM - P0733-00 Gear 3 Shift Incorrect Ratio- C121C-00 Torque Request Signal Denied -

Updated: 04/25/2014 09:52:05 By T6538CW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG7	EO [REDACTED]	Built Date	12/14/2013	Mileage	1,856
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/03/2014 13:54:56	By	T8085MB
Updated	05/02/2014 09:20:58	By	T2415EB

CONTACT

Dealer	67392	AUTOSERV OF TILTON CHRY-JEEP-DODGE	Phone	(603) 286-3141
Address	40 E MAIN ST			
City	TILTON	State	NH	ZIP 03276 5154
Dealer Zone	32	County	BELKNAP	Country USA
Tech	Bernard Dion			
STAR	T2415EB			

CUSTOMER CONCERN

after customer parks car and gets out car will move on its own/slight grade. has rolled into garage door in middle of the night. has happened 3 times

Updated: 04/03/2014 13:54:56 By T8085MB

RESOLUTION

Bernie advised to inform the customer that if they are in 4WD then shift into 2WD when they shut vehicle off to let it sit for a min to make sure that the transfer case has made the shift before getting out of vehicle.

Updated: 04/03/2014 13:54:56 By T8085MB

no problem found>advised to inform the customer that if they are in 4WD then shift into 2WD when they shut vehicle off to let it sit for a min to make sure that the transfer case has made the shift before getting out of vehicle.

Updated: 05/02/2014 09:20:58 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAGX	EC	Built Date	06/24/2013	Mileage	8,712
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/03/2014 17:49:26	By	T8085MB
Updated	04/18/2014 11:57:58	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1614	ECU Reset/Recovery Occurred	T3076SB	04/14/2013 01:25:00
P1DC6-00	TCM Not Programmed-	T3076SB	04/14/2013 01:25:00
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0102-00	Lost Communication With Transfer Case Control Module / AWD -	T3076SB	04/14/2013 01:25:00
U0103-00	Lost Communication With Electric Gear Shift Module-	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00
U145D-00	Implausible Data Received From TCM On D-PT-	T3076SB	04/14/2013 01:25:00
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	61339	JACK POWELL CHRYSLER JEEP DODGE	Phone	(760) 745-2880
Address	1625 AUTO PARK WAY			
City	ESCONDIDO	State	CA	ZIP 92029 2008
Dealer Zone	71	County	SAN DIEGO	Country USA
Tech	Garrett Fish			
STAR	T4083MW			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #635503]CHECK AND ADVISE--CUSTOMER SAYS TRANS SHIFTS ITSELF INTO NEUTRAL AND CHECK ENGINE LITE IS ON

Updated: 04/03/2014 17:49:26 By T8085MB

Vehicle worked fine over the weekend. Service advisor contacted customer Monday for a follow up and the vehicle was fine, customer happy. Then Wednesday (today) the shifter went into neutral by itself again, while customer turning right and accelerating. Looks like about 10 mph by the event data. Event data and scan reports sent to Star Center. Same codes p1614, u11c2 u0101

Updated: 04/09/2014 15:23:25 By T2415EB

Load test bus circuits from shifter connector to trans connector. Load tested fine with fog light bulb. Checked connector in center console and right side behind radiator. No spread or pushed terminals. Installed new transmission. Now the shifter won't come out of park. New, different codes now. U0102-00, U0103-00, U11E3-00, P1DC6-00 in TCM. U0402-00 in PCM. U0402-00 in ABS. Rechecked wiring from shifter to trans. Checked ESM by replacing with new unit in a PDI car. Same active codes. Put old shifter and knob back in.

Updated: 04/17/2014 07:04:23 By T4083MW

RESOLUTION

Garrett advised to replace this transmission. Look at warranty bulletin D-13-15 in E-Files. then contact Powertrain Service Center to get pre approval to replace this transmission.

Updated: 04/03/2014 17:49:26 By T8085MB

MANUAL PARK RELEASE CABLE NOT ATTACHED AT TRANS. GOING OVER SPEED BUMPS MAY HAVE HAD THE LEVER MOVE AND CAUSE A GLITCH WITH INTERNAL POSITION SENSORS. CONNECTED CABLE AND THE SHIFTER NO LONGER GOES FROM DRIVE TO NEUTRAL OR FROM REVERSE TO PARK. advised to replace this transmission.

Updated: 04/04/2014 14:39:31 By T2415EB

Hi Garrett .Your case is being escalated to a Master Consultant for additional assistance. No reply needed, you will be contacted by someone shortly. Eugene STAR case closer When you reply/update a case before M/C reviews it, it is taken out of the M/Cs que

Updated: 04/09/2014 15:23:25 By T2415EB

Star advises tech to load test Data BUS circuits from valvebody connetcor to ESM. Check all pass threw connectors for circuits not locked in or spread terminals. If ok review warranty Bulletin D-13-04 and digital image required info to PSC for authorizing trans replacement.

Updated: 04/09/2014 15:37:02 By T4083MW

Garrett did you FLASH new TCM too 68225629AC ??

Updated: 04/17/2014 07:04:23 By T4083MW

REPROGRAMMING WITH NEW SOFTWARE CORRECTED ACTIVE CODE ISSUE.

Updated: 04/18/2014 11:57:58 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG0	EO [REDACTED]	Built Date	03/19/2014	Mileage	11
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/07/2014 17:01:23	By	T5471PK
Updated	04/25/2014 09:49:12	By	T2409DC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23251	ANTWERPEN MOTOR CARS LTD	Phone	(410) 788-6600
Address	6440 BALTIMORE NATIONAL PIKE			
City	BALTIMORE	State	MD	ZIP 21228 3913
Dealer Zone	35	County	BALTIMORE CO)	Country USA
Tech	Scott Rowse			
STAR	T2409DC			

CUSTOMER CONCERN

SHIFTER NOT WORKING PROPERLY CEL CODE P0850-00 WILL RESET IN PARKING LOT
Updated: 04/07/2014 17:01:23 By T5471PK

RESOLUTION

Scott, advise to make sure the manual park release cable is properly seated inside the vehicle. If no problem found, advise to isolate and load test the T824 circuit. If no problem found, advise to replace the valvebody assembly.

Updated: 04/07/2014 17:01:23 By T5471PK

ck'd t824 tightened connection in eng. connector & body connector to get window motor to run in circuit still setting code p0850 still no relay from star went with valve body assy. still set code found park release cable not letting park arm to go fully into park & park arm hitting on trans bent park arm away from trans & bent park shift cable bracket at trans to may cable longer cable is not adjustable now working as designed

Updated: 04/25/2014 09:49:12 By T2409DC

Field Report

VEHICLE

Model Year	2014	Body	WDES75	DODGE DURANGO R/T AWD SPORT UTILITY 4-DR		
VIN	1C4SDJCTX	EO [REDACTED]	Built Date	10/18/2013	Mileage	4,529
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/07/2014 17:31:29	By	T8085MB
Updated	05/12/2014 15:32:58	By	T6538CW

CONTACT

Dealer	45349	COLORADO SPRINGS DODGE	Phone	(719) 475-8550
Address	7455 AUSTIN BLUFFS PKWY			
City	COLORADO SPRINGS	State	CO	ZIP 80923 9272
Dealer Zone	74	County	EL PASO	Country USA
Tech	Michael Tolmich			
STAR	T6538CW			

CUSTOMER CONCERN

customer states vehicle rolled out of driveway
Updated: 04/07/2014 17:31:29 By T8085MB

RESOLUTION

Michael if you are unable to duplicate this concern there is not much that you can do. Check the manual park release cable and make sure that it is locked in, also check the lever at the transmission. Inspect the axles to make sure they are not kicked out and leaking. Inspect the connector at the transmission for loose pin fit or damage.
Updated: 04/07/2014 17:31:29 By T8085MB
Technician could not duplicate original concern
Updated: 05/12/2014 15:32:58 By T6538CW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EC	Built Date	08/01/2013	Mileage	7,171
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	4	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/09/2014 12:10:00	By	T8085MB
Updated	04/17/2014 08:30:04	By	T6538CW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	55518	CLARE CHRYSLER DODGE JEEP RAM OF	Phone	(401) 846-2323
Address	310 W MAIN RD			
City	MIDDLETOWN	State	RI	ZIP 02842 6328
Dealer Zone	32	County	NEWPORT	Country USA
Tech	Stephanie Warner			
STAR	T6538CW			

CUSTOMER CONCERN

Intermittently transmission shifts hard from 2nd to 3rd, also bucks when downshifting from 2nd to 1st
Updated: 04/09/2014 12:10:00 By T8085MB
Lowered pan, found small amount of metal in fluid. Is there a way for me to attach photos to the case to submit to you?
Updated: 04/10/2014 09:01:53 By T8085MB
Hi, I attempted to send the photos twice; both times it came back as an undeliverable address???
Updated: 04/10/2014 10:51:20 By T8085MB
Installed new valve body and vehicle does not move. When put into drive or reverse, transmission shifts into park by itself. DTC P1B14-00 Park by wire Unintended Park Position is active
Updated: 04/14/2014 13:57:39 By T8085MB
68225560AC
Updated: 04/14/2014 15:37:14 By T8085MB

RESOLUTION

Stephanie, if you still issue after the drive learn then remove the pan and check for debris, if no debris then replace teh valve body.
Updated: 04/09/2014 12:10:00 By T8085MB
Stephanie you can send the photos to mb318@chrysler.com Make sure that you put the VIN in the E-Mail.
Updated: 04/10/2014 09:01:53 By T8085MB
Stephanie, sorry it is mb813@chrysler.com
Updated: 04/10/2014 10:51:20 By T8085MB
Stephanie, the pan looks OK. Replace the valve body.
Updated: 04/10/2014 12:48:02 By T8085MB

Stephanie what was the flash number that you flashed the TCM to?

Updated: 04/14/2014 13:57:39 By T8085MB

Stephanie that is the correct flash for this vehicle. Check the manual park release cable to make sure that it is locked in place. Also check at the transmission for the lever to be pushed back in. Inspect the connector at the transmission for loose pin fit, corrosion or damage. IF NTF and this code was not there before the valve body replacement then you will need to replace the valve body again.

Updated: 04/14/2014 15:37:14 By T8085MB

Replace valve body twice DTC P1B14-00 Park-By-Wire - Unintended Park Position

Updated: 04/17/2014 08:30:04 By T6538CW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	01/25/2014	Mileage	744
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	04/10/2014 16:52:51	By	T1545SC
Updated	04/30/2014 16:29:20	By	T6538CW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0100	Lost Communication With ECM/PCM	T3076SB	04/14/2013 01:25:00
U0102	Lost Communication With Transfer Case Control Module / AWD	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U0121	Lost Communication With Anti-Lock Brake Module	T3076SB	04/14/2013 01:25:00
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44799	HERB CHAMBERS CHRYSLER JEEP DODGE	Phone	(508) 791-6231
Address	2 LATTI FARM ROAD			
City	MILLBURY	State	MA	ZIP 01527 2131
Dealer Zone	32	County	WORCESTER	Country USA
Tech	Krzysztof Grudzinski			
STAR	T6538CW			

CUSTOMER CONCERN

Wouldn't shift into park. Service transmission light came on then vehicle wouldn't start.
Updated: 04/10/2014 16:52:51 By T1545SC

RESOLUTION

Krzysztof, states the customer states intermittent the trans will not go into park and the vehicle will not start, advise to follow information on trans fluid level procedure video in tech connect. If the fluid level is correct per the video remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 04/10/2014 16:52:51 By T1545SC

Krzysztof, also check the pass side ground on the frame rail for the U codes concern.

Updated: 04/10/2014 17:07:27 By T1545SC

replaced valve body DTC U0103 Lost Communication With Electric Gear Shift Module U1467 IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN U0102 Lost Communication With Transfer Case Control Module / AWD U0100 Lost Communication With ECM/PCM U0121 Lost Communication With Anti-Lock Brake Module

Updated: 04/30/2014 16:29:20 By T6538CW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	02/03/2013	Mileage	7,397
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	04/11/2014 09:38:36	By	T3034DL
Updated	06/12/2014 11:53:56	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1DCA-00	Park Sense Circuit Open-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	64356	DON WHITE'S TIMONIUM CHRYSLER	Phone	(410) 666-9600
Address	10300 YORK RD			
City	COCKEYSVILLE	State	MD	ZIP 21030 3203
Dealer Zone	35	County	BALTIMORE CO)	Country USA
Tech	John Conklin			
STAR	T1813DW			

CUSTOMER CONCERN

trying to flash tcm,gives me 20 different part #,dont know which one to choose
Updated: 04/11/2014 09:38:36 By T3034DL
 i put 2 new valvebodys in this vehicle and says loss comm with tcm and esm.wont shut off with key says not in park.shows all gears on laptop and dash correct.and you can feel vehicle go into rev and drive
Updated: 04/11/2014 17:27:54 By T3034DL
 tes i put 2 valvebodys in today and flashed to part # u told me.pins look good on valvebody and connector
Updated: 04/14/2014 08:49:11 By T3034DL
 the connector feels loose at valvebody,do they offer a new connector instead of the whole harness
Updated: 04/14/2014 08:49:11 By T3034DL
 please do so asap
Updated: 04/14/2014 09:20:48 By T3034DL
 new harness from trans to engine still wont cut off with ignition sets p1dca-00,shows park on cluster and scan tool,getting very FRUSTRATED
Updated: 04/18/2014 11:02:24 By T3034DL
 originally came in for trans jerking with a u0402 code,now after 2 valvebodies and a new harness park sense circuit keeps coming up and saying not in park when prndl shows park and cant shut off vehicle
Updated: 04/18/2014 11:49:14 By T3034DL
 i checked T824 from rf hub to trans wire is good
Updated: 04/22/2014 16:05:18 By T3498BM
 so do i replace the RF hub
Updated: 04/22/2014 16:05:18 By T3498BM
 i need an answer asap please
Updated: 04/22/2014 16:05:18 By T3498BM

yes

Updated: 04/22/2014 17:10:07 By T3498BM

REPLACED rf HUB and still wont see park

Updated: 04/24/2014 12:30:44 By T3498BM

only time i can cut car off is if i wiggle shifter

Updated: 04/24/2014 12:30:44 By T3498BM

RESOLUTION

John. My research indicates that #68225560AC is the correct flash. David

Updated: 04/11/2014 09:38:36 By T3034DL

John. Did you replace 2 valve bodies today? Have you flashed them both to that #? Have you load tested the powers and grounds to the TCM, and measured the bus voltage? is the connector secured fully, and free of bent, spread, corroded, or pushed out terminals? Are there any active dtcs? Please let me know. David

Updated: 04/11/2014 17:27:54 By T3034DL

John. My understanding is that you can't get the connector separately. I would have someone call parts specifying to be absolutely sure. David

Updated: 04/14/2014 08:49:11 By T3034DL

John. Someone from your parts department should call parts specifying. That eliminates the chance for error, by keeping the contacts down, to your parts department and the specifying group. Thank You. David

Updated: 04/14/2014 09:20:48 By T3034DL

John. What is the original concern with the vehicle? Is there an electrical concern or a transmission concern? I will escalate the case to a Master Consultant, but I need to know what Master Consultant to escalate the case to. Please let me know. David

Updated: 04/18/2014 11:02:24 By T3034DL

John. Please ensure that the manual park release lever is fully seated. Use STAR case # [REDACTED] as a guide. Also ensure that the manual park lever at the trans is not bent, and returns fully to it's stop. I will escalate the case to a Master Consultant for further review. A Master Consultant will contact you. If you need to contact the STAR Center, please call, as updating the ticket will take the case out of position in the escalation queue. Thank You. David

Updated: 04/18/2014 11:49:14 By T3034DL

While on the phone John sates the RF Hub is not changing state when in park or neutral. STAR advised John to carefully look over circuit T824 YL/DB. This goes straight from the RF Hub C1 pin 2 back to the TCMA pin 15. Let me know John - Brian

Updated: 04/18/2014 13:34:20 By T3498BM

John anything further? - Brian

Updated: 04/18/2014 17:37:14 By T3498BM

John sorry I was out of the office. Can I reach you at #410-303-5861? - Brian

Updated: 04/22/2014 16:05:18 By T3498BM

John just tried calling. Yes lets replace the RFHub, let me know those results, thanks - Brian

Updated: 04/22/2014 17:10:07 By T3498BM

John also noted the continuity between T824 is good (RFHub and TCMA). STAR advised John I'm escalating this case for further review. John states when contacted he will be on Vaca Friday, to contact Stan Carder (SM) who is well aware of this issue - Brian

Updated: 04/24/2014 12:30:44 By T3498BM

Star is escalating case to Field technical servcies for assistance. The case is being escalated for further investigation.

Updated: 04/24/2014 13:55:02 By T4083MW

Always get a vehicel scan report and save it. That has the P/Ns for modules. Then install the new one. If your unsure of the proper flash look at the scan report module P/N. I see Jeff and the ESS group is involved. I order a V/B for Jeff. All ok now so close this case.

Updated: 05/02/2014 13:39:29 By T8442KS

Tech replaced the Transmission

Updated: 06/10/2014 11:57:43 By T2409DC

jeff stone flashed tcm

Updated: 06/12/2014 11:53:38 By T7465MA

jeff stone flashed tcm

Updated: 06/12/2014 11:53:56 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG7	EO [REDACTED]	Built Date	05/18/2013	Mileage	9,518
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 9	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	04/21/2014 17:08:46	By	T5463KY
Updated	04/23/2014 12:20:44	By	T5463KY

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0456	Evap System Small Leak	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	26743	RANCHO CHRYSLER JEEP DODGE RAM		Phone	(858) 560-7100
Address	8010 BALBOA AVENUE				
City	SAN DIEGO	State	CA	ZIP	92111 2417
Dealer Zone	71	County	SAN DIEGO	Country	USA
Tech	David Greathouse				
STAR	T5463KY				

CUSTOMER CONCERN

DREW SLACUM, RANCHO CJDR, David/SA 858-560-7100 dgreathouse@ranchoautogroup.com, CEL has been on for five days.
Updated: 04/21/2014 17:08:46 By T5463KY

RESOLUTION

TS left a VM for (SA) David
Updated: 04/21/2014 17:08:46 By T5463KY
 TS left a VM for (SA) David
Updated: 04/22/2014 10:46:35 By T5463KY
 TS left a VM for (SA) David
Updated: 04/22/2014 11:09:09 By T5463KY
 Spoke to (SA) David- CEL is on with P0456, Tech ran diagnostic chart found the ESIM leaking.. TS authorizes new ESIM.. Dealer will report back once the repair is complete
Updated: 04/22/2014 12:20:13 By T5463KY
 TS left a Vm for (SM) Mike
Updated: 04/22/2014 16:37:09 By T5463KY
 Customer concern-Vehicle rolls back when the vehicle is on a hill... Tech inspected vehicle and could not duplicate customer concern.. Vehicle is operating as designed.. NPF..
Updated: 04/23/2014 12:19:46 By T5463KY
 Spoke to (SA) David-- Vehicle is repaired and ready to be released
Updated: 04/23/2014 12:20:44 By T5463KY

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCM2	EO [REDACTED]	Built Date	12/17/2013	Mileage	5,443
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18C - DIESEL ENGINE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	04/25/2014 13:31:21	By	T1806WJ
Updated	06/13/2014 08:46:07	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0191	Fuel Rail Pressure Sensor Circuit Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	24221	POLLARD FRIENDLY MOTOR CO	Phone	(303) 447-8187
Address	2360 30TH ST			
City	BOULDER	State	CO	ZIP 80301 1104
Dealer Zone	74	County	BOULDER	Country USA
Tech	Craig Allain			
STAR	T1813DW			

CUSTOMER CONCERN

intermittent faults setting.abs fault u0100 and wcm fault u0141 set at same time.appears to be at start up.When condition occurs trans in limp in[wont shift].no other faults set this time but previously set fault p0882 in pcm in addition to other faults.Customer also states delay in starting.Not sure what that means. <i>Updated: 04/25/2014 13:31:21 By T1806WJ</i> no aftermarket acc.they state no crank condition at time of occurrence but i dont think related to slp circuit.relates to pcm comm.condition has not been duplicated here.may be similar to case [REDACTED] for pcm but build date not in range.thinking pcm may not wake up at times? <i>Updated: 04/25/2014 16:37:12 By T1806WJ</i> vehicle will come out of park.customer drives it and trans in limp in <i>Updated: 04/30/2014 12:08:19 By T1806WJ</i> vehicle now here.customer states wont crank at times.takes 2-3 cycles of key .other times trans in limp in.faultp0882 set this time in pcm.tipm fault u0100 sets at same time.never problem shifting out of park <i>Updated: 04/30/2014 12:08:19 By T1806WJ</i> i sent scan report <i>Updated: 04/30/2014 12:08:19 By T1806WJ</i> i did load test all powers and grounds to pcm.forgot to say that abs and tipm also had fault for lost comm with pcm.u0100.when vehicle got here fault p0882 showed active but tcm showed battery voltage.may have corrected itself.in the past wcm had stored fault u0141 lost comm with tipm but that fault has not returned.i have not been able to get concern to happen here.customer stated last time happened was after 3 min hot soak at the store . <i>Updated: 04/30/2014 18:34:22 By T8068S0</i> tried to get data recording.event happened 1 time but it did not record.suspecting win or tipm.what next? <i>Updated: 05/16/2014 11:00:12 By T8068S0</i>

RESOLUTION

Hi William, So when the concern is present the vehicle will start and run but you cannot get the car out of park? Did you clean or repair all circuits or connections with corrosion in them? If you run a redundant ground using jumper cables from battery negative to engine and chassis is the concern still present? Does the vehicle have any aftermarket or add on accessories installed on it? Please update the case with your findings. Thanks Walter

Updated: 04/25/2014 13:31:21 By T1806WJ

Hi William, Please check powers and grounds to the PCM using a headlamp or foglamp and make sure that you test the PCM B+ key on feed and report back. I am not clear if when the concern is present if the vehicle will not come out of park. If you cannot duplicate then please ask the customer that question. Thanks Walter

Updated: 04/25/2014 16:37:12 By T1806WJ

Hi William, Sorry for the delay in response as I have been off the last few days. It sounds to me like we are losing power or ground to the modules. Did you load test the PCM powers and grounds including the key on B+ power at the PCM like I recommended? Have you performed the diagnostics for the active P0882 DTC yet? What was the outcome of performing those diagnostics? Does the WCM and the TIPM show the correct ignition switch status in each key position? This should mtch between the WCM and the TIPM. Please update the case if further assistance is required. Walter

Updated: 04/30/2014 12:08:19 By T1806WJ

Tech states customer brought vehicle in when concern is active. Tech was able to get this concern to happen one time, Tech turned key and held key in the start position and finally vehicle started. Advised tech check the C201 conector for loose or corosion. Also advised tech to hook up the data recorder and try and get vehicle back in the concern.

Updated: 04/30/2014 18:34:22 By T8068S0

William, With this case being open so long I am going to escalate this case for further review.

Updated: 05/16/2014 11:00:12 By T8068S0

William. I saw you load testd all you powers and grounds to the PCM. But what about your Ignition Run Feed circuits. If these circuits drop off, the PCM will drop of the bus. Also fill me in on the conclusion of your testing for the U0100. Please keep me updated with your findings. -Patrick

Updated: 05/16/2014 13:15:13 By T7363PW

Unable to duplicate the code or condition

Updated: 06/11/2014 13:56:21 By T4583SS

Unable to duplicate the customers concern at this time

Updated: 06/11/2014 14:02:17 By T4583SS

never able to reproduce code, all checked fine even fuel

Updated: 06/11/2014 15:11:21 By T1813DW

concern could not be duplicated....re-open If needed..dtc..P0191 Fuel Rail Pressure Sensor Circuit Performance

Updated: 06/11/2014 15:13:07 By T9274JC

never able to reproduce code, all checked fine even fuel

Updated: 06/11/2014 15:45:12 By T1813DW

never able to reproduce code, all checked fine even fuel

Updated: 06/11/2014 15:45:41 By T1813DW

never able to reproduce code, all checked fine even fuel

Updated: 06/11/2014 16:16:30 By T2415EB

never able to reproduce code, all checked fine even fuel

Updated: 06/11/2014 16:16:55 By T2415EB

never able to reproduce code, all checked fine even fuel . P0191 Fuel Rail Pressure Sensor Circuit Performance

Updated: 06/11/2014 16:17:24 By T2415EB

never able to reproduce code, all checked fine even fuel . P0191 Fuel Rail Pressure Sensor Circuit Performance

Updated: 06/12/2014 08:07:05 By T2415EB

dealer was unable to duplaccate code after first time it set. tech preformed a captive discharge and sleep cycle...vehicle was returned to customer to drive re-open if customer returns.

Updated: 06/12/2014 08:21:50 By T9274JC

never able to reproduce code, all checked fine even fuel

Updated: 06/12/2014 10:19:08 By T2415EB

Additional information required. never able to reproduce code, all checked fine even fuel

Updated: 06/12/2014 10:22:02 By T2415EB

customer declined further diag.

Updated: 06/12/2014 10:22:24 By T2415EB

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/12/2014 10:47:16 By T2415EB

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/12/2014 18:32:17 By T8448RT

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/12/2014 19:28:15 By T2415EB

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/12/2014 19:28:33 By T2415EB

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/12/2014 19:56:02 By T2415EB

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/13/2014 08:44:51 By T1813DW

never able to reproduce stored code. test drove 112 miles with no issue

Updated: 06/13/2014 08:46:07 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG6	EO [REDACTED]	Built Date	07/18/2013	Mileage	8,426
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/28/2014 12:14:03	By	T3034DL
Updated	05/07/2014 14:48:54	By	T3034DL

CONTACT

Dealer	67243	GOLLING CHRYSLER DODGE JEEP RAM,	Phone	(248) 334-3600
Address	2405 S TELEGRAPH RD			
City	BLOOMFIELD HILLS	State	MI	ZIP 48302 0256
Dealer Zone	42	County	OAKLAND	Country USA
Tech	Nicholas Lund			
STAR	T3034DL			

CUSTOMER CONCERN

ACTUAL CUSTOMER COMPLAINT, WORD-FOR-WORD: "MANY TIMES CANNOT START CAR-THINKS IT IS NOT IN PARK PROPERLY (TECH MUST CALL STARR FOR HELP!!!) HEARS NOTHING-DASH SHOWS PUT CAR IN GEAR MOVES GEAR SHIFTER NUDGE FORWARD/TRIES ALOT UP TO 10X THEN THE CAR WILL START

Updated: 04/28/2014 12:14:03 By T3034DL

ALSO CHECKED MPR CABLE FOR PROPER SLACK AT TRANS AND ENSURED PARK RELEASE SYSTEM WAS OPERATING PROPERLY. WHAT IS MOST LIKELY HAPPENING IS THE CUSTOMER IS NOT DEPRESSING THE BRAKE PEDAL FAR ENOUGH TO FACILITATE PROPER KEYLESS GO OPERATION, BUT WHAT DO I KNOW RIGHT?

Updated: 04/28/2014 12:14:03 By T3034DL

SENT VEHICLE SCAN REPORT. SAVED IT AS A PDF AS WELL, IF YOU CAN'T FIND IT I CAN EMAIL IT TO YOU. NOBODY CAN VERIFY THIS CONCERN, BY THE WAY. I WOULDN'T WANT TO REPLACE ANYTHING EITHER, I DON'T THINK THERE'S ANYTHING WRONG WITH THE CAR.

Updated: 04/28/2014 17:19:52 By T3034DL

RESOLUTION

Nicholas. Please send me a vehicle scan report, so that I can attach it to the case. I would have a couple different people try to duplicate the concern. If the concern is not duplicated by a few different dealership personnel, I would have the customer try to duplicate it while someone observes. I can't recommend replacing any parts at this time without a concern duplication and diagnosis.

Updated: 04/28/2014 12:14:03 By T3034DL

Nicholas. I have the scan report-Thank You. It is attached. Please let me know if someone is able to duplicate the concern. David

Updated: 04/28/2014 17:19:52 By T3034DL

THERE WAS NEVER ANYTHING WRONG WITH IT.

Updated: 05/07/2014 14:48:54 By T3034DL

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	04/11/2014	Mileage	71
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	04/29/2014 17:21:35	By	T5218JH
Updated	05/29/2014 10:17:59	By	T5218JH

CONTACT

Dealer	60490	ARLINGTON HEIGHTS CHRYSLER DODGE	Phone	(847) 298-0900
Address	1155 W DUNDEE ROAD			
City	ARLINGTON HEIGHTS	State	IL	ZIP 60004 1432
Dealer Zone	51	County	COOK	Country USA
Tech	Charles Bartz			
STAR	T5218JH			

CUSTOMER CONCERN

WHEN GOING OUT TO EAT CUSTOMER WENT TO PARK CAR AND CAR WOULD NOT SHUT OFF. SAID ON PASH CAR NOT IN PARK. CUSTOMER HAD CAR TOWED HERE and battery was dead jump started car and on dash shows car in park and wont change out of it when trying to turn off car says car not in park

Updated: 04/29/2014 17:21:35 By T5218JH

I can not get it in the shop is there a by pass to get it in so I can check? all the others I have seen star says valve body, than another valve, than a trans. is this different due to car not turning off?

Updated: 04/29/2014 17:45:37 By T5218JH

ok thank you I will check

Updated: 04/29/2014 17:56:32 By T5218JH

RESOLUTION

Charles, Can you monitor the data display in the tcm, pcm, rfh, bcm ect... to see if the shift positions are changing? We have seen some shifter problems or wire connector problems. Let us know what you find. Joe

Updated: 04/29/2014 17:21:35 By T5218JH

Charles, Here is what we have told other techs for this concern; inspect the manual parg cable and lever to make sure that they are locked in. Inspect the connectors at the transmission and shifter. IF NTF remove the transmission pan and check for debris. If no debris then replace the valve body. Is this what your talking about? Also there is a dtc test that may help. P1C73-00-PARK SWITCH CIRCUIT STUCK. I found this in the service info under trans ;

Transmission and Transfer Case/Automatic - 8HP45/845RE/SHIFTER, Transmission/Standard Procedures Use the DISENGAGED section. Joe

Updated: 04/29/2014 17:45:37 By T5218JH

Charles, Keep us posted. Joe

Updated: 04/29/2014 17:56:32 By T5218JH

Please respond to this ticket if you still need help. Otherwise please close it out. Thanks Joe

Updated: 05/29/2014 10:17:59 By T5218JH

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG1	EC	Built Date	06/21/2013	Mileage	12,121
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	E	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/12/2014 12:50:07	By	T8085MB
Updated	05/13/2014 09:04:50	By	T4583SS

CONTACT

Dealer	67753	TYSON MOTOR CORPORATION	Phone	(815) 741-5530
Address	1 SW FRONTAGE RD			
City	SHOREWOOD	State	IL	ZIP 60404 4731
Dealer Zone	51	County	WILL	Country USA
Tech	Robert Schmidt			
STAR	T4583SS			

CUSTOMER CONCERN

Owner states after he puts vehicle into park and exits vehicle that the vehicle rolls backwards until he hits the brakes.
Updated: 05/12/2014 12:50:07 By T8085MB

RESOLUTION

Robert. If you are not able to duplicate the concern there is not much that you can do at this time. Inspect the manual park release lever to make sure it is locked in.
Updated: 05/12/2014 12:50:07 By T8085MB
 Unable to duplicate customers concern at this time
Updated: 05/13/2014 09:04:50 By T4583SS

Field Report

VEHICLE

Model Year	2014	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY		
VIN	1C4RJECT3	EO [REDACTED]	Built Date	03/14/2013	Mileage	11,814
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/15/2014 09:44:00	By	T1545SC
Updated	06/11/2014 11:01:47	By	T2409DC

CONTACT

Dealer	44107	ACADIANA DODGE CHRYSLER JEEP RAM	Phone	(337) 232-7361
Address	1700 SW EVANGELINE TRWY			
City	LAFAYETTE	State	LA	ZIP 70508 2155
Dealer Zone	63	County	LAFAYETTE	Country USA
Tech	Randy Bishop			
STAR	T2409DC			

CUSTOMER CONCERN

CUSTOMER STATES WHEN PUT IN PARK AND THE VEHICLE STILL ROLLS BACKWARDS. <i>Updated: 05/15/2014 09:44:00 By T1545SC</i> ALL OK.. <i>Updated: 05/15/2014 10:32:23 By T1545SC</i> ACCORDING TO CUSTOMER.. OCCURED 3 TIMES. <i>Updated: 05/15/2014 10:51:36 By T1545SC</i> AND IT HAPPENS ON FLAT GROUND.. DON'T HAVE TO BE PARKED AT INCLINE. <i>Updated: 05/15/2014 10:51:36 By T1545SC</i> ACCORDING TO CUSTOMER HE PARKED AT A GAS STATION WENT INSIDE AND THE VEHICLE ROLLED INTO THE ROAD.. NO I HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN.. EVERY TIME I PLACE VEHICLE IN PARK IT CAN NOT BE MOVED.. I THINK IT MAY BE A CASE OF OPERATOR ERROR.. <i>Updated: 05/15/2014 11:49:59 By T1545SC</i> ACCORDING TO CUSTOMER.. HE ARRIVED AT HIS PLACE OF BUSINESS AND PLACED VEHICLE IN PARK, TURNED OFF VEHICLE. EXITED VEHICLE WITH KEYS.. GET INSIDE OF BUILDING AND LOOKS OUTSIDE.. HIS VEHICLE HAD ROLLED OUT INTO THE STREET.. THEN HE WENT TO RETREIVE IT.. <i>Updated: 05/27/2014 09:39:10 By T8442KS</i>

RESOLUTION

Randy, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans and routed properly. <i>Updated: 05/15/2014 09:44:00 By T1545SC</i> Randy, is this the first event for this concern? <i>Updated: 05/15/2014 10:32:23 By T1545SC</i> Randy, can you find out how far the vehicle have roll back, and have you or your dealer ever duplicated the concern. <i>Updated: 05/15/2014 10:51:36 By T1545SC</i> Randy, I will escalate this case to the master consultant for review. <i>Updated: 05/15/2014 11:49:59 By T1545SC</i> Star is escalating case to Field Technical servcies for assistance.The case is being escalated for further investigation.

Updated: 05/15/2014 14:38:19 By T4083MW

Do you know if the engine was left running or was it shut off? Engine running possible operator error. Engine off, should go to park even if left in gear. But they may not be able to shut it off if left in gear.

Updated: 05/20/2014 07:22:56 By T8442KS

No codes setting? Drop the pan inspect park mechanism and park release cable. make sure there is no tension on the park release cable. Replace the valve body, if you see anything wrong with the park mechanism that's not attached to the valve body replace the trans.

Updated: 05/27/2014 09:39:10 By T8442KS

tt Chad, Unable to duplicate concern.

Updated: 06/11/2014 11:01:47 By T2409DC

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAGX	EO [REDACTED]	Built Date	10/23/2013	Mileage	5,333
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	05/28/2014 10:42:35	By	T1545SC
Updated	06/16/2014 12:55:02	By	T9274JC

CONTACT

Dealer	23179	KELLY CHRYSLER DODGE JEEP	Phone	(610) 967-2101
Address	501-523 STATE ROAD			
City	EMMAUS	State	PA	ZIP 18049
Dealer Zone	35	County	LEHIGH	Country USA
Tech	Steven Williamson			
STAR	T9274JC			

CUSTOMER CONCERN

Jerks when shifting, harsh up/down shift. Rolls back on hills
Updated: 05/28/2014 10:42:35 By T1545SC
Performed 21-012-14 previously, is there a release date for seperator plate or part number. If possible would like to replace valve body
Updated: 05/28/2014 11:42:02 By T1545SC

RESOLUTION

Steven, advise to review star case [REDACTED] if there no change advise to follow information on step 2-B.
Updated: 05/28/2014 10:42:35 By T1545SC
Steven, I hear the part should be available in two week, I have some guys replace the valve body for this concern but it did not repair the concern.
Updated: 05/28/2014 11:42:02 By T1545SC
.
Updated: 06/09/2014 08:11:32 By T9274JC
Currently waiting for updated part release to repair vehicle..... seperator plate.....
Updated: 06/09/2014 08:11:53 By T9274JC
still waiting for updated part release to repair vehicle..... seperator plate.....
Updated: 06/16/2014 12:55:02 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDG3	EC	Built Date	09/28/2013	Mileage	12,569
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	06/16/2014 19:07:42	By	T3498BM
Updated	07/01/2014 09:07:05	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
U11E3-00	TCM LOST COMMUNICATION WITH ESM ON DPT CAN	T8576AN	05/02/2014 10:20:59

CONTACT

Dealer	44527	FRONTIER DODGE	Phone	(806) 798-4500
Address	5801 SPUR 327			
City	LUBBOCK	State	TX	ZIP 79424 2703
Dealer Zone	63	County	LUBBOCK	Country USA
Tech	Andres Todd			
STAR	T7465MA			

CUSTOMER CONCERN

Shifter will not go into Park. Rotary shifter lights are flashing on and off. Ignition switch will not turn off-always in the run position.

Updated: 06/16/2014 19:07:42 By T3498BM

RESOLUTION

Hi Andres. Andres were you able to properly flash the new TCMA? If the answer is yes, then lets obtain another replacement. Please let me know those results - Brian

Updated: 06/16/2014 19:07:42 By T3498BM

Andy states that he has replaced the valve body and installed flash # 68214836AG. Andy that is the wrong flash for this vehicle. You will need to replace the valve body again and flash it to 68225631AD. IF this flash is not in the Witech do not flash it to anything, let us know.

Updated: 06/17/2014 10:23:44 By T8085MB

Andy states he has installed the new valve body and the TCM part # in the Wi-tech is 04800733AF. The number should be 4800736AG. His valve body part number is RL234251AA-001. Andy due to the fact things don't match up as expected I will escalate this to the master consultant for review. Andy perform no action until the master consultant responds. Dustan

Updated: 06/17/2014 16:11:26 By T5734DG

Star reviewed case. andy I called the service engineers for the Jira software release and they should have a answer tomorrow about this TCM concern. I will call you tomorrow. Thanks-Mike-Star-- Don't flash nothing.

Updated: 06/17/2014 16:21:38 By T4083MW

Star is escalating case to Field Technical services for assistance. Star recommends TA assistance to go to dealer and flash new TCM too 68225631AD.

Updated: 06/18/2014 09:35:07 By T4083MW

Andres I'm asking your T/A to stop by and flash the TCM.

Updated: 06/20/2014 07:45:22 By T8442KS

The TCM was replaced again. The original TCM was plugged in while the WiTech set up to flash with the correct flash number. The original TCM was disconnected and the replacement TCM was plugged in and flashed with the correct flash number.

Updated: 06/26/2014 17:40:49 By T7465MA

Additional information required. 6/25/14 Writer instructs SM how to overcome this issue without further inconvenience.

Updated: 06/30/2014 14:31:20 By T0007RW

The valve body was replaced but there was no flash number available on WiTech for the replacement. The original valve body was connected while WiTech was prepared for flashing using flash number 68225631AD. The original valve body was disconnected and the replacement was connected and programmed. Transmission was filled to specs and Adaptive Drive was performed. Trans shifts out of Park and all shifts performed. The clutch fill counters were not all at 10. Customer was advised to drive vehicle.

Updated: 07/01/2014 09:07:05 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	08/03/2013	Mileage	9,723
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	RIO	RADIO/INFOTAINMENT OPERATION	
Created	06/26/2014 16:48:14	By	T8954CC
Updated	06/30/2014 12:09:23	By	T8954CC

CONTACT

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	Phone	(516) 483-2700
Address	283 N FRANKLIN ST			
City	HEMPSTEAD	State	NY	ZIP 11550 1310
Dealer Zone	32	County	NASSAU	Country USA
Tech	Thommy Herber			
STAR	T8954CC			

CUSTOMER CONCERN

ARTHUR J SONNICK : SM Tom, POC number:516-483-2700, Concerns: Navigation shows vehicle not on the road, even when on a main highway, navigation will show vehicle in an inaccurate location. Camera will glitch when backing up. When vehicle is shifted into park will pop out of gear. Dealership needs assistance with diagnosis.
Updated: 06/26/2014 16:48:14 By T8954CC

RESOLUTION

TS left VM for SM to follow up with status of vehicle/diagnosis.

Updated: 06/26/2014 16:48:14 By T8954CC

TS advised SM based on star case [REDACTED] details to replace SDAR Cell IP cable 68245155AA to attempt to correct VPRS message. SM to follow up with results or if part expediting is needed.

Updated: 06/27/2014 12:33:34 By T8954CC

(1 for service) TS left VM for SM to follow up with part status/ETA.

Updated: 06/30/2014 09:02:20 By T8954CC

SM advised that customer had picked up vehicle and that part arrived this morning. TS advised how to run claim when repair is complete and that case would be closed and re-escalated when vehicle returns for repairs if further assistance is needed.

Updated: 06/30/2014 12:09:23 By T8954CC

Field Report

VEHICLE

Model Year	2014	Body	WDDL75	DODGE DURANGO SXT RWD SPORT UTILITY 4-DR		
VIN	1C4RDHAG7	EC	Built Date	10/03/2013	Mileage	717
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/30/2014 11:54:28	By	T8085MB
Updated	07/01/2014 15:34:41	By	T1813DW

CONTACT

Dealer	60463	MOMENTUM CHRYSLER DODGE JEEP RAM	Phone	(707) 416-4852
Address	1001 ADMIRAL CALLAGHAN LANE			
City	VALLEJO	State	CA	ZIP 94591 3681
Dealer Zone	71	County	SONOMA	Country USA
Tech	Bryan Black			
STAR	T1813DW			

CUSTOMER CONCERN

CUSTOMER STATES THAT THE CHECK ENGINE WARNING LIGHT IS ON. INDICATOR ON CLUSTER SAYING VEHICLE WILL NOT SHUT OFF-NOT IN PARK. ABLE TO MOVE SHIFTER KNOB INTO PARK, REVERSE, NEUTRAL, AND DRIVE, BUT VEHICLE WILL NOT MOVE. PLEASE CHECK AND ADVISE.

Updated: 06/30/2014 11:54:28 By T8085MB

RESOLUTION

Bryan inspect teh manual release lever to make sure that it is locked into place. Also inspect at the transmission lever also. IF NTF then inspect the connector at the transmission for loose pin fit, corrosion or any damage. IF concern returns then remove the transmission pan and check fro debris. IF no debris then replace the valve body.

Updated: 06/30/2014 11:54:28 By T8085MB

found loose transmission connector

Updated: 07/01/2014 15:34:32 By T7465MA

found loose transmission connector

Updated: 07/01/2014 15:34:41 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WDDE75	DODGE DURANGO SPECIAL SERVICE SPORT UTILITY 4-DR		
VIN	1C4RDHFGX	EC	Built Date	11/12/2013	Mileage	2,443
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/03/2014 16:44:10	By	T3216MK
Updated	08/24/2014 00:25:24	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3216MK		

CUSTOMER CONCERN

vehicle came out of park and rolled into another vehicle
Updated: 07/03/2014 16:44:10 By T3216MK

RESOLUTION

Charles at this point lets put the vehicle in a safe place and not work on it. Have the customer contact the CAC and file a case. This should prompt someone to come look at the vehicle. Then we can proceed on repair assistance.
Thanks, Mike K
Updated: 07/03/2014 16:44:10 By T3216MK
was told to park it
Updated: 08/24/2014 00:25:25 By SYSCAW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG6	EO [REDACTED]	Built Date	11/25/2013	Mileage	6,548
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	07/07/2014 09:42:13	By	T5618S1
Updated	07/09/2014 09:31:43	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13-00	Park-By-Wire - Unintended Out of Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	62082	FURY MOTORS INC	Phone	(651) 451-1313
Address	1000 CONCORD ST S			
City	SOUTH ST PAUL	State	MN	ZIP 55075 5913
Dealer Zone	74	County	DAKOTA	Country USA
Tech	Jeffrey Rose			
STAR	T7465MA			

CUSTOMER CONCERN

Will not shift into park, shows neutral. Engine will not shut off <i>Updated: 07/07/2014 09:42:13 By T5618S1</i> I removed the bezel and inspect the shift cover, connector to shifter and there is another connector next to the shifter. No problem found the the pins or wiring. <i>Updated: 07/07/2014 11:28:06 By T5618S1</i> I replaced the shifter and cleared code, code still active, same condition. We did not have a shift knob in stock. Should I order one or does it not affect this condition? <i>Updated: 07/07/2014 12:15:30 By T5618S1</i> Replaced shift knob, cleared code, same condition, same code. <i>Updated: 07/08/2014 09:56:33 By T5618S1</i>

RESOLUTION

Jeffery, you have checked the 824 circuit and checked the pass thru connectors for fully seated , then the shifter will be an option to consider for why you cannot shift into park. <i>Updated: 07/07/2014 09:42:13 By T5618S1</i> Jeffery Replace the shifter. <i>Updated: 07/07/2014 11:28:06 By T5618S1</i> Order one Jeffery. <i>Updated: 07/07/2014 12:15:30 By T5618S1</i> Jeffery, Advised to replace the valve body. Ispect the connector at the leadframe while replacing valve body.If the transmission or valve body is replaced, Perform Service Bulletin 21-012-14 "Transmission Shift Enhancements - Adaptation Learn Procedure" to maximize shift quality. <i>Updated: 07/08/2014 09:56:33 By T5618S1</i> Replaced valve body

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG9	EO [REDACTED]	Built Date	05/02/2014	Mileage	569
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/09/2014 14:01:20	By	T5036BE
Updated	07/14/2014 16:11:21	By	T7465MA

CONTACT

Dealer	26884	CDJR OF INDIAN TRAIL	Phone	(704) 220-4370
Address	5501 W HIGHWAY 74			
City	INDIAN TRAIL	State	NC	ZIP 28079
Dealer Zone	66	County	UNION	Country USA
Tech	Nick Cyr			
STAR	T7465MA			

CUSTOMER CONCERN

evic message displays vehicle not in park when customer tries to turn off the vehicle **when this occurs, sifter indicates park but evic display shows drive. this happened 3 hours from here and they went to the local dealer and was duplicated. they advise customer they needed a tcm. I have not been able to duplicate this to this point. no codes are stored and no software update are available. customer did indicate this occurred while it was raining

Updated: 07/09/2014 14:01:20 By T5036BE

RESOLUTION

Nick. I would replace the shifter assembly first. There is an internal park switch that may not be functioning correctly. Brian.

Updated: 07/09/2014 14:01:20 By T5036BE

We have not heard back from you since our last reply. If you still require assistance please resubmit the ticket. If the vehicle has been repaired, please close the ticket with accurate closing information. Thank you. Brian.

Updated: 07/14/2014 14:53:14 By T5036BE

shifter

Updated: 07/14/2014 16:11:21 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	EO [REDACTED]	Built Date	02/12/2013	Mileage	16,956
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/16/2014 12:46:19	By	T2326G0
Updated	07/16/2014 13:17:09	By	T2415EB

CONTACT

Dealer	68680	PHILLIPS CHRYSLER JEEP DODGE RAM	Phone	(352) 732-7577
Address	3440 SOUTH PINE AVENUE			
City	OCALA	State	FL	ZIP 34471 6615
Dealer Zone	66	County	MARION	Country USA
Tech	JASON PAUL			
STAR	T2415EB			

CUSTOMER CONCERN

cust states shifter came out of park into neutral or teverse and nocked her down and rolled across street
Updated: 07/16/2014 12:46:19 By T2326G0

RESOLUTION

Jason, You will need to have the customer contact customer assistance. Do not attempts any repairs or diagnostics until the customer contacts Customer assistance.
Updated: 07/16/2014 12:46:19 By T2326G0
nothing wrong in my opion human error
Updated: 07/16/2014 13:17:09 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJG6	EC	Built Date	11/20/2013	Mileage	6,598
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/25/2014 17:00:21	By	T1545SC
Updated	09/10/2014 11:13:37	By	T2409DC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45215	SOUTH POINTE CHRYSLER JEEP DODGE		Phone	(918) 584-1481
Address	9240 S MEMORIAL DRIVE				
City	TULSA	State	OK	ZIP	74133 5514
Dealer Zone	63	County	TULSA	Country	USA
Tech	Ronnie Jones				
STAR	T2409DC				

CUSTOMER CONCERN

TRANS WILL NOT SHIFT INTO PARK, SHIFTER WILL NOT GO INTO PARK
Updated: 07/25/2014 17:00:21 By T1545SC

RESOLUTION

Ronnie, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If NTF remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.
Updated: 07/25/2014 17:00:21 By T1545SC
VALVEBODY AND ECM MALFUNCTION PREVENTING PARK ENGAGEMENT
Updated: 09/08/2014 16:15:44 By T2409DC
VALVEBODY
Updated: 09/10/2014 11:13:37 By T2409DC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG1	EO [REDACTED]	Built Date	05/05/2014	Mileage	506
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/28/2014 10:37:56	By	T1545SC
Updated	08/05/2014 12:35:19	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
U0403	IMPLAUSIBLE DATA RECEIVED FROM T-CASE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45200	COLONIAL DODGE CHRYSLER JEEP	Phone	(978) 568-8000
Address	24 COOLIDGE ST			
City	HUDSON	State	MA	ZIP 01749 1351
Dealer Zone	32	County	MIDDLESEX	Country USA
Tech	David Hollis			
STAR	T9274JC			

CUSTOMER CONCERN

can not shut off car says not in park

Updated: 07/28/2014 10:37:56 By T1545SC

tried to roll the vehicle on floor and could not, if the output shaft was broken I would expect the vehicle to roll, also going off of the tcm fault present and active P0658 the trans is in limp mode and watching the output speed on witech the speed is 0 should I be going after this or any other faults mentioned since they are all active before pulling t-case?

Updated: 07/28/2014 11:45:29 By T1545SC

checked b+,ground,and park wire to rf hub all passed.dropped down pan no debris found did not see any obvious wiring issue at valve body.manual release cable was not pulled at all. replace valve body????

Updated: 07/28/2014 13:52:11 By T1545SC

replaced valve body,programmed,performed fill procedure and test drove vehicle is now operating as designed

Updated: 07/29/2014 11:33:53 By T1545SC

RESOLUTION

David, once you remove the transfer case to verify if the output shaft is broken or not update the case with the results.

Updated: 07/28/2014 10:37:56 By T1545SC

David, advise to follow the information on P0658 flow chart, Also make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. If NTF advise to replace the valve body/TCM assemble and flash the TCM to the latest program level.

Updated: 07/28/2014 11:45:29 By T1545SC

David, yes replace the valve body and flash the TCM to the latest program level.

Updated: 07/28/2014 13:52:11 By T1545SC

David, thanks for the update once the vehicle is release please close this case.

Updated: 07/29/2014 11:33:53 By T1545SC

replaced valve body for the customer to resolve the shifting concern....U0403 IMPLAUSIBLE DATA RECEIVED FROM T-CASE U0402 Implausible Data Received From TCM P0658 Control Supply Voltage Circuit Low

Updated: 07/31/2014 15:33:14 By T9274JC

Additional information required. valve body was found to be deffective and it was replaced to resolve the issue....U0403 IMPLAUSIBLE DATA RECEIVED FROM T-CASE U0402 Implausible Data Received From TCM P0658 Control Supply Voltage Circuit Low

Updated: 08/01/2014 08:46:31 By T9274JC

replaced valve body...U0403 IMPLAUSIBLE DATA RECEIVED FROM T-CASE U0402 Implausible Data Received From TCM P0658 Control Supply Voltage Circuit Low

Updated: 08/05/2014 12:35:19 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDG1	EC	Built Date	11/14/2013	Mileage	27,703
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/04/2014 12:51:39	By	T5734DG
Updated	08/04/2014 14:44:51	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1963	Power Liftgate Strut Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45488	LANDERS MCLARTY DODGE CHRYSLER	Phone	(205) 923-6343
Address	5080 ACADEMY LN			
City	BESSEMER	State	AL	ZIP 35022 5249
Dealer Zone	66	County	JEFFERSON	Country USA
Tech	Matthew Boyd			
STAR	T9274JC			

CUSTOMER CONCERN

customer states that she put truck in park in driveway to get mail and the truck rolled down the hill and ran her over. I test drove the truck and park seems to work fine. also checked for dtc none found for the tcm. the only dtc at this time are b25af and b1963.
Updated: 08/04/2014 12:51:39 By T5734DG

RESOLUTION

Matthew, Advise to contact the customer assistance center and go through product allegation. Dustan
Updated: 08/04/2014 12:51:39 By T5734DG
no problem could be found. transmission operates as designed....dtc...B1963 Power Liftgate Strut Performance
Updated: 08/04/2014 14:44:51 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG8	EO [REDACTED]	Built Date	10/19/2013	Mileage	7,996
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	08/04/2014 14:48:32	By	T5734DG
Updated	08/07/2014 15:58:35	By	T7465MA

CONTACT

Dealer	26810	NIELSEN DODGE CHRYSLER JEEP RAM	Phone	(973) 884-2100
Address	175 ROUTE 10			
City	EAST HANOVER	State	NJ	ZIP 07936
Dealer Zone	32	County	MORRIS	Country USA
Tech	Joselito Rivera			
STAR	T7465MA			

CUSTOMER CONCERN

harsh shift....
Updated: 08/04/2014 14:48:32 By T5734DG
THE ISSUE NOW, VEHICLE NO IN PARK, KIN WONT CYCLE TO OFF TO PROCEED WITH FLASH TCM.
Updated: 08/04/2014 14:48:32 By T5734DG
yes,i removed trans pan again to verify fork was indeed installed corretly, and lever was put back in same position.
Updated: 08/04/2014 15:16:31 By T5734DG
yes,i removed trans pan again to verify fork was indeed installed corretly, and lever was put back in same position.
Updated: 08/04/2014 15:16:31 By T5734DG
yes,i removed trans pan again to verify fork was indeed installed corretly, and lever was put back in same position.
Updated: 08/04/2014 15:16:31 By T5734DG

RESOLUTION

Joselito, Did you verify the park release fork was installed properly? Did you return the shift lever to it's original position and reconnect the manual park release cable? Dustan
Updated: 08/04/2014 14:48:32 By T5734DG
Joselito, be sure the manual park release cable is seated properly in it's bracket. Verify it is adjusted properly. Also verify the manual park release inside the vehicle is seated properly. If there are no concerns at the shifter and you have verified these things the only thing left is to replace the valve body again. Dustan
Updated: 08/04/2014 15:16:31 By T5734DG
REPLACED VALVE BODY AGAIN.
Updated: 08/07/2014 15:58:35 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCM4	EO	Built Date	12/09/2013	Mileage	7,190
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	08/08/2014 16:24:05	By	T8068S0
Updated	08/25/2014 01:04:22	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C0051-49	Steering Wheel Position Sensor - Internal Electronic Failure	T3076SB	04/14/2013 01:25:00
P1D20-00	Multi Module Handshake Failure-	T3076SB	04/14/2013 01:25:00
U1207-00	Lost Communication with Terrain Switch Bank Module-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44501	LAIRD NOLLER OF HUTCHINSON INC	Phone	(620) 665-5567
Address	1421 E 30TH STREET			
City	HUTCHINSON	State	KS	ZIP 67502 1235
Dealer Zone	74	County	RENO	Country USA
Tech	Anthony Mahoney			
STAR	T1813DW			

CUSTOMER CONCERN

shifter lights will blink and cant get vehical into park with out shutting off vehical
Updated: 08/08/2014 16:24:05 By T8068S0
 sent vehicle scan report
Updated: 08/09/2014 12:22:10 By T8068S0
 found loose ground wire in engine compartment on the frame rail, test drove and vehicle didn't act up. thank you
Updated: 08/11/2014 10:19:39 By T8068S0
 vehical returned to shop, diagnosed the scm to be bad, customer had car towed in the couldn't get the car to run. will send scan report
Updated: 08/12/2014 17:31:10 By T8068S0
 to duplicate problem you have to brake and turn to the left, if you just brake it doesn't do it, or if you brake and turn right it doesn't do it
Updated: 08/12/2014 17:31:10 By T8068S0
 haven't replaced the sccm yet, it is ordered, will respond ones it is replaced
Updated: 08/13/2014 08:49:26 By T8068S0
 this is Curtis my SID is s94140k. I have taken over this job for the time being, I have already checked this star case, did not find any pushed out connectors or wires, all wires were tight as well. I also went ahead and checked the other star connectors on the vehicle just to be safe the vehicle does have to be moving from what I can tell however it doesn't have to be moving very quickly, just backing out or pulling into a driveway is all the faster it needs to be moving. does not have any issues when going straight forward or turning right at any speed. Thanks.
Updated: 08/19/2014 17:36:23 By T7363PW
 any specific place I should be looking or just checking all of my grounds?
Updated: 08/20/2014 15:34:31 By T7363PW

just as an update this customer has decided to come pick up the jeep and take it to a different shop before I had gotten a chance to pull it back in and check these things

Updated: 08/21/2014 15:32:52 By T7363PW

RESOLUTION

Advised tech to send A scan report on this vehicle.

Updated: 08/08/2014 16:24:05 By T8068S0

Anthony, Take a look at this STAR case [REDACTED], See if this will help with this concern sounds like what you have going on.

Updated: 08/09/2014 12:22:10 By T8068S0

Anthony, Thank you for the update. Please close this case on your end with detailed reprot of repair.

Updated: 08/11/2014 10:19:39 By T8068S0

Anthony, Is this concern active after replacing the SCCM? What DTC's are active at this time?

Updated: 08/12/2014 17:31:10 By T8068S0

Thanks for the update. Let me know if any further assitance is needed after replacment of the part. Thanks Scott

Updated: 08/13/2014 08:49:26 By T8068S0

Tech states that after replacement of the SCM still has same concern. Tech states that this will happen when turning the steering wheel to the left no brake pedal needed. Tech states if you turn to the left enough times it will go into limp mode. Tech states the hole Can C bus was red in the scan tool but every thing was operating. Advised tech that due to the lentgh of time this case has been openend and no forward progress I will get this case esalated to the MC for further review.

Updated: 08/18/2014 17:06:47 By T8068S0

Hello Anthony. Please check out STAR case [REDACTED] and verify the STAR connector. Does this issue occur while sitting in a parking lot turning the wheel, or do you have to be moving?

Updated: 08/19/2014 10:00:39 By T7363PW

It sounds like a loose connection. Possibly a primary ground circuit. We really need to take another look.

Updated: 08/19/2014 17:36:23 By T7363PW

Lets inspect all the major grounds. Also check all other major connections.

Updated: 08/20/2014 15:34:31 By T7363PW

Alright. Please let me know if the vehicle comes back.

Updated: 08/21/2014 15:32:52 By T7363PW

customer took vehicle to another facility.

Updated: 08/25/2014 01:04:22 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WDEP75	DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR		
VIN	1C4RDJEG8	EO [REDACTED]	Built Date	07/03/2014	Mileage	154
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 0	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/13/2014 14:06:02	By	T3034DL
Updated	08/29/2014 09:43:45	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26781	WHITE COUNTY CHRYSLER, LLC	Phone	(618) 382-4611
Address	1337 IL HIGHWAY 1			
City	CARMI	State	IL	ZIP 62821 4929
Dealer Zone	51	County	WHITE	Country USA
Tech	HAROLD ABBEY			
STAR	T7465MA			

CUSTOMER CONCERN

After driving vehicle on the very day customer took delivery, found when rotary dial turned to Park position, cluster stated vehicle was not in park. "P" flashing on ic. and acc. will not shut down. Vehicle has 154 miles and customer is asking to return vehicle.

Updated: 08/13/2014 14:06:02 By T3034DL

Hello Dave, I have checked the lever in the console and found it was fully seated and operates as normal. Lifted vehicle on hoist and inspected lever at transmission and found all conditions are normal. Operation is normal. Cable fitment is correct. No debris found on or near lever. Removed cable and operated lever and can hear system engage and disengage when operated. Reattach cable and inspect alignment and found ok. Please advise. Thank you.

Updated: 08/14/2014 11:06:28 By T3034DL

dave, ck shifter knob on tester, when shifted to park the tester says neutral . cant find any test for knob .is this wright?

Updated: 08/14/2014 11:06:28 By T3034DL

Dealer States dave, ck shifter knob on tester, when shifted to park the tester says neutral . cant find any test for knob .is this right?

Updated: 08/14/2014 11:06:28 By T3034DL

Hello Dave. Tested known good vehicle. Rotary knob data shown on scan tool does show "P" when in park. Swapped unit to customer vehicle and the same concern exists. Scantool data shows transmission is in neutral when rotary knob park position is selected. Please advise.

Updated: 08/14/2014 16:24:27 By T3034DL

Also, we see that park solenoid #1 in customer transmission does not show active when rotary knob operated. Compared to known good vehicle just tested, park solenoid #1 does show active when operated.

Updated: 08/14/2014 16:24:27 By T3034DL

yes, p0850 is active all the time.

Updated: 08/15/2014 08:47:32 By T3034DL

this is a tcm code.

Updated: 08/15/2014 11:39:13 By T3034DL

david I replaced the valve body. now I get p1b14 and p1b13. park is working and the manual park lever also works. there was no big shavings in the pan, but seemed to be a lot of stuff inside for only 154 miles?

Updated: 08/20/2014 15:21:39 By T3034DL

RESOLUTION

Harold. Check to make sure that the Manual Park Release Lever is seated properly as per STAR Case# [REDACTED] for this dtc. Also ensure that there is no debris near the MPR lever at the trans that may obstruct it from fully returning to its rest position. Ensure that the MPR lever at the trans is not bent or deformed, and that the cable lines up properly when the MPR cable is fully seated and release. Keep me posted. Dave

Updated: 08/13/2014 14:06:02 By T3034DL

I called Harold to discuss the case. He will compare his shifter data with that of a known good vehicle. If the data on this vehicle is incorrect, he will swap in a known good ESM, and re-evaluate the concern, as moving the shifter seems to make it operational at times. Harold will update the case with his test results. David

Updated: 08/14/2014 11:06:28 By T3034DL

Harold. Is the P0850 DTC active in the PCM or TCM? David

Updated: 08/14/2014 16:24:27 By T3034DL

Harold. Thank you for the update. I was just wondering if it was logged in the TCM or the PCM, as the Tech Connect diagnostics seem different, depending on what module the dtc is stored in. David

Updated: 08/15/2014 08:47:32 By T3034DL

Harold. Inspect the TCM/VB connector, and all related in-line connectors for bent, spread, corroded, or pushed-out terminals. If NTF: Replace the Valve Body Assembly, and re-evaluate the concern. David

Updated: 08/15/2014 11:39:13 By T3034DL

Harold. Please use STAR Case [REDACTED] 7 as a guide for judging debris (pages 3&4). If the debris is deemed excessive, you can replace this transmission without prior authorization as per warranty bulletin # D-14-09. Let me know if the debris is excessive when compared to the pictures in the STAR Case. David

Updated: 08/20/2014 15:21:39 By T3034DL

replaced trans.assembly

Updated: 08/29/2014 09:43:45 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG1	EO [REDACTED]	Built Date	12/21/2013	Mileage	7,524
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	08/18/2014 18:28:45	By	T4083MW
Updated	08/28/2014 08:37:57	By	T7465MA

CONTACT

Dealer	44440	GENESEE VALLEY CHRYSLER DODGE JEEP	Phone	(585) 226-6000
Address	1695 INTERSTATE DRIVE			
City	AVON	State	NY	ZIP 14414 9540
Dealer Zone	32	County	LIVINGSTON	Country USA
Tech	NORBERT KELLER			
STAR	T7465MA			

CUSTOMER CONCERN

HARSH SHIFTING AM VEHICLE LUNGES FORWARD WHEN SITTING STILL.WHEN DOWNSHIFTING AT SLOW SPEEDS SELECTOR SAYS ITS IN SECOND GEAR BUT IS IN FIRST GEAR.THEN A GREAT BANG VEHICLE JUMPS FORWARD.AT TIMES WONT GO INTO PARK HOLDING FOOT ON BRAKE.HAVE TO SHIFT INTO DRIVE GO FORWARD ALITTLE BIT THEN VEHICLE GOES INTO PARK.

Updated: 08/18/2014 18:28:45 By T4083MW

RESOLUTION

Star recommends and authorizes trans replacement. Warranty Bulletin D-14-09. No digital imaging or PSC required. Order and replace trans and use RA code when submitting claim.

Updated: 08/18/2014 18:28:45 By T4083MW

Norbert, this case is on a list that management is requiring updates on ASAP. If further assistance is needed, reply back to this ticket and I will forward the case to the master consultant for review. If you are still waiting on parts or for the vehicle to return, wait until repairs are completed before closing case. If the vehicle is repaired, please close the case out on your end with repair details. Thank you for your cooperation.-Todd

Updated: 08/24/2014 18:20:45 By T3435RT

REPLACING TRANSMISSION

Updated: 08/28/2014 08:37:57 By T7465MA

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
VIN	1C4RJFBGX	FO [REDACTED]	Built Date	08/05/2014	Mileage 4
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Color	PW7	BRIGHT WHITE CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/21/2014 10:49:03	By	T8347TB
Updated	08/25/2014 12:44:57	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850-00	Park/Neutral Switch Performance-	T3076SB	04/14/2013 01:25:00
P1B13-00	Park-By-Wire - Unintended Out of Park Position-	T3076SB	04/14/2013 01:25:00
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	61909	BARNETT WHITE BEAR CHRYSLER JEEP	Phone	(651) 482-6100
Address	3430 HIGHWAY 61 N			
City	WHITE BEAR LAKE	State	MN	ZIP 55110 5236
Dealer Zone	74	County	RAMSEY	Country USA
Tech	Peter Schuman			
STAR	T7465MA			

CUSTOMER CONCERN

will not come out of park and is setting p1b14-00 pending and will go to drive and will go right back to park
Updated: 08/21/2014 10:49:03 By T8347TB

ther are ok i was going on a test drive and car went into neutral when shifting into 2nd i think and ckd engine lite came on and car would not go tried to go back to drive and would not go to drive put in park and restarted engine and now will not come out of parr had to use the manual release and tow it back and ckd and had that code and p1813-00 and p0850-00 iam thinking it is the valvebody ?
Updated: 08/21/2014 11:21:51 By T8347TB

p1b13-00 sorry
Updated: 08/21/2014 11:53:40 By T8347TB

RESOLUTION

Peter, check the park release mechanism both at the transmission and inside the car to make sure that it's fully seated and advise please.
Updated: 08/21/2014 10:49:03 By T8347TB

P1813-00 isn't coming up on my end Peter. Can you verify this for me, and then yes, replace the valve body.
Updated: 08/21/2014 11:21:51 By T8347TB

Thanks Peter. Let us know if you need any further assistance.
Updated: 08/21/2014 11:53:40 By T8347TB

valvebody
Updated: 08/25/2014 12:44:57 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG0	EO [REDACTED]	Built Date	02/15/2013	Mileage	22,223
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/21/2014 16:20:42	By	T5880SL
Updated	09/25/2014 10:28:06	By	T2409DC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time

U0402	Implausible Data Received From TCM T3076SB	04/14/2013 01:25:00	

CONTACT

Dealer	60085	HAROLD ZEIGLER CHRYSLER DODGE JEEP	Phone	(616) 532-7000
Address	4200 PARKWAY PL SW			
City	GRANDVILLE	State	MI	ZIP 49418 2384
Dealer Zone	42	County	KENT	Country USA
Tech	Richard Armbruster			
STAR	T2409DC			

CUSTOMER CONCERN

CUSTOMER WAS DRIVING AND THE PARK SENSE FAILED AND KEY FOB HAS LEFT THE VEHICLE CAME UP IN DISPLAY AND WOULD NOT STOP DISPLAYING UNTIL VEHICLE WAS SHUT OFF.DISPLAY WILL ALSO READ RESTORING DRIVER 2 SETTINGS,MEMORY SYSTEM NOT AVAILABLE IN PARK,MEMORY 2 PROFILE SET.WHEN STARTED THE DISPLAY HAS SHOWN THE SHIFTER IS IN REVERSE WHEN IT IS IN PARK.WHEN ENGINE WAS STARTED THE GUAGES WERE BLACK FOR ABOUT 30 SECONDS BEFORE TRUNING ON.

Updated: 08/21/2014 16:20:42 By T5880SL

RESOLUTION

Called Richard to discuss this case. Even though S [REDACTED] recommends not replacing the ESM for U0402, it would be logical to replace it, based on the park sense failed message and the PRNDL showing the vehicle in reverse when physically in park. Continue to try to duplicate these concerns and get more information from the customer or have them demonstrated for you. Steve

Updated: 08/21/2014 16:20:42 By T5880SL

Please respond back to this ticket if you need further assistance, otherwise close this case with valid Final Repair Detail. Thanks. Steve

Updated: 09/25/2014 08:17:26 By T5880SL

Module, electronic shift (ESM)

Updated: 09/25/2014 10:28:06 By T2409DC

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG3	EO [REDACTED]	Built Date	03/04/2013	Mileage	12,136
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	08/27/2014 15:52:11	By	T8068S0
Updated	09/17/2014 08:50:27	By	T8068S0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0100	Lost Communication With ECM/PCM	T3076SB	04/14/2013 01:25:00
U0401	Implausible Data Received From ECM/PCM	T3076SB	04/14/2013 01:25:00
U0422	Implausible Data Received From Body Control Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60480	ORDUS CHRYSLER DODGE JEEP RAM	Phone	(989) 269-8472
Address	123 S PORT CRESCENT ST			
City	BAD AXE	State	MI	ZIP 48413 1329
Dealer Zone	42	County	HURON	Country USA
Tech	Paul Golder			
STAR	T8068S0			

CUSTOMER CONCERN

Customer complains the vehicle jerked twice then stalled, couldn't shift back into park, towed in.

Updated: 08/27/2014 15:52:11 By T8068S0

I checked and Pin 85 gets 12 volts from the BCM during cranking, and the PCM does take pin 86 to ground while cranking. If I ground out pin 86 from the PCM during cranking it does not extend the cranking time, but if I apply 12 volts to pin 85 from the BCM during cranking it will extend the cranking time slightly, but it will not start. It has also set some new DTC's: Both from the ABS, U0422, and U0401. Thanks.

Updated: 08/29/2014 09:59:26 By T8068S0

No it is stored. I ran through the diagnostics as much as I could, the codes were only stored, and I was looking for any issues with the communication wiring, having to constantly fight the wiring diagrams application. But this morning I just tried it and it started and ran fine. No codes, but it had two unusual issues:

Updated: 08/29/2014 11:17:59 By T8068S0

1. It keeps turning on the "eco" function, even if I turned it off before the last shutdown. 2. The shifter still wont work for about 5 seconds after starting, I know they normally have a slight delay, but this is a lot longer than that.

Updated: 08/29/2014 11:17:59 By T8068S0

I took it for a drive and it was fine, brought it back into the shop and tried stopping and starting a few times, and after several tries it won't start again. It has code U0100 pending in the TCM. But nothing active, and the code resets as pending every time I attempt to start it.

Updated: 08/29/2014 11:17:59 By T8068S0

I checked the harness, it was wrapped and isolated well, no chaffing. The connector was clean, but had a little transmission fluid residue in it, I cleaned that off and plugged it back in, but it did not make a difference.

Updated: 08/29/2014 15:51:53 By T8068S0

Something else I noticed is that during the starting attempts, when it is cranking for a second or two, that in the topology screen, the PCM will turn yellow like it is setting a code, but no codes are set. The PCM will also turn red for brief moments.

Updated: 08/29/2014 15:51:53 By T8068S0

I'm beginning to think that it is an internal PCM issue that is related to temperature. It started again after it had set for some time. I'm running it for awhile until the PCM gets warm and see what effect it has.

Updated: 08/29/2014 15:51:53 By T8068S0

Yeah, all connectors and communications lines check out, so there has to be an internal module failure. And with the what I saw form the topology, and the cycling of the throttle body, the PCM is the likely cause.

Updated: 08/29/2014 16:48:00 By T8068S0

I have it ordered, should be here tomorrow. Thanks

Updated: 09/03/2014 12:52:18 By T8068S0

Yeah, the PCM fixed the issue, and took away all the odd symptoms from the rest of the vehicle. One issue that I noticed though while replacing the PCM, and I don't know if this is normal. I had to do a series of battery disconnects throughout the PCM replacement. After installing it before it would let me flash it, and before and after programing the VIN and mileage.

Updated: 09/08/2014 08:54:34 By T8068S0

RESOLUTION

Check PIN 85 at the starter relay to see if when you turn the key to the start position if there is ground on it. If not go to the PCM and see if there is ground coming out of the PCM. If no ground signal from PCM replace the PCM for this concern.

Updated: 08/27/2014 15:52:11 By T8068S0

Paul, are the new DTC's active? If so have you ran the diag for the U0422?

Updated: 08/29/2014 09:59:26 By T8068S0

Paul, Have you checked the connector at the TCM? Also check the harness at or around the bell housing for chaff wires.

Updated: 08/29/2014 11:17:59 By T8068S0

Paul, It is possible the PCM has internal issue and causing this concern.

Updated: 08/29/2014 15:51:53 By T8068S0

Paul, Let try the PCM and retest.

Updated: 08/29/2014 16:48:00 By T8068S0

Welcome, Let me know if this repairs this concern or if further assistance is needed.

Updated: 09/03/2014 12:52:18 By T8068S0

Paul, Glad to hear this vehicle is repaired. Please close this case on your end with A detailed report of the repair. That is the first time i heard of having to do battery disconnect that many times but it is possible.

Updated: 09/08/2014 08:54:34 By T8068S0

Paul, Has this vehicle been repaired? If so please close this case with a detailed report of the repair. If not please let me know where you are with this vehicle and I will see what I can do to help. Thanks Scott

Updated: 09/17/2014 08:41:13 By T8068S0

Had to replace the PCM. When it would get warm it would cause the odd symptoms laid out in the case.

Updated: 09/17/2014 08:50:27 By T8068S0

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG7	EO [REDACTED]	Built Date	09/17/2013	Mileage	349
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/28/2014 12:23:54	By	T5036BE
Updated	09/08/2014 18:35:32	By	T5036BE

CONTACT

Dealer	68428	DEMPSEY DODGE CHRYSLER JEEP II INC	Phone	(630) 552-7688
Address	1000 E ROUTE 34			
City	PLANO	State	IL	ZIP 60545 9771
Dealer Zone	51	County	KENDALL	Country USA
Tech	JAMES SEEMAN			
STAR	T5036BE			

CUSTOMER CONCERN

completed protection package - lowered rack had put in reverse backed up vechile had put in park exited vechile and vechile was stationary looked over and saw vechile rolling forward -attempted to reach in and hit parking brake unable to reach due to rapid movement in vechile took technician between rack and vechile and proceeded into tool box after getting up looked inside vechile and still showed in park status

Updated: 08/28/2014 12:23:54 By T5036BE

special investigation was out to examin vechile yesterday waiting for feedback from them

Updated: 09/03/2014 08:50:15 By T5036BE

still waiting for next step

Updated: 09/08/2014 13:36:13 By T5036BE

RESOLUTION

Jim called to make a complaint of a vehicle rolling away. Dealer Business center must be contacted in the product allegations group before we can assist with this issue. Thanks, Ron

Updated: 08/28/2014 12:23:54 By T5036BE

We have not heard back from you since our last reply. If you still require assistance please resubmit the ticket. If the vehicle has been repaired, please close the ticket with accurate closing information. Thank you. Brian.

Updated: 09/03/2014 08:15:48 By T5036BE

Ok James, Thanks for the update, keep us posted.

Updated: 09/03/2014 08:50:15 By T5036BE

We have not heard back from you since our last reply. If you still require assistance please resubmit the ticket. If the vehicle has been repaired, please close the ticket with accurate closing information. Thank you. Brian.

Updated: 09/08/2014 09:27:54 By T5036BE

Okay James. Keep me posted. Brian.

Updated: 09/08/2014 13:36:13 By T5036BE

at this time there is no issues with vechile per conclusions of test gathered

Updated: 09/08/2014 18:35:32 By T5036BE

Field Report

VEHICLE

Model Year	2014	Body	WDES75	DODGE DURANGO R/T AWD SPORT UTILITY 4-DR		
VIN	1C4SDJCT1	EO [REDACTED]	Built Date	02/13/2014	Mileage	3,847
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 3	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/04/2014 13:51:53	By	T8347TB
Updated	09/11/2014 10:21:21	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P3449	Cylinder 7 Deactivation Control Circuit	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1DAF	INCOMPATIBLE LIMP IN ACTION REQUESTED	T4754AC	04/14/2013 01:25:46
U0403	IMPLAUSIBLE DATA RECEIVED FROM T-CASE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	26118	KEFFER CHRYSLER JEEP DODGE	Phone	(704) 532-1050
Address	8214 E INDEPENDENCE BLVD			
City	CHARLOTTE	State	NC	ZIP 28227 7777
Dealer Zone	66	County	MECKLENBURG	Country USA
Tech	JOHN ERICKSON			
STAR	T1813DW			

CUSTOMER CONCERN

Service Shifter, Service Brakes, Service Transmission warnings come up. Vehicle may not come out of park. Vehicle has suddenly gone in to park at 5 mph.

Updated: 09/04/2014 13:51:53 By T8347TB

RESOLUTION

John, I would replace the valve body again. I'm not sure what's going on with the deactivation. It may be a separate issue. Advise that when you drop the pan, if you see debris, with the milage on the vehicle, you're going to need to replace the transmission.

Updated: 09/04/2014 13:51:53 By T8347TB

Also refer to the STAR Case [REDACTED].

Updated: 09/04/2014 13:53:11 By T8347TB

John states the nut on G903A was cross threaded allowing the eyelet to be loose on the stud.

Updated: 09/09/2014 14:31:51 By T5880SL

repaired/tightened g903a U0403 IMPLAUSIBLE DATA RECEIVED FROM T-CASE U0402 Implausible Data Received From TCM P1DAF INCOMPATIBLE LIMP IN ACTION REQUESTED P3449 Cylinder 7 Deactivation Control Circuit P1B13 PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION

Updated: 09/11/2014 10:21:21 By T1813DW

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG7	FO [REDACTED]	Built Date	10/01/2014	Mileage	15
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	10/22/2014 16:12:10	By	T2326G0
Updated	11/12/2014 11:37:47	By	T4583SS

CONTACT

Dealer	45139	CHILSON CHRYSLER DODGE, LLC	Phone	(715) 832-4511
Address	1983 S PRAIRIE VIEW RD			
City	CHIPPEWA FALLS	State	WI	ZIP 54729 5588
Dealer Zone	51	County	CHIPPEWA	Country USA
Tech	Richard Hagen			
STAR	T2326G0			

CUSTOMER CONCERN

when shifting from rev to park there is a 5 secd delay, sometimes does not shift rev to park without going to neutral first or hitting shifter

Updated: 10/22/2014 16:12:10 By T2326G0

yes or shift to neutral then into park, will work correctly maybe one in ten tries

Updated: 10/23/2014 11:54:09 By T2326G0

RESOLUTION

Richard, are you saying that you have to physically hit the shifter to get it to shift?

Updated: 10/22/2014 16:12:10 By T2326G0

Richard, If you have to physically hit the shifter to get it to shift then there may be a concern in the shifter switch. Replace the switch.

Updated: 10/23/2014 11:54:09 By T2326G0

Replaced the electronic shift module

Updated: 11/12/2014 11:37:47 By T4583SS

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG9	EO [REDACTED]	Built Date	04/28/2014	Mileage	1,345
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	10/29/2014 09:44:32	By	T1817KS
Updated	11/19/2014 12:00:15	By	T7363PW

CONTACT

Dealer	67436	BARRETH CHRYSLER CENTER INC	Phone	(636) 239-6500
Address	5824 HIGHWAY 100			
City	WASHINGTON	State	MO	ZIP 63090 4950
Dealer Zone	51	County	FRANKLIN	Country USA
Tech	Kyle Vlasak			
STAR	T7363PW			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket [REDACTED] 11] get it running

Updated: 10/29/2014 09:44:32 By T1817KS

ok i swapped the bcm and the current flash was in it. tried to reconfigure and nothing happened. checked the shipping mode it was in abbreviated mode put it in customer mode and tried the reconfiger again but nothing. the cluster states press clutch and push start putton. i sent the scan report again.

Updated: 10/29/2014 12:57:47 By T1817KS

ok im sending the configuration report now and no damaged wires but when i do the reconfig nothing happens with the cluster or radio and it downloads it the then it says that it was successful and to restart the witech but it does it in 1 sec and i know that is too short of time for the reconfigure to happen

Updated: 10/29/2014 16:15:37 By T8422RW

the can (-) is at 2.2v and the can (+) is at 2.4v the pcm has all 3 grounds and the one power and i tested them with a headlamp

Updated: 10/29/2014 16:15:37 By T8422RW

RESOLUTION

Kyle called. This vehicle was wrecked in the right front. The body shop sent it to the dealer for no communication with several modules. That dealer installed a BCM, PCM and PDC and made condition worse. The vehicle was then brought to this dealer. He has sent a scan report. He cannot complete a reconfigure and the BCM and RF HUB are the only modules on the bus. The vehicle needs to be manually IDed. The shifter will not go to park because all shifter position indicators are lit and there is a message vehicle not in park so he cannot cycle the key to complete reconfig. We checked and the replacement and original BCM part numbers do not match. The one on the vehicle is 68210531AA, the original is 68193350AC. The PCM part numbers match and original PCM is bent. The PDC numbers do not match but are just supercessions although the older part number PDC is in the vehicle and newer part number is on the floor. PDC part numbers - installed P68137439AC, old P68137439AC. I advised he reinstall the original BCM reconfigure, reevaluate and let me know the current condition. I also asked that he upload a scan and config report after BCM is replaced. Thanks, Ken

Updated: 10/29/2014 09:44:32 By T1817KS

Kyle, thanks. Please send a configuration report as well and let me know when it is sent. I will be out of the office for the next 2 hours. Update the ticket when the config report is sent and I will reply ASAP. Or you can call in again and get assistance. Perform a visual inspection of the area that was repaired. Do you see any wiring damaged? Please describe what happens when trying to do the reconfiguration. Thanks, Ken

Updated: 10/29/2014 12:57:47 By T1817KS

Kyle called has a issue on CAN C no comm CAN C + is at 2.3 volts and CAN C - at 2.3 directed kyle to the CAN C star connector left side of dash to disconnect modules looking for the CAN C + voltage to increase back to near 2.7 then we can replace suspect module and continue to fix this vehicle. Bob W

Updated: 10/29/2014 16:15:37 By T8422RW

Spoke to Kyle, He indicated that the only modules that are present on the bus is the BCM and the RF Hub. he indicated that when disconnecting modules the voltage on the Can C+ voltage went down. He also indicated that he tried to reconfigure the vehicle but will not perform the configuration. I indicated that with the key on and the PCM is not communicating on the BUS and red on the tipoligy. He indicated that he load tested the PCM powers and grounds. I indicated that at this time it is suggested to replace the PCM and reevaluate the concern. -Justin

Updated: 10/29/2014 17:47:32 By T0902JT

Tech called in and states he replaced the wirring harness and the PCM with no change to this concern. Advised tech that due to the lentgh of time this case has been opend and no forward progress that I will escalate this case to the MC for further review. Scott

Updated: 11/11/2014 15:08:09 By T8068S0

What is failure displayed on the WiTech when the configuration fails? Please send me a vehicle scan report. -Patrick

Updated: 11/11/2014 16:17:46 By T7363PW

the new wiring harness fixed the no com problem

Updated: 11/19/2014 12:00:15 By T7363PW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	04/23/2014	Mileage	522
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	6 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	10/30/2014 15:08:27	By	T1545SC
Updated	11/29/2014 10:40:22	By	T3435RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	65454	BLOOMINGTON CHRYSLER JEEP DODGE	Phone	(952) 888-9541
Address	8000 PENN AVENUE SOUTH			
City	BLOOMINGTON	State	MN	ZIP 55431 1317
Dealer Zone	74	County	HENNEPIN	Country USA
Tech	Luther Kominski			
STAR	T3435RT			

CUSTOMER CONCERN

CHECK ENGINE LIGHT ON AND WHEN SHIFTING FROM REVERSE TO DRIVE THERE IS A LONG DELAY

Updated: 10/30/2014 15:08:27 By T1545SC

I HAVE VERIFIED THE TRANS IS PROPERLY FILLED WITH FLUID./ CUSTOMER HAS HAD THIS HAPPEN TO THEM INTERMITTENTLY, I HAVE ONLY GOTTEN IT TO HESITATE BETWEEN REVERSE AND DRIVE ONCE./ THE CODE IS STORED./

Updated: 10/31/2014 10:53:08 By T1545SC

CUSTOMER TOOK VEHICLE AND BROUGHT BACK ON MONDAY DOING THE SAME THING.

Updated: 11/04/2014 09:51:55 By T1545SC

RESOLUTION

Luther, is this a repeat concern with code P1B14? Is the trans fluid level correct per the fill procedure?

Updated: 10/30/2014 15:08:27 By T1545SC

Luther, advise to remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 10/31/2014 10:53:08 By T1545SC

TCMA

Updated: 10/31/2014 16:10:28 By T1545SC

Luther, advise to review warranty D-14-09 in comdashbord and replace the trans, the claim must be submitted using RA as the authorization type. No digital images needed and you do not have to contact the powertrain service center Star is authorizing the trans replacement. Note advise to install a remanufactured trans per warranty D-13-22.

Updated: 11/04/2014 09:51:55 By T1545SC

Per QNA: ELECTRONIC SHIFTER NOT GETTING OUT OF PARK, REPLACED TRANS.

Updated: 11/29/2014 10:40:22 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBGX	EO [REDACTED]	Built Date	07/25/2013	Mileage	31,477
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	10/31/2014 15:45:58	By	T4083MW
Updated	10/31/2014 16:56:31	By	T4083MW

CONTACT

Dealer	44653	MONKEN DODGE CHRYSLER JEEP			Phone	(618) 545-5100
Address	1739 W MCCORD					
City	CENTRALIA	State	IL	ZIP	62801 5809	
Dealer Zone	51	County	CLINTON	Country	USA	
Tech	DAN ARNING					
STAR	T4083MW					

CUSTOMER CONCERN

Vehicle moved 100 feet while in park. Customer stated that while making a delivery she put vehicle in park, left it running and locked vehicle while making delivery. She later saw vehicle take off backwards and hit another car. When she unlocked vehicle it was still in park. Driveway was level and vehicle did not roll but rather drove backwards into parked car. I actually believe customer but can find no problems and parking pawl engages every time. Any ideas ??

Updated: 10/31/2014 15:45:58 By T4083MW

RESOLUTION

Dan No known issues with 8 speed park lock issues. If you can not duplicate any issues then no repairs are to be made. May have to get with your Zone manager for vehicle inspection.

Updated: 10/31/2014 15:45:58 By T4083MW

unable to duplicate concern

Updated: 10/31/2014 16:56:31 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	03/11/2014	Mileage	7,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	11/03/2014 08:28:33	By	T5036BE
Updated	11/21/2014 08:47:35	By	T5036BE

CONTACT

Dealer	67282	RAMSEY CHRYSLER JEEP DODGE RAM			Phone	(201) 818-9600
Address	1555 RTE 17 S					
City	RAMSEY	State	NJ	ZIP	07446 2810	
Dealer Zone	32	County	BERGEN	Country	USA	
Tech	Joseph Minns					
STAR	T5036BE					

CUSTOMER CONCERN

vehicle towed in no start. traced to bad connection on connector by drivers left foot area. repaired connection and performed rrt- 14049, 14050, 17087. the only thing wrong with vehicle now is a significant delay being able to roll windows down, take out of park, seems to be something like a slow boot up process. we had one like this previously that had a bcm replaced and the only thing that cured was reinstalling original bcm. 10-15 second delay after engine starts

Updated: 11/03/2014 08:28:33 By T5036BE

RESOLUTION

Joseph. Please send in vehicle scan and configuration reports. Let me know when they have been sent; so I'll know to look for them. Thanks, Brian.

Updated: 11/03/2014 08:28:33 By T5036BE

We have not heard back from you since our last reply. If you still require assistance please resubmit the ticket. If the vehicle has been repaired, please close the ticket with accurate closing information. Thank you. Brian.

Updated: 11/14/2014 13:50:43 By T5036BE

WIRE REPAIRED BY D PILLAR THAT COULD NOT BE IDENTIFIED ON SCHEMATIC

Updated: 11/21/2014 08:47:35 By T5036BE

Field Report

VEHICLE

Model Year	2014	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDG8	EC	Built Date	06/18/2014	Mileage	6,238
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	11/03/2014 17:44:55	By	T8085MB
Updated	11/05/2014 17:51:10	By	T8085MB

CONTACT

Dealer	45550	CROWN CHRYSLER DODGE JEEP RAM		Phone	(423) 476-6555
Address	511 S LEE HWY				
City	CLEVELAND	State	TN	ZIP	37311 5848
Dealer Zone	66	County	BRADLEY	Country	USA
Tech	J. Grills				
STAR	T8085MB				

CUSTOMER CONCERN

cust states when driving 60 mph vehicle displayed to fast to shift gears, then vehicle said in park and park lamp was flashing, also while foot on the brake vehicle shifted from park to reverse all by its self, rotary shifter, according to cust.

Updated: 11/03/2014 17:44:55 By T8085MB

RESOLUTION

Star advised that if you are unable to duplicate the customers complaint, there is not much that you can do. Inspect the connectors at the transmission and the shifter. Check for debris, damage, loose pin fit or backed out pins.

Updated: 11/03/2014 17:44:55 By T8085MB

could never verify complaint

Updated: 11/05/2014 17:51:10 By T8085MB

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG7	EC	Built Date	11/08/2013	Mileage	16,690
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	11/07/2014 17:52:46	By	T8085MB
Updated	11/11/2014 12:48:05	By	T8085MB

CONTACT

Dealer	42947	AUTONATION CHRYSLER DODGE JEEP	Phone	(916) 781-8100
Address	200 AUTOMALL DR			
City	ROSEVILLE	State	CA	ZIP 95661 3001
Dealer Zone	71	County	PLACER	Country USA
Tech	Jeffrey Haines			
STAR	T8085MB			

CUSTOMER CONCERN

customer states vehicle came out of park on its own and hit another vehicle
Updated: 11/07/2014 17:52:46 By T8085MB

RESOLUTION

Jeffrey advised to inspect the manual park release lever to make sure that it is locked in. Also check the lever at the transmission to make sure that nothing is blocking the movement and the cable is locked. Inspect the connectors at the shifter and the transmission to see if the pin fit is tight, or if there is corrosion or damage. Advised to also inspect the transfer case operation.
Updated: 11/07/2014 17:52:46 By T8085MB
 unable to duplicate, manual release cable and lever and t/case operation all check ok.
Updated: 11/11/2014 12:48:05 By T8085MB

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJT2	EC	Built Date	10/03/2013	Mileage	18,693
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	11/21/2014 10:12:57	By	T4083MW
Updated	12/04/2014 11:38:27	By	T4083MW

CONTACT

Dealer	26145	ADAMS JEEP OF MARYLAND INC	Phone	(410) 734-6855
Address	3485 CHURCHVILLE ROAD			
City	ABERDEEN	State	MD	ZIP 21001 1013
Dealer Zone	35	County	HARFORD	Country USA
Tech	JOHN BROWN			
STAR	T4083MW			

CUSTOMER CONCERN

Vehicle returned and verified both transmission and transfer case connetors ok. Park release cable not binding and operating as designed. Unable to verify concern.

Updated: 11/21/2014 10:12:57 By T4083MW

refer to case 767813

Updated: 11/21/2014 10:59:18 By T4083MW

RESOLUTION

Thats great John! Whats the customers concern? Whats wrong with the vehicle when it came in?

Updated: 11/21/2014 10:12:57 By T4083MW

Before any repairs are performed it has to be duplicated. Have customer duplicate concern or service manager. No known issues for 8 speed trans not going into park and rolling.

Updated: 11/21/2014 10:59:18 By T4083MW

Star requests case update or please close case if vehicle is repaired or has been released.Thanks-Mike-Star

Updated: 12/04/2014 09:32:45 By T4083MW

no issue found.

Updated: 12/04/2014 11:38:27 By T4083MW

Field Report

VEHICLE

Model Year	2015	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJGX	FO [REDACTED]	Built Date	10/03/2014	Mileage	141
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	11/25/2014 18:53:51	By	T4083MW
Updated	12/02/2014 15:24:34	By	T4083MW

CONTACT

Dealer	66999	ED VOYLES CHRYSLER JEEP DODGE		Phone	(770) 429-1100
Address	789 COBB PKWY S				
City	MARIETTA	State	GA	ZIP	30060 9222
Dealer Zone	66	County	COBB	Country	USA
Tech	Richard Riley				
STAR	T4083MW				

CUSTOMER CONCERN

will not go into park
Updated: 11/25/2014 18:53:51 By T4083MW

RESOLUTION

Star advises tech to make sure manual park release cable is in the full release position. No codes? Possible valvebody issue. Also make sure trans fluid level is at correct level because it also may have a effect on park operation.
Updated: 11/25/2014 18:53:51 By T4083MW
replace shifter
Updated: 12/02/2014 15:24:34 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	05/11/2014	Mileage	8,116
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	11/28/2014 13:13:29	By	T8085MB
Updated	12/03/2014 11:35:39	By	T8347TB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	67775	CRYSTAL LAKE CHRYSLER-JEEP-DODGE	Phone	(815) 459-9000
Address	5404 S STATE ROUTE 31			
City	CRYSTAL LAKE	State	IL	ZIP 60012 3725
Dealer Zone	51	County	MCHENRY	Country USA
Tech	Jack WRATH			
STAR	T8347TB			

CUSTOMER CONCERN

wont come out of park at times
Updated: 11/28/2014 13:13:29 By T8085MB

RESOLUTION

Jack if you are unable to duplicate the customers complaint there is not much that you can do. Inspect the connectors at the shifter and the transmission for loose pin fit, corrosion or any damage. Also check the lever at the transmission to see if it is binding or has a lot of debris on it. Clear the code and test drive, if the code returns then remove the pan and check for debris, if no debris then replace the valve body.

Updated: 11/28/2014 13:13:29 By T8085MB

Jack called and stated that the park by wire unintended park position (stored P1B14-00) DTC is being reported by the TCM, and has occurred a few times. Jack, as Mike stated, replace the valve body if no debris is found in the pan. If debris is found, let us know. - Thomas - STAR.

Updated: 11/28/2014 14:15:27 By T8347TB

replace valve body

Updated: 12/03/2014 11:35:39 By T8347TB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG5	EO [REDACTED]	Built Date	03/23/2014	Mileage	12,545
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/02/2014 14:21:05	By	T1545SC
Updated	12/16/2014 08:33:33	By	T1545SC

CONTACT

Dealer	42921	MCKAY'S FAMILY CHRYSLER JEEP	Phone	(320) 252-7170
Address	2020 FRONTAGE RD S			
City	WAITE PARK	State	MN	ZIP 56387 4538
Dealer Zone	74	County	STEARNS	Country USA
Tech	BRIAN FELDHEGE			
STAR	T1545SC			

CUSTOMER CONCERN

can not get out of park cold
Updated: 12/02/2014 14:21:05 By T1545SC
yes its been shifting fine for me today
Updated: 12/02/2014 14:34:18 By T1545SC

RESOLUTION

Brian, if you clear the codes allow the trans to warm up 2-3 minutes will it engage into gear?
Updated: 12/02/2014 14:21:05 By T1545SC
Brian, advise to inspect the connector at the ESM and allow the vehicle to set outside to get cool and recheck the concern.
Updated: 12/02/2014 14:34:18 By T1545SC
? not acuring
Updated: 12/16/2014 08:33:33 By T1545SC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG3	EO [REDACTED]	Built Date	03/28/2013	Mileage	24,616
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PFS	CASHMERE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/03/2014 10:44:35	By	T1545SC
Updated	12/19/2014 12:44:56	By	T1545SC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45507	SID DILLON CHRYSLER DODGE JEEP RAM	Phone	(402) 826-5167
Address	2385 E HIGHWAY 33			
City	CRETE	State	NE	ZIP 68333 2535
Dealer Zone	74	County	SALINE	Country USA
Tech	Lars Nielsen			
STAR	T1545SC			

CUSTOMER CONCERN

Cust states the CEL is present and when shifter is taken out of park and put into drive after foot is removed from brake the shifter goes back into park.

Updated: 12/03/2014 10:44:35 By T1545SC

RESOLUTION

Lars, make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans if okay advise to replace the valve body and flash the TCM to the latest program level.

Updated: 12/03/2014 10:44:35 By T1545SC

Parts ordered. Waiting for cut to return for repairs.

Updated: 12/19/2014 12:44:56 By T1545SC

Field Report

VEHICLE

Model Year	2015	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJGX	FO [REDACTED]	Built Date	08/18/2014	Mileage	2,906
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/03/2014 11:49:01	By	T8347TB
Updated	12/08/2014 09:08:16	By	T8347TB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658-00	Actuator Supply Voltage "A" Circuit Low-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23578	FIELDS CHRYSLER JEEP DODGE RAM			Phone	(847) 446-5100
Address	2800 PATRIOT BLVD					
City	GLENVIEW	State	IL	ZIP	60026 8041	
Dealer Zone	51	County	COOK	Country	USA	
Tech	RICK ZIOLKO					
STAR	T8347TB					

CUSTOMER CONCERN

Can't shut engine off,shifter won't go into park
Updated: 12/03/2014 11:49:01 By T8347TB

RESOLUTION

Rick, I'd replace the valve body/TCM and update with the latest software, and re-test.
Updated: 12/03/2014 11:49:01 By T8347TB
replaced valve body
Updated: 12/08/2014 09:08:16 By T8347TB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAGX	EO [REDACTED]	Built Date	04/03/2013	Mileage	14,971
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	12/04/2014 10:05:00	By	T8085MB
Updated	12/22/2014 14:19:08	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45531	RAY LAETHEM CHRYSLER DODGE JEEP			Phone	(313) 884-7210
Address	18001 MACK AVE					
City	DETROIT	State	MI	ZIP	48224 1475	
Dealer Zone	42	County	WAYNE	Country	USA	
Tech	Dean Dailey					
STAR	T9274JC					

CUSTOMER CONCERN

flash updated tcm and internet went down could not retrieve flash part number need valve body <i>Updated: 12/04/2014 10:05:00 By T8085MB</i> ok i was told to contact star to make sure the valve body that i recieved was the correct one we had a issue here with one before and star ordered us the correct one my part number is RL259301AA <i>Updated: 12/04/2014 10:30:21 By T8085MB</i> OK <i>Updated: 12/04/2014 10:34:42 By T8085MB</i> installed valve body flash updated tcm topped off fluid when shifter is put into drive it automaticly shifts back into park code P1B14-00 park-by-wire unintended park position <i>Updated: 12/05/2014 17:04:33 By T8085MB</i> do you have a known good part number for this this is not a simple fix as i have replaced this valve body more than once i asked in the beginning of this process for a correct part number so i could cross reference this so i would not have this issue <i>Updated: 12/08/2014 08:05:47 By T8085MB</i>

RESOLUTION

Dean we do not order valve body's, your parts dept. needs to order this for you. <i>Updated: 12/04/2014 10:05:00 By T8085MB</i> Dean that is the right part number for this transmission. <i>Updated: 12/04/2014 10:30:21 By T8085MB</i> Dean let us know if you need more help. <i>Updated: 12/04/2014 10:34:42 By T8085MB</i> Dean inspect the connector at the transmission for backed out pins or any damage. IF NTF then replace the valve body again.

Updated: 12/05/2014 17:04:33 By T8085MB

Dean you asked me if P/N RL259301AA was the correct part number and I advised you that it was the right part number. The part number you need is RL259301AA

Updated: 12/08/2014 08:05:47 By T8085MB

valve body replacement P1B14-00 Park-By-Wire - Unintended Park Position

Updated: 12/22/2014 14:19:08 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG6	EO [REDACTED]	Built Date	12/14/2013	Mileage	13,324
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/04/2014 17:40:37	By	T5734DG
Updated	12/09/2014 18:49:52	By	T5734DG

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	58525	PAPA'S DODGE INC	Phone	(860) 225-8751
Address	585 E MAIN ST			
City	NEW BRITAIN	State	CT	ZIP 06051 2025
Dealer Zone	32	County	HARTFORD	Country USA
Tech	ROMAN SZYM CZYK			
STAR	T5734DG			

CUSTOMER CONCERN

CUSTOMER STATES NOT ALWAYS ABLE TO SHIFT GEAR-WILL ONLY CLICK, WHEN SHIFTING FROM PARK TO REVERSE OR DRIVE AND VEHICLE IS COLD TRANNY DOES NOT ENGAGE, WHEN CUSTOMER PUTS VEHICLE BACK INTO PARK AND TIRES AGAIN TO SHIFT INTO GEAR MESSAGE DISPLAYS ALREADY IN DESIRED GEAR, CHECK ENGINE LIGHT COMES ON WHEN THIS HAPPENS AND THEN GOES OUT ONCE VEHICLE FINALLY ENGAGES INTO GEAR

Updated: 12/04/2014 17:40:37 By T5734DG

TRANNY FLUID WAS, FULL AND I UPDATED TCM, SINCE WE COULD NOT VERIFY IT CUSTOMER TOOK THE VEHICLE AND WILL BRING IT BACK IF PROBLEM WILL REOCCUR, THANKS YOU FOR YOUR ASSISTANCE

Updated: 12/05/2014 09:19:45 By T5734DG

RESOLUTION

Roman, Is the transmission fluid full? Are all the modules up to date? Advise to inspect the manual park release cable to verify it is properly installed and set correctly. If no problems are found you will need to remove the transmission pan and inspect for debris. If the debris is not excessive you will need to replace the valve body for a faulty park release solenoid and retest. Please post the results. Dustan

Updated: 12/04/2014 17:40:37 By T5734DG

Roman, If the DTC has been cleared, and we were unable to duplicate the concern, and the vehicle has been released to the customer with the concern no longer present, please close the case and reopen if the vehicle returns. Dustan

Updated: 12/05/2014 09:19:45 By T5734DG

was unable to duplicated condition

Updated: 12/09/2014 18:49:52 By T5734DG

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	FO [REDACTED]	Built Date	09/08/2014	Mileage	1,949
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/05/2014 16:29:30	By	T5734DG
Updated	12/23/2014 07:52:58	By	T7158SA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44756	WEST-HERR DODGE	Phone	(716) 662-4407
Address	3551 SOUTHWESTERN BLVD			
City	ORCHARD PARK	State	NY	ZIP 14127 1706
Dealer Zone	32	County	ERIE	Country USA
Tech	Brian Mayerat			
STAR	T7158SA			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #790856]SHIFT VEHICLE FROM PARK TO REVERSE, WILL GO BACK INTO PARK. CEL CAME BACK ON.

Updated: 12/05/2014 16:29:30 By T5734DG

i removed center console inspection cover and verified correct operation of the manual park release.the park release is operating as designed.shifted vehicle from park to reverse and reverse to drive several times.upon doing so the vehicle set a active code for p1b14-00 park by wire unintened park position.verified correct fluid level.according to the diagnostic test it states i should replace the transmission.is this what i should do or is there other tests i should perform.verified transmission connectors and terminal pin fit as well.

Updated: 12/09/2014 15:40:57 By T5734DG

RESOLUTION

Brian, Advise to inspect the manual park release cable to verify it is in it's proper position and ther are no concerns. If no concerns are found you will need to inspect the wiring at the transmission for a connection concern. If no problems are found we will need to remove the transmission pan and inspect for a stuck park release solenoid. Dustan

Updated: 12/05/2014 16:29:30 By T5734DG

Brian, Advise to replace the transmission under warranty bulletin D-14-09 which can be found under ComDash I.D. 3064. The claim must be submitted using RA as the Authorization type, for review and payment determination by the Warranty Contact Center. The completed Diagnostic Worksheet must be returned with the transmission assembly. The Worksheet is used to assist Chrysler Engineering in the analysis of returned units for root cause and corrective actions. Failure to return the worksheet will result in a \$75 Charge back. Attach it to the R.O. and include a copy in with the returned transmission. Place the order through your parts department. When it is necessary to replace an assembly on a sold vehicle, the use of a remanufactured assembly (when available) is required for Warranty (W), Mopar (M) and Mopar Vehicle Protection (F) claims. Refer to Warranty Bulletin D-13-22 which can be found under ComDash I.D 3026. Dustan

Updated: 12/09/2014 15:40:57 By T5734DG

21006201 Transmission - Replace - 845RE Speed Automatic per GCS 12/13/14 P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 12/22/2014 08:39:10 By T7158SA

REPLACED TRANS. Technician Closure Requested P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION

Updated: 12/23/2014 07:52:58 By T7158SA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EC	Built Date	10/17/2013	Mileage	33,495
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/05/2014 17:45:47	By	T3498BM
Updated	12/26/2014 15:24:59	By	T7158SA

CONTACT

Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE	Phone	(845) 627-3700
Address	60 ROUTE 304			
City	NANUET	State	NY	ZIP 10954 2924
Dealer Zone	32	County	ROCKLAND	Country USA
Tech	Victor Santos			
STAR	T7158SA			

CUSTOMER CONCERN

CUST STATES WHEN PARKED ON STEEP HILL AND PUT IN PARK VEHICLE ROLLS AND HAD AND PUT PARKING BRAKE DOWN.....ALSO CUST WAS ALMOST PIN BETWEEN WALK AND CAR WHEN PARK ON HILL VEHICLE STARTED TO ROLL

Updated: 12/05/2014 17:45:47 By T3498BM

REPLACED V BODY FILLED AND FLASHED ROAD TESTED NOTICED PARK SOLENOID ON NEW V BODY IN AN UPDATE DESIGN WITH BROWN CONNECTOR AND OLD V BODY HAS GREEN CONNECTOR

Updated: 12/23/2014 13:31:51 By T3498BM

RESOLUTION

Victor this isn't a known issue, but I'm going to escalate this case due to the nature of the concern (safety issue). Please note, did the vehicle strike anything? - Brian

Updated: 12/05/2014 17:45:47 By T3498BM

cust never returned

Updated: 12/19/2014 22:38:20 By T3498BM

Additional information required. Case re-opened for further review

Updated: 12/19/2014 22:39:43 By T3498BM

Victor let me know when I can give you a call on this Tuesday after 12/noon - Brian

Updated: 12/19/2014 22:41:06 By T3498BM

Victor states he noted that with the original VB, the vehicle would roll back a foot or so before catching on the park gear. With the new one installed and the vehicle catches the park gear right away. Also there is no damage to the truck. STAR advised Victor to close this case and if there is any further issue, please let me know ASAP, thanks Victor - Brian

Updated: 12/23/2014 13:31:51 By T3498BM

INSTALLED NEW V BODY Technician Closure Requested

Updated: 12/26/2014 08:54:07 By T8448RT

Technician Closure Accepted

Updated: 12/26/2014 15:24:59 By T7158SA

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCT4	FC [REDACTED]	Built Date	08/16/2014	Mileage	2,004
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	12/05/2014 18:08:31	By	T4083MW
Updated	12/09/2014 13:14:11	By	T4083MW

CONTACT

Dealer	45235	LITHIA CHRYSLER JEEP DODGE OF		Phone	(707) 442-3781
Address	4320 BROADWAY ST				
City	EUREKA	State	CA	ZIP	95503 5740
Dealer Zone	71	County	HUMBOLDT	Country	USA
Tech	TAJ FRYE				
STAR	T4083MW				

CUSTOMER CONCERN

WHEN GET IN VEHICLE IN MORNING WONT START AND SHIFTER IS IN DRIVE AND WONT START OR GO INTO PARK HAD TO DISCONNECT BATTERY THEN WAS OK DID IT TWICE ON CUSTOMER

Updated: 12/05/2014 18:08:31 By T4083MW

RESOLUTION

No known concerns for this issue. Star recommends tech to replace shifter and shift knob.

Updated: 12/05/2014 18:08:31 By T4083MW

replaced shifter and knob is ok

Updated: 12/09/2014 13:14:11 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	11/03/2013	Mileage	16,214
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/06/2014 12:07:52	By	T3498BM
Updated	12/17/2014 23:58:13	By	T3498BM

CONTACT

Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC	Phone	(973) 875-3188
Address	ROUTE 23			
City	SUSSEX	State	NJ	ZIP 07461
Dealer Zone	32	County	SUSSEX	Country USA
Tech	Thomas Shupe			
STAR	T3498BM			

CUSTOMER CONCERN

C/S When shifting into park from drive it stops in reverse, must release shifter and then shift into park, shifts from park to drive fine

Updated: 12/06/2014 12:07:52 By T3498BM

The harsh shift did not start until the tcm was flashed, I performed the drive learn procedure tsb#21-012-14 rev.b and it now shifts smooth in all gears, it feels like the shifter itself may be damaged, I can't find any information on how it works though.

Updated: 12/06/2014 13:17:02 By T3498BM

If i shift to neutral then go from neutral to park it goes to park.

Updated: 12/06/2014 13:17:02 By T3498BM

I am looking at data while shifting and when going from park to drive i see position 6 backward 3 goes from not set to set, When shifting from drive to park i never see position 1 forward 3 change from not set to set. It looks like i am not achieving detent 3 forward which would allow a shift from drive to park if i am not mistaken? I am guessing here because we have so little information as to operation on this shifter.

Updated: 12/06/2014 13:17:02 By T3498BM

RESOLUTION

Hi Tom. Tom being this also has a harsh shift (1-2 2-1), lets replace the VB. Let me know if the issues with shifting into park continues, thanks - Brian

Updated: 12/06/2014 12:07:52 By T3498BM

Tom the shifter crossed my mind, but we've seen the TCMA cause similar concerns. But with the additional info, replace the shifter (which is the ESM) - Brian

Updated: 12/06/2014 13:17:02 By T3498BM

replaced shifter assembly

Updated: 12/17/2014 23:58:13 By T3498BM

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	03/21/2014	Mileage	3,881
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	12/09/2014 12:04:45	By	T8085MB
Updated	12/11/2014 18:32:43	By	T8085MB

CONTACT

Dealer	60263	MANFREDI CHRYSLER JEEP & DODGE,		Phone	(718) 667-8989
Address	1239 HYLAN BLVD				
City	STATEN ISLAND	State	NY	ZIP	10305 1901
Dealer Zone	32	County	RICHMOND	Country	USA
Tech	ROBERT CRESPO				
STAR	T8085MB				

CUSTOMER CONCERN

c/s park on hill and car roll back 20 ft. also try to do recall p64 5times fails chang pods.
Updated: 12/09/2014 12:04:45 By T8085MB

RESOLUTION

Robert, inspect the manual park release to make sure that it ia locked in. Inspect the park lever at the transmission to make sure that it will move freeley. Inspect the connectors at the transmission and the shifter. Also make sure that the transfer case is not shifting into neutral.
Updated: 12/09/2014 12:04:45 By T8085MB
no problem found
Updated: 12/11/2014 18:32:43 By T8085MB

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG0	EO [REDACTED]	Built Date	01/31/2014	Mileage	21,038
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/15/2014 14:50:24	By	T5734DG
Updated	12/15/2014 17:35:42	By	T5734DG

CONTACT

Dealer	60315	RAIRDON'S CHRYSLER JEEP DODGE OF		Phone	(360) 734-8810
Address	1615 IOWA ST				
City	BELLINGHAM	State	WA	ZIP	98229 4706
Dealer Zone	70	County	WHATCOM	Country	USA
Tech	Thomas Byron				
STAR	T5734DG				

CUSTOMER CONCERN

Customer states that when the vehicle was parked on an incline it started to roll backwards while in park.
Updated: 12/15/2014 14:50:24 By T5734DG

RESOLUTION

Thomas, With no DTC's we will need to duplicate the concern. If we cannot duplicate the concern advise to get greater details from the customer from the time of concern, and attempt to duplicate the concern with the greater details. let's verify all modules are up to date and the transmission fluid is full with no leaks. Dustan
Updated: 12/15/2014 14:50:24 By T5734DG
Unable to duplicate concern.
Updated: 12/15/2014 17:35:42 By T5734DG

Field Report

VEHICLE

Model Year	2014	Body	WDEH75	DODGE DURANGO LIMITED AWD SPORT UTILITY 4-DR		
VIN	1C4RDJDG2	EC	Built Date	08/21/2013	Mileage	32,200
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	12/17/2014 17:09:17	By	T3498BM
Updated	12/23/2014 18:36:56	By	T7465MA

CONTACT

Dealer	67906	ABERDEEN AUTO CENTER, INC		Phone	(605) 225-1656
Address	901 AUTO PLAZA DRIVE				
City	ABERDEEN	State	SD	ZIP	57401 2669
Dealer Zone	74	County	BROWN	Country	USA
Tech	SHANE BRICK				
STAR	T7465MA				

CUSTOMER CONCERN

unable to shift out of park one time
Updated: 12/17/2014 17:09:17 By T3498BM

RESOLUTION

Hi Shane. Shane ask the customer if the PRNDL or the "D" was blinking when this occurred. If so, this may be normal. This can occur if the customer lets say, moves their foot from the brake momentarily when shifting the vehicle between reverse and drive. Or when attempting to shift out of park. The software detects this and stops the shift with the indicator blinking - Brian
Updated: 12/17/2014 17:09:17 By T3498BM
replace rotary shifter
Updated: 12/23/2014 18:36:56 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDGX	EC	Built Date	12/15/2013	Mileage	21,717
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/18/2014 14:47:54	By	T1545SC
Updated	01/06/2015 13:48:04	By	T3435RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44339	PATTERSON DODGE CHRYSLER JEEP	Phone	(940) 761-1011
Address	2900 JACKSBORO HWY			
City	WICHITA FALLS	State	TX	ZIP 76302 1019
Dealer Zone	63	County	WICHITA	Country USA
Tech	Cody White			
STAR	T3435RT			

CUSTOMER CONCERN

c/s having issues shifting out of park
Updated: 12/18/2014 14:47:54 By T1545SC
 yes intermittently.
Updated: 12/18/2014 16:28:13 By T1545SC

RESOLUTION

Cody, after replacing the valve body the code is still setting?
Updated: 12/18/2014 14:47:54 By T1545SC
 Cody, advise to review warranty D-14-09 in comdashbord and replace the trans, the claim must be submitted using RA as the authorization type. No digital images needed and you do not have to contact the powertrain service center Star is authorizing the trans replacement. Note advise to install a remanufactured trans per warranty D-13-22.
Updated: 12/18/2014 16:28:13 By T1545SC
 Cody, were you able to come to a resolution with this issue? If so, can you please close the case out with repair details or reply back if further assistance is needed, reassignment/escalation will/may be required at that point. STAR Management is requiring any idle/inactive cases updated or closed at this time, thank you.-Todd
Updated: 01/06/2015 13:48:04 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EO [REDACTED]	Built Date	03/06/2014	Mileage	14,657
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/20/2014 16:37:06	By	T3498BM
Updated	12/31/2014 14:55:30	By	T3435RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	61909	BARNETT WHITE BEAR CHRYSLER JEEP			Phone	(651) 482-6100
Address	3430 HIGHWAY 61 N					
City	WHITE BEAR LAKE	State	MN	ZIP	55110 5236	
Dealer Zone	74	County	RAMSEY	Country	USA	
Tech	Adam Hoelscher					
STAR	T3435RT					

CUSTOMER CONCERN

UPON COLD START AND PLACING VEHICLE INTO DRIVE OR REVERSE, VEHICLE WILL STAY IN PARK. WHILE WATCHING THE SHIFTER, SHIFT INDICATOR WILL SHOW GOING INTO REVERSE AND THEN 2 SECONDS LATER WILL GO BACK INTO PARK WITHOUT ANY INPUT. CHECK ENGINE LIGHT WILL THEN COME ON.

Updated: 12/20/2014 16:37:06 By T3498BM

RESOLUTION

Hi Adam. In this case replace the VB assembly as that has been the most common cause - Brian

Updated: 12/20/2014 16:37:06 By T3498BM

Per QNA: REMOVED THE VALVE BODY AND INSTALLED A NEW ONE. REFILLED TRANS TO PROPER LEVEL. PERFORMED TRANS CONTROLLER RELEARNS. TEST DROVE, ALL OK.

Updated: 12/31/2014 14:55:30 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG8	EO [REDACTED]	Built Date	04/10/2014	Mileage	7,250
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	12/22/2014 17:42:38	By	T8085MB
Updated	01/05/2015 08:50:11	By	T7465MA

CONTACT

Dealer	67686	CHRYSLER DODGE JEEP RAM CITY	Phone	(203) 531-0505
Address	631 W PUTNAM AVE			
City	GREENWICH	State	CT	ZIP 06830 6006
Dealer Zone	32	County	FAIRFIELD	Country USA
Tech	Paul Traina			
STAR	T7465MA			

CUSTOMER CONCERN

VEHICLE WILL NOT SHIFT OUT OF PARK, WHEN SHIFTED INTO DRIVE THE LIGHTS ON THE ELECTRONIC SHIFTER WILL GO BACK TO PARK AFTER A COUPLE OF SECONDS. VEHICLE HAS HAD SEVERAL REPAIRS AT SELLING DEALER BEFORE COMING TO OUR DEALERSHIP. CUSTOMER IS SEEKING INFORMATION ON LEMON LAW.

Updated: 12/22/2014 17:42:38 By T8085MB

CUSTOMER STATES THE TRANSMISSION LIGHT IS ON WHEN CONDITION IS PRESENT. CUSTOMER STATES THAT IF YOU REV THE ENGINE WHEN THE CONDITION OCCURS YOU CAN SHIFT IT INTO GEAR AND IT WILL STAY IN GEAR (WON'T GO BACK TO PARK). VEHICLE NOW SOUNDS DIFFERENT AS IF IT IS LABORING.

Updated: 12/22/2014 17:42:38 By T8085MB

I was e-mailed that a Mike Bell would be responding by 4:50 PM.

Updated: 12/22/2014 17:42:38 By T8085MB

RESOLUTION

Paul advised to replace this transmission. Look at warranty Bulletin D-14-09 it has all the information you need to replace this transmission.

Updated: 12/22/2014 17:42:38 By T8085MB

Replaced transmission

Updated: 01/05/2015 08:50:11 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG1	EO [REDACTED]	Built Date	10/03/2013	Mileage	11,988
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	12/29/2014 14:41:12	By	T5618S1
Updated	01/09/2015 10:49:52	By	T3435RT

CONTACT

Dealer	62082	FURY MOTORS INC	Phone	(651) 451-1313
Address	1000 CONCORD ST S			
City	SOUTH ST PAUL	State	MN	ZIP 55075 5913
Dealer Zone	74	County	DAKOTA	Country USA
Tech	Jeffrey Rose			
STAR	T3435RT			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket [REDACTED] 0] Customer states trans disengaged again, no shifting, no acceleration, no moving, could not put into park, had to remove fuel pump fuse to stop engine.

Updated: 12/29/2014 14:41:12 By T5618S1

I disconnected manual cable from trans, lever moves freely, noticed that it is holding in park now, still no codes reset at this time.

Updated: 12/29/2014 15:56:46 By T5618S1

Back the initial issue, I tested both can c wires from tcm to star connector and from pcm to star connector, also tested grounds G911A and G903A, no problems were found and wires. At this time I cannot duplicate the codes running it on the hoist. Not sure if I want to go on a road test and have the trans go into neutral again.

Updated: 12/30/2014 12:30:15 By T5618S1

Just to let you know, the customer received a letter from Phil at Chrysler stating that since the transmission was replaced and still has the same issue. He told the customer that he would guess it is wiring or the ESM possibly causing issue. Should I go ahead with transmission replacement or trans a shifter assembly?

Updated: 12/30/2014 14:00:31 By T5618S1

RESOLUTION

Jeffery advised inspect the manual park release and be sure in the fully released position.

Updated: 12/29/2014 14:41:12 By T5618S1

Jeffery advised this must be out of adjustment if when disconnected this starts operation as designed.

Updated: 12/29/2014 15:56:46 By T5618S1

Jeffery advised based on the dtc you now have the transmission is to be replaced look at the star case S1421000018. Warranty Bulletin D-14-09 has all the information you will need to complete this replacement.

Updated: 12/30/2014 12:30:15 By T5618S1

Jeffery advised try the esm.

Updated: 12/30/2014 14:00:31 By T5618S1

Jeffrey, this case was on a list of cases STAR Management is requiring updates on, we are trying to get all the cases from last year closed. If further assistance is needed, reply back and I will forward it back to Scot. Otherwise close it out on your end as well when a resolution is obtained. Thanks for your cooperation.-Todd

Updated: 01/09/2015 10:01:59 By T3435RT

Not sure if vehicle is fixed. I was unable to duplicate concern before or after repairs. I replaced the gear shift assembly (ESM) and gear shift knob. Technician Closure Requested.

Updated: 01/09/2015 10:49:52 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG6	EO [REDACTED]	Built Date	02/18/2014	Mileage	7,048
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/02/2015 14:07:20	By	T8347TB
Updated	01/08/2015 16:04:47	By	T4602R0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	26714	PREMIER CAPE COD		Phone	(508) 815-5000
Address	460 YARMOUTH RD				
City	HYANNIS	State	MA	ZIP	02601 2045
Dealer Zone	32	County	BARNSTABLE	Country	USA
Tech	Jeremy Gay				
STAR	T4602R0				

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE WILL NOT SHIFT FROM PARK. (ELETRONIC SHIFTER GOES RIGHT BACK INTO PARK.)

Updated: 01/02/2015 14:07:20 By T8347TB

RESOLUTION

Jeremy, advise to replace the valve body and re-test. Let us know your results. - Thomas - STAR.

Updated: 01/02/2015 14:07:20 By T8347TB

Jeremy is still waiting for parts to arrive. - Thomas.

Updated: 01/06/2015 18:12:54 By T8347TB

VALVE BODY REPLACED

Updated: 01/08/2015 16:04:47 By T4602R0

Field Report

VEHICLE

Model Year	2014	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDG3	EC	Built Date	09/24/2013	Mileage	11,020
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/03/2015 16:25:11	By	T3498BM
Updated	01/09/2015 16:48:46	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1EB3-1A	Rear Left Seat Heater Sensor-Circuit Resistance Below Threshold	T3076SB	04/14/2013 01:25:00
P1614	ECU Reset/Recovery Occurred	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
U0422	Implausible Data Received From Body Control Module	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	67703	HUFFINES CHRYSLER JEEP DODGE RAM	Phone	(972) 867-6000
Address	4500 W PLANO PKWY			
City	PLANO	State	TX	ZIP 75093 5607
Dealer Zone	63	County	COLLIN	Country USA
Tech	Danny Clements			
STAR	T7465MA			

CUSTOMER CONCERN

service trans displayed.prndl lites flashing
Updated: 01/03/2015 16:25:11 By T3498BM
 replace valve body message comes on not in park .update tcm.pull pan inspect solenoid.inspect park lever.inspect plug u11e3-00&u11c2 set.call me at 214-417-1592
Updated: 01/05/2015 16:38:11 By T3498BM

RESOLUTION

STAR advised Danny to replace the TCMA assembly. Let me know if there are any further issues Danny, thanks - Brian
Updated: 01/03/2015 16:25:11 By T3498BM
 STAR advised Danny to replace the shifter knob (ESM) - Brian
Updated: 01/05/2015 16:38:11 By T3498BM
 install valve body&shifter m0dle.retest voltage out of spec.replace valvebody mopar U0402 Implausible Data Received From TCM B1EB3-1A Rear Left Seat Heater Sensor-Circuit Resistance Below Threshold U0422 Implausible Data Received From Body Control Module P1614 ECU Reset/Recovery Occurred U11C3 ESM LOST COMMUNICATION WITH TCM ON D-PT CAN U11C2 Implausible/Missing Transmission Message
Updated: 01/09/2015 16:48:46 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	01/14/2014	Mileage	7,903
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	01/05/2015 15:47:03	By	T1545SC
Updated	01/19/2015 12:16:02	By	T7158SA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	62410	CLARK CHRYSLER JEEP DODGE RAM	Phone	(978) 683-8775
Address	175 PELHAM STREET			
City	METHUEN	State	MA	ZIP 01844 1520
Dealer Zone	32	County	ESSEX	Country USA
Tech	Greg Landry			
STAR	T7158SA			

CUSTOMER CONCERN

Trouble shifting into reverse. Screen blink a message and goes back into park. CEL on <i>Updated: 01/05/2015 15:47:03 By T1545SC</i> pulled pan. found some very fine debris and no large amounts of it. According to the tsb that is ok. I will order a valve body. thank you <i>Updated: 01/05/2015 16:40:48 By T1545SC</i>

RESOLUTION

Greg, remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found. <i>Updated: 01/05/2015 15:47:03 By T1545SC</i> Greg, okay thanks for the update. <i>Updated: 01/05/2015 16:40:48 By T1545SC</i> 2195015B Valve Body 1819629G Module, Automatic Temperature Control (ATC) per GCS 1/8/15 Steve P1B14-00 Park-By-Wire - Unintended Park Position- <i>Updated: 01/19/2015 12:16:02 By T7158SA</i>

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG0	EO [REDACTED]	Built Date	02/03/2014	Mileage	6,603
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	01/06/2015 16:50:23	By	T8085MB
Updated	01/15/2015 16:09:47	By	T3435RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE		Phone	(937) 429-5566
Address	4232 COLONEL GLENN HWY				
City	DAYTON	State	OH	ZIP	45431 1604
Dealer Zone	42	County	GREENE	Country	USA
Tech	Dustin Geisel				
STAR	T3435RT				

CUSTOMER CONCERN

VEHICLE CAME IN WITH CHECK ENGINE LIGHT ON FOUND CODE P0607-00 ESM INTERNAL PERFORMANCE, REPLACED VALVE BODY ASSEMBLY AND FLASHED TCM. VEHICLE SHIFTED AND THEN ABS KICKED ON THEN VEHICLE PUT ITSELF IN PARK, FOUND CODE P1B14-00 FOLLOWED DIAGNOSIS CHARTS, DIAGNOSIS IS WANTING ME TO REPACE TRANSMISSION ASSEMBLY NOT SURE WHAT TO DO AT THIS TIME. THERE ARE NO OTHER CODES OTHER THAN P1B14, VEHICLE WILL NOT GO INTO GEAR AT THIS TIME

Updated: 01/06/2015 16:50:23 By T8085MB

RESOLUTION

Dustin if the valve body was replaced and you have the code P1B14-00 then you should replace the transmission. Follow Warranty Bulletin D-14-09 it has all the information you need to replace this transmission. Also Warranty Bulletin D-13-22 (use a reman transmission if available).

Updated: 01/06/2015 16:50:23 By T8085MB

REPLACED TRANSMISSION ASSEMBLY. Technician Closure Requested.

Updated: 01/15/2015 16:09:47 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJX74	JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY		
VIN	1C4RJFDJ1	EC [REDACTED]	Built Date	10/06/2013	Mileage	18,598
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ESG	6.4L V8 SRT HEMI MDS ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	BO	HIGH EFFORT	
Created	01/06/2015 19:52:48	By	T8347TB
Updated	01/15/2015 19:42:42	By	T6246DZ

CONTACT

Dealer	61667	COLE CHRYSLER DODGE JEEP	Phone	(805) 543-7321
Address	3550 BROAD STREET			
City	SAN LUIS OBISPO	State	CA	ZIP 93401 7104
Dealer Zone	71	County	SAN LUIS OBISPO	Country USA
Tech	Alex Vasquez			
STAR	T6246DZ			

CUSTOMER CONCERN

Owner states trans shifter is either too easy to shift or difficult to shift out of park...
Updated: 01/06/2015 19:52:48 By T8347TB
this is a 8 speed no shifter cable...
Updated: 01/07/2015 13:01:02 By T8347TB

RESOLUTION

Alex, if you remove the shifter cable from the transmission, does the shifter still shift too easy or difficult, and does valve body shift by hand ok?
Updated: 01/06/2015 19:52:48 By T8347TB
I called Alex for clarification about the hard to shift issue, and asked him to inspect the linkages for any concerns and replace as needed, and if NPF, replace the shifter assembly. - Thomas.
Updated: 01/07/2015 13:01:02 By T8347TB
Called dealer, spoke to Tech Alex. Customer never returned for service. Tech is advised to re open case when customer returns.
Updated: 01/15/2015 19:42:42 By T6246DZ

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBM7	EO [REDACTED]	Built Date	09/06/2013	Mileage	17,140
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/08/2015 14:24:22	By	T8347TB
Updated	02/02/2015 17:50:52	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1DCA-00	Park Sense Circuit Open-	T3076SB	04/14/2013 01:25:00
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	68669	TOWNE CHRYSLER DODGE JEEP, INC	Phone	(716) 646-5200
Address	5130 CAMP RD			
City	HAMBURG	State	NY	ZIP 14075 2704
Dealer Zone	32	County	ERIE	Country USA
Tech	DAVE SCHIFFMAN			
STAR	T1813DW			

CUSTOMER CONCERN

mil on,

Updated: 01/08/2015 14:24:22 By T8347TB

load test wire ok. ohms. ok, ck inline conn. I9050 and I6020 look ok at this time

Updated: 01/12/2015 11:20:26 By T8347TB

so just to be clear start with pcm, i thought the two choices were tcm or rf hub???

Updated: 01/12/2015 12:09:11 By T8347TB

sa called on wrong case, this one i check wire and conn. from rf to valve body seems ok, i think we should try rf because i got code to come back two times when i drove it home , code came on both times when i remote start it,

Updated: 01/13/2015 10:45:58 By T4083MW

SO I HARD WIRE T824[YELLOW/BLUE]WIRE RF HUB TO TRANS.CLEAR CODES HAD SOMEONE DRIVE IT HOME MIL COME ON WHEN IT WAS PUT IN PARK. CODE P1B14 WAS THE ONLY CODE, COULD NOT DO A REMOTE START BECAUSE MIL ON. POSS. VALVE BODY????

Updated: 01/20/2015 08:51:37 By T4083MW

Replaced transmission due to faulty valve body assembly as stated above, went to go drive vehicle for adaptive procedure and MIL came on and fault code P1DCA-00 park sense circuit open stored, cleared code and had vehicle driven multiple times (100 miles)(mil not on) witech test and found code is stored in TCM (but light is not on?) Please advise, jumper wire is still on RF HUB to trans for T824 Circuit. CUSTOMER HAS MOVED TO NORTH CAROLINA DURING THIS PROCESS FOR WORK- WE NEED TO DELIVER VEHICLE TO HIM ASAP. PLEASE HELP

Updated: 01/30/2015 16:36:26 By T3498BM

RESOLUTION

Dave called and stated that he's got a P1DCA-00 stored in the TCM. Dave, advise to load test circuit (T824) Park circuit between the Transmission Assembly harness connector and the RF Hub C1 harness connector with a fog

lamp bulb to ensure the circuit is capable of handling the current required to operate that circuit while performing a wiggle test, and if OK, apply dielectric grease in the TCM connector and re-test. If the circuit is not open or SHORTED TO GROUND, then you have two choices, the TCM or the RF HUB. - Thomas.

Updated: 01/08/2015 14:24:22 By T8347TB

Dave, I would start with the PCM, and re-test. Let us know your results. Thomas.

Updated: 01/12/2015 11:20:26 By T8347TB

Dave, that was a typo error on my part. Yes, I meant TCM. - Thanks, Thomas.

Updated: 01/12/2015 12:09:11 By T8347TB

Chris (SA), call and stated the custome may want a buy back for this vehicle, it back with same concern. Chris is requesting a TA help on this concern. Advise Chris I will escalate this case to a master consultant for review.

Updated: 01/13/2015 08:44:18 By T1545SC

Star Master Consultant reviewed case.If you want me to escalate please let me know. Otherwise I will assist in repairing this vehicle.Star advises tech to hardwire park sense circuit from RF hub to VB connetcor. Also replace valvebody assembly and flash to correct software level. Road tets vehicle extensivly. Does code reset? Please let me know the results after both repairs are performed.Thanks-Mike-Star

Updated: 01/13/2015 09:02:17 By T4083MW

Ok. Then replace RF hub and let me know the results.Thanks-Mike-Star

Updated: 01/13/2015 10:45:58 By T4083MW

Star called Dave and reviewed case.Code is still setting intermittently. Dave I looked for that case about a remote start issue and can not find it. Sorry. Hardwire T824 circuit and put dielectric grease in connectors sparingly. If code resets replace valvebody assembly again.Dave stated since VB was replaced the two codes P0850 and P1B14 are setting now. Possible bad VB. Thanks-Mike-Star

Updated: 01/19/2015 10:45:23 By T4083MW

Yes Dave replace valvebody assembly again. Thanks-Mike-Star.RL227332AA

Updated: 01/20/2015 08:51:37 By T4083MW

Dave called, and stated that when he pulled the pan to replace the valve body again, he's got a lot of metal in it. Dave, STAR advises to replace the transmission and to review warranty D-14-09 in comdash. The claim must be submitted using R/A as the authorization type. No digital images are needed and you do not have to contact the Powertrain Service Center. Star is authorizing the transmission replacement. – Thomas – STAR.

Updated: 01/21/2015 14:14:23 By T8347TB

STAR advised Dave to try a known good shifter assembly (ESM), let me know those results. Dave also noted that he has completely hard wired T824 - Brian

Updated: 01/30/2015 16:36:26 By T3498BM

REPLACE ELECTRONIC SHIFTER/MODULE P1B14 PARK-BY-WIRE - UNINTENDED PARK POSITION P1DCA-00
Park Sense Circuit Open- P0850 Park/Neutral Switch Performance

Updated: 02/02/2015 17:50:52 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	05/23/2013	Mileage	19,981
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/14/2015 09:07:58	By	T4083MW
Updated	01/30/2015 14:15:11	By	T4083MW

CONTACT

Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE	Phone	(973) 774-1000
Address	1655 ROUTE 46			
City	LITTLE FALLS	State	NJ	ZIP 07424 1717
Dealer Zone	32	County	PASSAIC	Country USA
Tech	John Greenfield			
STAR	T4083MW			

CUSTOMER CONCERN

Cust states vehicle was parked in driveway (slight incline) and it rolled down driveway into street, claims it happened multiple times

Updated: 01/14/2015 09:07:58 By T4083MW

Our first thought was ice but the cust swears there was no ice on their driveway

Updated: 01/14/2015 09:14:03 By T4083MW

RESOLUTION

John no known issues for this concern EXCEPT if vehicle is parked on ICE on a incline the vehicle may do this and vehicle will still be in park. If it was on dry pavement then there would be a issue if you can duplicate concern.

Updated: 01/14/2015 09:07:58 By T4083MW

Then try to duplicate concern or have customer duplicate concern. Also make sure manual park release cable is in the full release position and not slightly pulled.

Updated: 01/14/2015 09:14:03 By T4083MW

Star requests to update case or please close case if vehicle is repaired or has been released. Thanks-Mike-Star

Updated: 01/26/2015 11:37:24 By T4083MW

Star closing case. No input from tech.

Updated: 01/27/2015 10:31:35 By T4083MW

cust took vehicle

Updated: 01/30/2015 14:15:11 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG5	EO [REDACTED]	Built Date	09/14/2014	Mileage	565
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	01/19/2015 09:51:26	By	T1545SC
Updated	01/22/2015 18:38:11	By	T1545SC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1465	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1466	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44928	TANNER CHRYSLER PRODUCTS INC	Phone	(606) 663-2856
Address	85 EAST PENDELTON STREET			
City	STANTON	State	KY	ZIP 40380 2341
Dealer Zone	42	County	POWELL	Country USA
Tech	Mike Willoughby			
STAR	T1545SC			

CUSTOMER CONCERN

shifter knob not shifting out of park <i>Updated: 01/19/2015 09:51:26 By T1545SC</i>

RESOLUTION

Mike, remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found. <i>Updated: 01/19/2015 09:51:26 By T1545SC</i> valve body and new esm shifter knob <i>Updated: 01/22/2015 18:38:11 By T1545SC</i>

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG1	EO [REDACTED]	Built Date	02/20/2014	Mileage	12,544
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/19/2015 12:46:55	By	T8085MB
Updated	01/21/2015 16:10:17	By	T8085MB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60337	RAIRDON'S CHRYSLER JEEP DODGE OF		Phone	(425) 821-1777
Address	12828 NE 124TH ST				
City	KIRKLAND	State	WA	ZIP	98034 8309
Dealer Zone	70	County	KING	Country	USA
Tech	Karsten Filion				
STAR	T8085MB				

CUSTOMER CONCERN

customer states vehicle goes into park on its own when freezing temperatures outside.

Updated: 01/19/2015 12:46:55 By T8085MB

RESOLUTION

Karsten advised to remove the pan and check for debris, if no debris then replace the valve body.

Updated: 01/19/2015 12:46:55 By T8085MB

i replaced shifter and valve body and am confident one fixed the vehicle but not sure which part.

Updated: 01/21/2015 16:10:17 By T8085MB

Field Report

VEHICLE

Model Year	2015	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJM3	FC [REDACTED]	Built Date	12/15/2014	Mileage	3,260
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED] 1	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	01/21/2015 15:03:15	By	T1070KO
Updated	02/13/2015 12:21:09	By	T2415EB

CONTACT

Dealer	45433	CHRYSLER ON NICHOLASVILLE	Phone	(859) 885-3367
Address	1010 ELIZABETH ST			
City	NICHOLASVILLE	State	KY	ZIP 40356 8710
Dealer Zone	42	County	JESSAMINE	Country USA
Tech	DAVID DALY II			
STAR	T2415EB			

CUSTOMER CONCERN

Dash says service shifter . Would not shift out of first gear . Would not shift into park .

Updated: 01/21/2015 15:03:15 By T1070KO

Kevin I sent a scan report around 3:00 pm . Let me know if you need anything else . Thanks , Dave

Updated: 01/21/2015 18:16:09 By T1070KO

Kevin you have to drive this jeep for awhile before it will act up , sorry it took so long . I have been able to duplicate and just sent scan report and configuration reports. Thanks Dave

Updated: 02/03/2015 11:34:09 By T7158SA

RESOLUTION

David per are conversation please upload a vehicle scan & configuration report and let me know when there are sent, thanks. Kevin o

Updated: 01/21/2015 15:03:15 By T1070KO

David, I received the reports, the scan report came through with errors on it and I could not save it to the ticket, so if you get a chance can you send another scan report? It is first suggested to inspect the star connector's one located on the right side of the dash behind the side panel and the other one is located just in front of the center console. Kevin O

Updated: 01/21/2015 18:16:09 By T1070KO

Called dealer spoke with Tech David he stated he was waiting on follow up from STAR. Steve

Updated: 02/03/2015 11:34:09 By T7158SA

Dave, Alex asked me to get in contact with you on this one. You have a SCCM code B2225-00 ((SCM) Steering Column Module Internal). Disconnect this module at the star connector and see if the bus stabilizes. If it does not, then the next thing to do will be to monitor the CAN C bus with a lab scope. Roland

Updated: 02/09/2015 13:01:39 By T9030RD

TA inspected vehicle with tech. Found chaffed bus wire at trans connector.

Updated: 02/11/2015 14:48:18 By T9030RD

Found (D-30 circuit) rubbed through at right side of transmission case . Technician Closure Requested

Updated: 02/13/2015 12:21:09 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAGX	EO [REDACTED]	Built Date	01/23/2014	Mileage	30,614
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	BB1	BATTERY GOES DEAD	
Created	01/21/2015 15:54:44	By	T5618S1
Updated	01/22/2015 10:06:24	By	T5618S1

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1465	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1466	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE RAM	Phone	(480) 926-4000
Address	1521 E DRIVERS WAY			
City	GILBERT	State	AZ	ZIP 85297 0402
Dealer Zone	70	County	MARICOPA	Country USA
Tech	TIMOTHY DUKE			
STAR	T5618S1			

CUSTOMER CONCERN

Check engine light on, shifter gets stuck in park
Updated: 01/21/2015 15:54:44 By T5618S1

RESOLUTION

Timothy advised to monitor the battery voltage be sure it does not exceed 16.0 volts . if all is normal then the esm would be the next possible cause then follow the flow chart for the dtc.

Updated: 01/21/2015 15:54:44 By T5618S1

Checked charging system, ok. Used GR8 battery tester and found battery was dead, even though it had a normal crank to start. Replaced battery.

Updated: 01/22/2015 10:06:24 By T5618S1

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBT2	EO [REDACTED]	Built Date	05/23/2013	Mileage	13,863
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	01/24/2015 17:46:52	By	T3498BM
Updated	01/29/2015 18:24:22	By	T4602R0

CONTACT

Dealer	45523	BROWNING DODGE CHRYSLER JEEP RAM	Phone	(951) 272-3110
Address	1983 HAMNER AVE			
City	NORCO	State	CA	ZIP 92860 2602
Dealer Zone	71	County	RIVERSIDE	Country USA
Tech	JEFFREY JOHNSON			
STAR	T4602R0			

CUSTOMER CONCERN

CUSTOMER STATES THAT WHILE VEHICLE WAS PARKED ON A HILL, VEHICLE CAME OUT OF PARK AND ROLLED BACK INTO A PARKED VEHICLE

Updated: 01/24/2015 17:46:52 By T3498BM

CALL ME NOW. LEAVING AT 4:00 PST. 951-323-0899

Updated: 01/26/2015 09:14:44 By T3498BM

GOOD MORNING BRIAN, SORRY I MISSED YOU. I'M HERE TILL 4:00 PST. GO TO LUNCH AT 12:30 TO 1:00 PST. THANKS JEFF

Updated: 01/26/2015 16:53:28 By T3498BM

RESOLUTION

Jeff let me know when I can call you on this, thanks - Brian

Updated: 01/24/2015 17:46:52 By T3498BM

Sorry Jeff you messaged me just after we left for the day. Let me know when you arrive in today - Brian

Updated: 01/26/2015 09:14:44 By T3498BM

Jeff states the information they've received from the customer is this occurred several months prior. They were also told the vehicle was running when they exited the Jeep. There is no obvious physical damaged, they cannot find any issue. Customer feels it is a safety issue. The vehicle is currently not at the dealer. STAR advised Jeff this isn't a known issue and not to perform any repairs. STAR is also escalating this to the ECS/CAIR team for further review - Brian

Updated: 01/26/2015 16:53:28 By T3498BM

NO REPAIRS MADE AT THIS TIME

Updated: 01/29/2015 18:24:22 By T4602R0

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJM1	EO [REDACTED]	Built Date	12/06/2013	Mileage	20,167
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PEP	DEEP AUBURN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/27/2015 15:45:10	By	T8085MB
Updated	01/28/2015 15:22:29	By	T8085MB

CONTACT

Dealer	24230	THE FARICY BOYS	Phone	(719) 636-1333
Address	4950 NEW CAR DR			
City	COLORADO SPRINGS	State	CO	ZIP 80923 8813
Dealer Zone	74	County	EL PASO	Country USA
Tech	Jeff Stude			
STAR	T8085MB			

CUSTOMER CONCERN

CUST STATES VEHICLE WILL ROLL BACK WHILE IN PARK. THIS HAS HAPPENED TWICE. CAN'T DUPLICATE AND NO CODES. JUST WANTED TO PICK YOUR BRAIN. THANKS JEFF
Updated: 01/27/2015 15:45:10 By T8085MB

RESOLUTION

Jeff if you are unable to duplicate the customers concern there is not much that you can do. Inspect the manual park release cable to make sure that it is locked in. Also check the park lever at the transmission to make sure that nothing is blocking the movement. Inspect the connectors at the transmission and the shifter. Check the pin fit, wire crimp and put a little dielectricgrease in the connectors and make sure that they lock in.
Updated: 01/27/2015 15:45:10 By T8085MB
could not duplicate
Updated: 01/28/2015 15:22:29 By T8085MB

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJT6	EC	Built Date	05/08/2014	Mileage	5,195
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/29/2015 08:53:34	By	T2415EB
Updated	01/29/2015 08:53:34	By	T2415EB

CONTACT

Dealer	44984	LITHIA CHRYSLER JEEP DODGE OF	Phone	(907) 868-9300
Address	9600 OLD SEWARD HIGHWAY			
City	ANCHORAGE	State	AK	ZIP 99515 2135
Dealer Zone	70	County	ANCHORAGE	Country USA
Tech	Romuald Gil			
STAR	T2415EB			

CUSTOMER CONCERN

CUSTOMER COMPLAIN VEHICLE IS GETTING OUT OF PARK. WAS IN PARK BUT ROLLED FORWARD.
Updated: 01/29/2015 08:53:34 By T2415EB
waiting for star center to responde
Updated: 01/29/2015 08:53:34 By T2415EB
still waiting for response
Updated: 01/29/2015 08:53:34 By T2415EB

RESOLUTION

PROBLEM NOT DUPLICATE. Technician Closure Requested
Updated: 01/29/2015 08:53:34 By T2415EB

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	FO [REDACTED]	Built Date	11/18/2014	Mileage	1,264
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	01/30/2015 17:14:11	By	T3498BM
Updated	02/13/2015 15:05:02	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City		State	
ZIP		Country	
Dealer Zone		County	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

cust. says car was in park with the right rear tire on ice and made a pop noise and the car rolled down the hill into a fence - right rear wheel didn't spin

Updated: 01/30/2015 17:14:11 By T3498BM

RESOLUTION

Jesse states he cannot duplicate this. Jesse added that their area has had plenty of snow. Also the front of the vehicle is damaged and the customer feels this is a safety issue. STAR advised Jesse this isn't a known issue or concern. STAR is escalating this case to the CAIR/ESC team for further review, and we'll get back with you ASAP - Brian

Updated: 01/30/2015 17:14:11 By T3498BM

Jesse sorry for the wait. Re-escalating this case - Brian

Updated: 02/12/2015 15:32:38 By T3498BM

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG6	EO [REDACTED]	Built Date	12/14/2013	Mileage	14,848
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	02/03/2015 09:54:50	By	T2326G0
Updated	02/12/2015 14:28:58	By	T2326G0

CONTACT

Dealer	58525	PAPA'S DODGE INC	Phone	(860) 225-8751
Address	585 E MAIN ST			
City	NEW BRITAIN	State	CT	ZIP 06051 2025
Dealer Zone	32	County	HARTFORD	Country USA
Tech	Meshech Raju			
STAR	T2326G0			

CUSTOMER CONCERN

VEHICLE IS STUCK IN PARK. WHEN ABLE TO SHIFT IT WILL REV LIKE ITS IN NEUTRAL. WHEN TRYING TO MOVE SHIFTER MESSAGE "DESIRED GEAR ALREADY SELECTED".

Updated: 02/03/2015 09:54:50 By T2326G0

at present time vehicle has been at shop, trying to create condition, due to info provided by customer (vehicle must sit 8 hours or overnight) we have tried it twice a day with no abnormal function - customer possibly coming to pick vehicle up Monday 2/9/15 will start vehicle with customer if possible & see if customer can create condition or show what they are doing.

Updated: 02/06/2015 18:32:02 By T2326G0

customer came to dealership to pick up vehicle, prior to picking up we verified proper function of trans shifter assy twice a day with no abnormal function or any dtc's created. today we went out with customer to observe shift procedure, it appears customer is using proper procedure to shift into gears. customer could not create any abnormal condition either. we advised customer to use parking brake regardless of parking conditions (level or non level ground). customer took delivery of vehicle which at present time is functioning as designed.

Updated: 02/10/2015 14:15:42 By T2326G0

RESOLUTION

Meshech, if you cannot duplicate the concern there is not much that can be done at this time. Do not perform any repairs until the concern can be duplicated. If you cannot duplicate thd concern ride with the customer and have them show you how they get the concern to duplicate.

Updated: 02/03/2015 09:54:50 By T2326G0

cannot duplicate the concern.

Updated: 02/04/2015 10:01:15 By T2326G0

Meshech, thanks for the update, let us know if you need anything else.

Updated: 02/06/2015 18:32:02 By T2326G0

Meshech, thanks for the update, let us know if you need anything else.

Updated: 02/06/2015 18:32:29 By T2326G0

Meshech. thanks for the update. Let us know if the vehcile comes back or need anyfurther direction

Updated: 02/10/2015 14:15:42 By T2326G0

at this time while vehicle was at dealership we were unable to create customer complaint or any abnormal conditions.
returned vehicle to customer.

Updated: 02/12/2015 14:28:58 By T2326G0

Field Report

VEHICLE

Model Year	2014	Body	WDEP75	DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR		
VIN	1C4SDJET3	EO [REDACTED]	Built Date	01/27/2014	Mileage	19,026
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/05/2015 18:14:43	By	T1545SC
Updated	02/17/2015 16:15:48	By	T3435RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46
U11E3-00	TCM LOST COMMUNICATION WITH ESM ON DPT CAN	T8576AN	05/02/2014 10:20:59

CONTACT

Dealer	68246	VALLEY CHRYSLER PLYMOUTH DODGE		Phone	(479) 968-4566
Address	3115 E MAIN				
City	RUSSELLVILLE	State	AR	ZIP	72802 9668
Dealer Zone	63	County	POPE	Country	USA
Tech	Shandall Sanders				
STAR	T3435RT				

CUSTOMER CONCERN

replaced transmission now wont come out of park...cluster says service shifter and getting codes u1467-00 u0103-00 and u11e3-00
Updated: 02/05/2015 18:14:43 By T1545SC
 part # RL223728AG and the tcm # is 04800747AF
Updated: 02/06/2015 09:55:09 By T1545SC
 no flash is available for tcm...do not see flash number anywhere on witech
Updated: 02/06/2015 16:25:24 By T1545SC

RESOLUTION

Shandall. list the trans P/N and TCM flash number that was install.
Updated: 02/05/2015 18:14:43 By T1545SC
 Shandall, the TCM flash should be 52108933AD do you see this flash number on witech?
Updated: 02/06/2015 09:55:09 By T1545SC
 Shandall, if there no flash information advise to replace the valve body and recheck this concern.
Updated: 02/06/2015 16:25:24 By T1545SC
 Shandall, this case was on a list of cases STAR Management is requiring updates on, we are trying to get any idle cases updated/closed at this time. If further assistance is needed, please reply back to the ticket and I will forward it to Scotty for review. Otherwise close it out on your end as well if/when a resolution was/is confirmed. Thanks for your cooperation.-Todd

Updated: 02/17/2015 14:54:38 By T3435RT

Valve body and flash. Technician Closure Requested.

Updated: 02/17/2015 16:15:48 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	03/11/2013	Mileage	12,798
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/25/2015 11:17:11	By	T1545SC
Updated	03/06/2015 08:03:25	By	T7465MA

CONTACT

Dealer	23102	DAN'S JEEP CHRYSLER DODGE, INC	Phone	(508) 366-8888
Address	82 TURNPIKE RD			
City	WESTBOROUGH	State	MA	ZIP 01581 1730
Dealer Zone	32	County	WORCESTER	Country USA
Tech	DANIEL TORTORA			
STAR	T7465MA			

CUSTOMER CONCERN

Customer states vehicle has shifted into R when put into P 3 times. Also states when trying to shift to D would only go into N or R, no D or P. Had to back up 3 inches to get it to go into any gear.

Updated: 02/25/2015 11:17:11 By T1545SC

Do you think this may be a shifter issue, because the customer cannot shut the vehicle off when the shifter is put into park and says the shifter is in neutral?

Updated: 02/25/2015 14:05:03 By T1545SC

RESOLUTION

Daniel, advise to follow information on trans fluid level fill procedure in tech connect. If the fluid level is correct per the fill procedure, remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 02/25/2015 11:17:11 By T1545SC

Daniel, from what I seen for this concern the valve body/TCM assemble and fluid level will cause this concern, But yes a few has been a ESM mostly with a code.

Updated: 02/25/2015 14:05:03 By T1545SC

awaiting parts

Updated: 03/05/2015 13:12:53 By T7465MA

Additional information required. Daniel, We cannot close this case til we have a final repair documented. Please let us know when parts are installed then you may have this ticket closed.

Updated: 03/05/2015 13:15:06 By T7465MA

Floor shift module and valve body replaced.

Updated: 03/06/2015 08:03:25 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG3	EO [REDACTED]	Built Date	02/20/2013	Mileage	10,638
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	02/26/2015 16:09:18	By	T8085MB
Updated	03/30/2015 07:56:41	By	T8448RT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	60015	CHRYSLER WORLD INC	Phone	(920) 826-4141
Address	2612 COUNTY HIGHWAY EE			
City	ABRAMS	State	WI	ZIP 54101
Dealer Zone	51	County	OCONTO	Country USA
Tech	DOUG MEYERS			
STAR	T8448RT			

PART INFORMATION

Part Number	RL223651AB	Part Qty.	1

CUSTOMER CONCERN

[TechCONNECT Reference Ticket [REDACTED]] Customer states that in the morning when he first runs the vehicle it will not shift from 3rd to 4th but after it warms up it seems to shift just fine. Intermittently when you go to leave a stop sign it slams into gear. Customer states It also seems to have difficulties going from park to reverse. On Sunday morning was trying to back out of the garage and put it into reverse and it kept going into park, tried to put it into drive it went back into park right away. After he shut the vehicle off and restart it was ok.

Updated: 02/26/2015 16:09:18 By T8085MB

installed new valve body after installation p1b14-00 reset as pending dtc shifter went from neutral to park without touching shift lever

Updated: 03/04/2015 09:14:28 By T8085MB

RESOLUTION

Doug did you replace the valve body? If not then replace it at this time.

Updated: 02/26/2015 16:09:18 By T8085MB

Doug, make sure that the manual park release is locked in position, inspect the park lever at the transmission for any debris blocking the movement. IF NTF then replace this transmission. Look at Warranty Bulletin D-14-09 it has all the information you need to replace this transmission.

Updated: 03/04/2015 09:14:28 By T8085MB

Called dealer for update, SA Joe states ro still open, vehicle on site, transferred to Liz who states waiting for trans eta 03/26. P/N-rl223651ab, O/N-060305. forwarding for review.

Updated: 03/11/2015 11:57:09 By T8448RT

checked order status, current eta 03/18, will follow up 03/20

Updated: 03/17/2015 12:24:01 By T8448RT

Called dealer for update, SA Liz states trans not yet received and current eta 03/26. PA Rex states part has not been received. current order placed is o/n \$90305. forwarding for review.

Updated: 03/24/2015 08:42:33 By T8448RT

installed new transmission Technician Closure Requested

Updated: 03/30/2015 07:56:41 By T8448RT

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	10/08/2013	Mileage	12,091
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/27/2015 11:19:50	By	T6104LN
Updated	03/11/2015 09:32:19	By	T3435RT

CONTACT

Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE	Phone	(918) 355-5000
Address	2920 N ASPEN AVE			
City	BROKEN ARROW	State	OK	ZIP 74012 1187
Dealer Zone	63	County	TULSA	Country USA
Tech	Donnie Mitchem			
STAR	T3435RT			

CUSTOMER CONCERN

CUSTOMER STATES PUT VEHICLE IN PARK, GOT OUT AND VEHICLE STARTED TO ROLL BACK. ROLLED BACK INTO GARAGE DOOR.

Updated: 02/27/2015 11:19:50 By T6104LN

No problem found with manual park release. Lock and lever, cable and lever at transmission all check ok. No restrictions or debris found.

Updated: 03/02/2015 17:04:36 By T8085MB

Yes, park is working as designed at this time. I have not been able to duplicate customers concern.

Updated: 03/02/2015 17:12:30 By T8085MB

RESOLUTION

Hi Donnie, I will escalate this case for review. Regards, Larry N

Updated: 02/27/2015 11:19:50 By T6104LN

Donnie inspect the manual park release cable to make sure that it is locked in. Also check the cable and lever at the transmission to make sure that it has full movement and is not blocked by debris.

Updated: 03/02/2015 10:10:46 By T8085MB

Donnie is the park working as designed?

Updated: 03/02/2015 17:04:36 By T8085MB

Donnie let the customer have vehicle back at this time.

Updated: 03/02/2015 17:12:30 By T8085MB

Per QNA: Correction: "NO PROBLEM FOUND, COULD NOT DUPLICATE AT THIS TIME. CONTACT STAR FOR CONCERN, NO KNOWN ISSUES ADVISE TO RETURN TO CUSTOMER". Donnie, this case was on a list of cases STAR Management is requiring updates on, we are trying to get any idle cases updated/closed at this time. If this case was closed in error and further assistance is needed, please reply back to the ticket and I will forward it to Mike for review. Otherwise close it out on your end as well if a resolution was confirmed or duplication was unobtainable. You can always open a new case and reference this ticket number in your text if the vehicle returns at a later date. Thanks for your cooperation.-Todd

Updated: 03/10/2015 08:55:28 By T3435RT

NO WORK DONE, COULD NOT DUPLICATE CUSTOMERS CONCERN. Technician Closure Requested.

Updated: 03/11/2015 09:32:19 By T3435RT

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG0	EC	Built Date	02/21/2014	Mileage	10,324
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/27/2015 19:27:22	By	T3498BM
Updated	03/04/2015 21:02:05	By	T3498BM

CONTACT

Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE	Phone	(845) 627-3700
Address	60 ROUTE 304			
City	NANUET	State	NY	ZIP 10954 2924
Dealer Zone	32	County	ROCKLAND	Country USA
Tech	Victor Santos			
STAR	T3498BM			

CUSTOMER CONCERN

VEHICLE COMES OUT OF PARK AFTER SITS AND ROLLS BACK
Updated: 02/27/2015 19:27:22 By T3498BM
 LET ME GET MORE INFO FROM CUST CAN NOT DUPLICATE
Updated: 02/28/2015 09:21:49 By T3498BM

RESOLUTION

Hi Victor. Victor this isn't a known issue. Is this occurring while the vehicle sits on snow/ice? - Brian
Updated: 02/27/2015 19:27:22 By T3498BM
 Ok let me know - Brian
Updated: 02/28/2015 09:21:49 By T3498BM
 CUST ERROR IN OPERATION
Updated: 03/04/2015 21:02:05 By T3498BM

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG4	EO [REDACTED]	Built Date	07/17/2014	Mileage	5,682
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	03/03/2015 13:36:21	By	T1545SC
Updated	03/18/2015 17:11:49	By	T0227JJ

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	67243	GOLLING CHRYSLER DODGE JEEP RAM,	Phone	(248) 334-3600
Address	2405 S TELEGRAPH RD			
City	BLOOMFIELD HILLS	State	MI	ZIP 48302 0256
Dealer Zone	42	County	OAKLAND	Country USA
Tech	Dave Pantea			
STAR	T0227JJ			

CUSTOMER CONCERN

Transmission will shift into park when shifting from park to drive
Updated: 03/03/2015 13:36:21 By T1545SC

RESOLUTION

Dave, advice to review warranty D-14-09 in comdashbord and replace the trans, the claim must be submitted using RA as the authorization type. No digital images needed and you do not have to contact the powertrain service center Star is authorizing the trans replacement. Note advice to install a remanufactured trans per warranty D-13-22.

Updated: 03/03/2015 13:36:21 By T1545SC

replaced transmission and vehicle has been repaired and returned to the customer. Closing case.

Updated: 03/18/2015 17:11:49 By T0227JJ

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJGX	EO [REDACTED]	Built Date	12/20/2013	Mileage	17,412
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 2	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/05/2015 17:20:29	By	T5618S1
Updated	03/13/2015 10:53:44	By	T9274JC

CONTACT

Dealer	43453	PUEBLO DODGE CHRYSLER JEEP RAM	Phone	(719) 545-6666
Address	2147 HIGHWAY 50 WEST			
City	PUEBLO	State	CO	ZIP 81008
Dealer Zone	74	County	PUEBLO	Country USA
Tech	Michael Mitchell			
STAR	T9274JC			

CUSTOMER CONCERN

vehicle still rolls in park
Updated: 03/05/2015 17:20:29 By T5618S1

RESOLUTION

Michael advised, check the manual park release cable and be sure it is securely in the shifter bracket and also inspect the cable at the transmission . if all appears normal there is not much more inspecting you can do
Updated: 03/05/2015 17:20:29 By T5618S1
could not duplicate concern
Updated: 03/13/2015 10:53:44 By T9274JC

Field Report

VEHICLE

Model Year	2015	Body	WDDL75	DODGE DURANGO SXT RWD SPORT UTILITY 4-DR		
VIN	1C4RDHAG0	FO [REDACTED]	Built Date	01/23/2015	Mileage	440
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	03/07/2015 09:23:27	By	T2641FJ
Updated	03/19/2015 14:57:29	By	T1813DW

CONTACT

Dealer	43125	SUNSET DODGE-CHRYSLER-JEEP-RAM	Phone	(941) 922-2400
Address	7745 SOUTH TAMiami TRAIL			
City	SARASOTA	State	FL	ZIP 34231 6841
Dealer Zone	66	County	SARASOTA	Country USA
Tech	Jeffrey Goodreau			
STAR	T1813DW			

CUSTOMER CONCERN

service trans light comes on in dash and vehicle wont go into park
Updated: 03/07/2015 09:23:27 By T2641FJ

RESOLUTION

Jefferey , I have no similar cases, we need to duplicate the concern and monitor the brake switch inputs and shifter select data. Thanks, Feras
Updated: 03/07/2015 09:23:27 By T2641FJ
CAIR updated 3/13 stating that there will be another update this week on this vehicle, most likely today 3/17. Reassigning back to agent for follow up.
Updated: 03/17/2015 08:34:17 By T1625HG
spoke to crislea. replaced battery and no further concerns.
Updated: 03/19/2015 14:57:29 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WDDL75	DODGE DURANGO SXT RWD SPORT UTILITY 4-DR		
VIN	1C4RDHAG3	EC	Built Date	08/09/2014	Mileage	7,765
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	1	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/09/2015 12:56:44	By	T5618S1
Updated	03/16/2015 15:12:49	By	T1813DW

CONTACT

Dealer	68510	MALL OF GEORGIA CHRYSLER DODGE		Phone	(770) 945-0839
Address	4345 BUFORD DR				
City	BUFORD	State	GA	ZIP	30518 3444
Dealer Zone	66	County	GWINNETT	Country	USA
Tech	Jake Swaim				
STAR	T1813DW				

CUSTOMER CONCERN

irratic shifts and twice at a stop sign trans goes into natural. has to place shifter in park then back into drive. have test drove six miles so far and have not duplicated concern. i am going to continue to drive to try and duplicate. tcm is not up to date but i wanted to verify concern before updating.
Updated: 03/09/2015 12:56:44 By T5618S1

RESOLUTION

Jake after performing the update let us know if then you are able to duplicate the concern.
Updated: 03/09/2015 12:56:44 By T5618S1
flash update resolved concern
Updated: 03/16/2015 15:12:49 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	11/04/2013	Mileage	33,200
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/11/2015 09:47:37	By	T5734DG
Updated	03/11/2015 16:44:08	By	T5734DG

CONTACT

Dealer	60551	SMITH CHRYSLER DODGE JEEP	Phone	(417) 226-0500
Address	94 HIGHWAY 00			
City	PINEVILLE	State	MO	ZIP 64856
Dealer Zone	74	County	MCDONALD	Country USA
Tech	KEVIN RILEY			
STAR	T5734DG			

CUSTOMER CONCERN

cust states car rolled about 4 feet in park, while parked on an incline, then stopped. says this has happened twice.
Updated: 03/11/2015 09:47:37 By T5734DG

RESOLUTION

Kevin, This is an open differential. If we are parked on an incline and if one wheel is on ice it will roll until both wheels have traction. The following statement can be found on PG.444 of the owners manual. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Let's have them park on a properly cleaned surface free from ice. Dustan
Updated: 03/11/2015 09:47:37 By T5734DG
GOOD INFO.thats what I thought but couldn't prove it to cust. will pass on info. thanks for your time
Updated: 03/11/2015 16:44:08 By T5734DG

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG5	FO	Built Date	12/08/2014	Mileage	1,100
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	03/18/2015 13:21:10	By	T5036BE
Updated	04/08/2015 11:04:23	By	T2415EB

CONTACT

Dealer	43783	RAMEY MOTORS INCORPORATED	Phone	(304) 487-2151
Address	127 FRAZIER DR			
City	PRINCETON	State	WV	ZIP 24739 7721
Dealer Zone	35	County	MERCER	Country USA
Tech	Rodney Clower			
STAR	T2415EB			

CUSTOMER CONCERN

Check shifter traction control light came on vehicle will not go into park will not turn off.
Updated: 03/18/2015 13:21:10 By T5036BE
 I checked pin 3 and 11 at aldl connector has ground on both wires which module is the dominate.
Updated: 03/27/2015 16:32:07 By T0544JC

RESOLUTION

Rodney says that the start button is in the off position, and it won't change states, the vehicle doesn't shut off and the PRNDL is lit for all gears. Now that the vehicle has been shut off; it won't start. I recommended that Rodney disconnect the battery; hold the cable ends together for 60 seconds then reconnect the battery and check vehicle operation. If it functions normally; inspect all grounds; ensuring that the fasteners are applying good clamping force. Brian.

Updated: 03/18/2015 13:21:10 By T5036BE

Rodney called back for some assistance. He states he has disconnected the battery with no change to the concern. I advised him to go the DLC connector and measure voltage on terminal 6 and 14. Let me know. Mike

Updated: 03/18/2015 14:14:05 By T3216MK

Rodney called still has a no start condition Rodney has 2.5 volts on 6 and 14. Rodney states locks works RKE does not a RF Hub has been swapped with no change Advised Rodney to check the voltage on the g201 circuit at the Kin and press the button see if the voltage changes. Bob W

Updated: 03/18/2015 14:45:29 By T8422RW

Spoke to Rodney, He indicated that at this time he has no communication with any modules at all. He indicated that he load tested all of the powers and grounds to the BCM and replaced the BCM and still no communication with the modules. I indicated that at this time it is suggested to load test the grounds to the star connectors and swap the DLC connector C8 at the star connector with another connector. let me know what you find-Justin

Updated: 03/18/2015 15:17:49 By T0902JT

Hello Rodney, please reply to this open ticket, if any repairs have been done please note repairs done, if waiting on part give eta if known, close out ticket if vehicle is fixed with a confirmed repair, Thank you, FCA Center.

Updated: 03/25/2015 09:25:08 By T2415EB

Rodney called and stated that the CAN IHS at the DLC was shorted to ground. I advised him to leave him disconnect the BCM C6 & C7 and the BCM star connections and check the IHS wires for a short to rule that out. If OK then

reconnect them and put the DMM back in the DLC and start disconnecting each connector on both star connectors until he finds the short to ground. Also check the star connectors themselves for and internal short to ground. He will update the case afterwards. Joe

Updated: 03/27/2015 16:32:07 By T0544JC

Rodney, as per our discussion, disconnect all the connectors from the star connector on the rear floor area and leave the one connector for the BCM connected with the ground wire in it. Check the short to ground and then unplug the BCM from it and compare. Let me know. Joe

Updated: 04/02/2015 17:08:25 By T0544JC

called dealer, spoke with Tech Rodney hasn't been working on vehicle, will perform the suggest Star gave him, and will call when assistance is needed.

Updated: 04/08/2015 11:04:23 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBT4	EC	Built Date	08/14/2013	Mileage	23,831
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	03/18/2015 15:11:50	By	T3498BM
Updated	03/25/2015 09:42:42	By	T5929DH

CONTACT

Dealer	60484	JIM SHORKEY CHRYSLER DODGE JEEP	Phone	(412) 872-2400
Address	13230 ROUTE 30			
City	NORTH HUNTINGDON	State	PA	ZIP 15642 1327
Dealer Zone	35	County	WESTMORELAND	Country USA
Tech	Jacob Kratzenberg			
STAR	T5929DH			

CUSTOMER CONCERN

C/S SHIFTER GETS STUCK FROM IN GEAR WHEN ATTEMPTING TO PUT IN PARK
Updated: 03/18/2015 15:11:50 By T3498BM

RESOLUTION

Case set, Type H restriction :.....
Updated: 03/18/2015 15:11:50 By T3498BM
 Jacob, This vehicle is involved in the Enhanced Customer Satisfaction program and your case has been forwarded to the ECS team for review. Please follow up by calling the ECS team at 866-275-1420 prior to further vehicle diagnosis. Vance I.
Updated: 03/18/2015 15:35:52 By T5716VI
 Per CAIR , the vehicle is not at the dealer. In the event the vehicle returns, please contact ECS for further technical support.
Updated: 03/25/2015 09:42:42 By T5929DH

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG9	EO [REDACTED]	Built Date	01/20/2014	Mileage	25,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/28/2015 11:41:11	By	T3034DL
Updated	03/30/2015 15:00:22	By	T3034DL

CONTACT

Dealer	59572	B & B CHRYSLER DODGE JEEP RAM	Phone	(570) 253-1290
Address	125 GRANDVIEW AVE			
City	HONESDALE	State	PA	ZIP 18431 1119
Dealer Zone	35	County	WAYNE	Country USA
Tech	EDWARD HARDLER			
STAR	T3034DL			

CUSTOMER CONCERN

customer complaint vehicle jumped out of park when she was unloading from back of vehicle customer said it was at least five to six minutes after exited running vehicle before started rolling forward customer said vehicle said was in drive when jumped into vehicle to stop it and customer says has not happened since

Updated: 03/28/2015 11:41:11 By T3034DL

as she said she left vehicle running in park got out to empty back of vehicle after about five minutes vehicle started rolling forward was it really in park or left in neutral? note no one else in vehicle

Updated: 03/30/2015 09:13:23 By T3034DL

RESOLUTION

Edward. Just to clarify: The customer's complaint is: The engine was running, and the vehicle jumped out of park, and went into drive, not reverse? Please let me know. Also: Has anyone at your dealership duplicated the customer's complaint? Let me know. Was there anyone in the vehicle when the customer's complaint allegedly occurred? Let me know. Also as an FYI, from the owner's manual: "AUTOMATIC TRANSMISSION WARNING! Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement." "When leaving the vehicle, always make sure the ignition switch is in the OFF position, remove the key fob from the vehicle, and lock the vehicle." David

Updated: 03/28/2015 11:41:11 By T3034DL

Edward. I have no way of telling if the vehicle was in Park or Neutral, as I was not there to witness the alleged event. It is recommended in the Vehicle's Owner's Manual that the vehicle's parking brake be set, the vehicle's transmission placed in Park, and the vehicle's engine be shut off before exiting the vehicle. David

Updated: 03/30/2015 09:13:23 By T3034DL

can not duplicate complaint

Updated: 03/30/2015 15:00:22 By T3034DL

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBGX	EO [REDACTED]	Built Date	02/08/2013	Mileage	10,854
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/02/2015 10:51:39	By	T8085MB
Updated	04/18/2015 15:24:08	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	60461	STALLINGS CHRYSLER DODGE JEEP	Phone	(229) 228-9100
Address	101 COMMERCE PARK DR			
City	THOMASVILLE	State	GA	ZIP 31757 4855
Dealer Zone	66	County	THOMAS	Country USA
Tech	Matthew Robinson			
STAR	T7465MA			

CUSTOMER CONCERN

Shifter stops working---will stick in park or in gear
Updated: 04/02/2015 10:51:39 By T8085MB
Still waiting for parts.
Updated: 04/07/2015 09:13:37 By T8085MB

RESOLUTION

Matthew, advised to replace the shifter, inspect the connector for loose pin fit, corrosion or damage. Clear the codes and test drive if the codes return then remove the pan and check for debris. If no debris then replace the valve body.
Updated: 04/02/2015 10:51:39 By T8085MB
Matthew thanks for the information, let us know if you need more help.
Updated: 04/07/2015 09:13:37 By T8085MB
Replaced shifter module and knob
Updated: 04/18/2015 15:24:08 By T7465MA

Field Report

VEHICLE

Model Year	2015	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG2	FO [REDACTED]	Built Date	12/21/2014	Mileage	4,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED] 7	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/02/2015 11:04:09	By	T8085MB
Updated	04/18/2015 15:13:39	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P0978	SHIFT SOLENOID "C" CONTROL CIRCUIT RANGE/PERFORMANCE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	63283	STINNETT CHRYSLER PLYMOUTH DODGE	Phone	(423) 623-8641
Address	1041 WEST HWY 25/70			
City	NEWPORT	State	TN	ZIP 37821 8049
Dealer Zone	66	County	COCKE	Country USA
Tech	John Kaercher			
STAR	T7465MA			

CUSTOMER CONCERN

transmission wont come out of gear
Updated: 04/02/2015 11:04:09 By T8085MB
so I installed a valve body ,the vehicle came out of park and then the check engine light came on aand vehicle had a code p1b14 park by wire unintended park position ?
Updated: 04/06/2015 09:28:39 By T8085MB

RESOLUTION

John inspect the connector at the transmission for loose pin fit, corrosion or any damage. Remove the pan and check for debris. If no debris then replace the valve body.
Updated: 04/02/2015 11:04:09 By T8085MB
John advised to inspect the connectors at the transmission and the shifter assembly. Check for backed out pins or corrosion. Inspect the manual park release cable to make sure that it is fully seated. If NTF then replace this transmission. Look at Warranty Bulletin D-14--09 it has all the information you need to replace this transmission.
Updated: 04/06/2015 09:28:39 By T8085MB
replaced trans
Updated: 04/18/2015 15:13:39 By T7465MA

Field Report

VEHICLE

Model Year	2015	Body	WDES75	DODGE DURANGO R/T AWD SPORT UTILITY 4-DR		
VIN	1C4SDJCT4	FO [REDACTED]	Built Date	12/16/2014	Mileage	1,400
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DFK	8-SPD AUTO 8HP70 TRANS (BUY-US)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/03/2015 14:03:26	By	T4083MW
Updated	04/20/2015 14:58:10	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B2205	Original VIN Missing / Mismatch	T3076SB	04/14/2013 01:25:00
C121C	Torque Request Signal Denied	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00
U0403	IMPLAUSIBLE DATA RECEIVED FROM T-CASE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44805	BEAVER COUNTY DODGE CHRYSLER JEEP	Phone	(724) 847-7770
Address	2761 CONSTITUTION BLVD			
City	BEAVER FALLS	State	PA	ZIP 15010 1291
Dealer Zone	35	County	BEAVER	Country USA
Tech	Richard Keener			
STAR	T2415EB			

CUSTOMER CONCERN

Customer came in with complaint the vehicle would not come out of park and the shifter lights were flashing.
Updated: 04/03/2015 14:03:26 By T4083MW

RESOLUTION

Rich if you unplug TCM and modules start to communicate and go down after it's plugged back in then yes I would first start by checking valvebody connector for any damage or circuits not locked in. Then I would replace valvebody assembly. Make sure you flash new TCM with correct software. Write old TCM flash number on the RO so you know what to flash new TCM too. Also check all ground locations under the hood for being secure. Also try performing a 10 minute battery disconnect and see what happens.

Updated: 04/03/2015 14:03:26 By T4083MW

Star requests case to be updated or close case if vehicle is repaired or has been released. Thanks-Mike-Star

Updated: 04/13/2015 10:35:39 By T4083MW

Called dealer,(Dawn) left message with SA Brain to have tech update ticket and close it out. Thank you, closing ticket if any farther assistance is required reopen new ticket.

Updated: 04/20/2015 14:58:10 By T2415EB

Field Report

VEHICLE

Model Year	2014	Body	WKTT74	JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY		
VIN	1C4RJEJTX	EC	Built Date	02/28/2013	Mileage	20,016
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	04/06/2015 16:03:52	By	T3034DL
Updated	04/23/2015 14:34:49	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U11E3-00	TCM LOST COMMUNICATION WITH ESM ON DPT CAN	T8576AN	05/02/2014 10:20:59

CONTACT

Dealer	60422	DON JACKSON CHRYSLER DODGE JEEP	Phone	(770) 969-7229
Address	3950 JONESBORO RD			
City	UNION CITY	State	GA	ZIP 30291 2258
Dealer Zone	66	County	FULTON	Country USA
Tech	Scott Burns			
STAR	T1813DW			

CUSTOMER CONCERN

Will not come out of park, Flashed PCM, TCM, Parktronics, BCM, and HVAC, now have a no start condition and a service shifter message on cluster.

Updated: 04/06/2015 16:03:52 By T3034DL

RESOLUTION

Scott. I show that the TCM flash number for this VIN RWD NAFTA is 52108922AD. As per the Vehicle Scan Report, the software that is installed currently in this vehicle's TCM is: 52108925AB. Please replace the VB/TCM assembly and install flash # 52108922AD. Thank you. David

Updated: 04/06/2015 16:03:52 By T3034DL

spoke to billy. no record of concern in system.

Updated: 04/23/2015 14:34:49 By T1813DW

Field Report

VEHICLE

Model Year	2015	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDG8	FO	Built Date	12/08/2014	Mileage	3,017
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/07/2015 09:23:09	By	T8085MB
Updated	04/19/2015 00:30:18	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

customer states vehicle came out of park on its own after it was parked.

Updated: 04/07/2015 09:23:09 By T8085MB

this is a avis rental and they are requesting either confirmation of problem or statement that vehicle is working properly.

Updated: 04/07/2015 09:23:09 By T8085MB

RESOLUTION

Pat if you are unable to duplicate the customers concern, there is not much that you can do. Inspect the manual park release to make sure that it is locked in. Check the park lever at the transmission for a bind or something that may block the movement. Inspect the connectors at the transmission and the shifter for loose pin fit, corrosion or any damage.

Updated: 04/07/2015 09:23:09 By T8085MB

no repairs were made at this time. condition was not duplicated.

Updated: 04/19/2015 00:30:18 By SYSCAW

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG0	FO [REDACTED]	Built Date	10/12/2014	Mileage	4,508
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/09/2015 14:18:01	By	T4083MW
Updated	04/22/2015 09:32:25	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	63566	BILLION CHRYSLER JEEP DODGE	Phone	(605) 361-1919
Address	5910 S LOUISE AVE			
City	SIOUX FALLS	State	SD	ZIP 57108 2242
Dealer Zone	74	County	MINNEHAHA	Country USA
Tech	Mike Pyn			
STAR	T4083MW			

CUSTOMER CONCERN

CUSTOMER STATES THAT THE GEAR SHIFTER ,SHIFTS BACK INTO PARK ON ITS OWN
Updated: 04/09/2015 14:18:01 By T4083MW

RESOLUTION

Star recommends tech to replace valvebody assembly and please let me know the results.
Updated: 04/09/2015 14:18:01 By T4083MW
replaced valve body
Updated: 04/22/2015 09:32:25 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WDEH75	DODGE DURANGO LIMITED AWD SPORT UTILITY 4-DR		
VIN	1C4RDJDG9	EC	Built Date	08/13/2014	Mileage	12,921
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	04/14/2015 09:47:34	By	T1545SC
Updated	05/26/2015 09:53:28	By	T8256BC

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8256BC		

CUSTOMER CONCERN

C/S NO START AT TIMES, CUSTOMER HAS TO ROCK VEHICLE TO GET IT TO START/WONT GO INTO PARK INTERMITTENTLY .

Updated: 04/14/2015 09:47:34 By T1545SC

I checked the pan for debris . minimal debris. I ordered a new valve body . I programmed it to current software update. I performed fill procedures. I performed quicklearn procedure. I test drove 2 times worked great. We had a service adviser drive it. he drove it and performed 9 stop and shut the vehicle off and restart procedures. on the 9th time the truck would not start. and was along the side of the highway I drove to where truck was and install my laptop and wipod and connection wire to read fault codes . none present . I then tried to the start the truck and it Started up 1st try for me. but truck did sit for about 20minutes until I could get to it. The service adviser said he tried to start it multiple times before I got there and it wouldn't start for him. So he left it sit until I got to where he was. But Again No Fault codes. I watched the Brake switch on the Data Screen It read on the Laptop showing it was depressed . it showed when the ignition switch button was being pressed. I could read it cycling from off to on when starting the truck . Where should I direct my focus on . Ignition switch /brake switch Concern ? Previously another Tech has installed a Shifter switch and now I installed a new Valve body . The Park issue is working properly now. We got more info from the Customer and according to the customer the No start condition is main concern.

Updated: 04/17/2015 11:39:33 By T1545SC

at the no start time was no crank over and no start, eventually restarted

Updated: 04/17/2015 13:17:32 By T1545SC

Hi I went through and tested the T824 circuits . from the transmission connector pin #15 for correct terminal tightness it was not bent , and no spread terminals at the transmission connector or on the Valve Body . I tested the connector #21 in diagram I9030 Gray connector, pin #21 for correct terminal tightness and no bent male terminal in that connector . I then tested #26 Connector black located in the passenger compartment floor firewall I6020 pin #26 no spread terminal and no bent male connection in the connector . the locks properly secured. I removed the left rear quarter panel to gain access to the RF Hub , Kinda a bugger to get too. I looked at the connection didn't appear to be spread terminal, I didn't have a pin gauge that size but looks same as others in the connector. I tested the OHM's resistance of the complete circuit had a reading .06 OHM's seems proper .. I tested for resistance to ground No continuity to Ground present. I load tested the circuit and it passes ok. I tested the connection on the starter motor and it is proper and ok. I reconnected the system. Have you seen any problems with the RF Hub's ? Hard when it is such an intermittent concern to duplicate. I'll wait for your Thought's on where I go next . Thanks Mike

Updated: 04/21/2015 14:08:42 By T4083MW

replaced rf hub programmed key, road tested occurred again no start no crank after several drive cycles occurred again.

Updated: 04/24/2015 14:51:58 By T4083MW

Hi I set up the data recorder template with as much info as I could find that I thought to be helpful for this concern. We got it to finally act up several times now. It has new key Fobik now also . The person that drove the Durango said He would drive for a distance and stop shut the truck off and then try to start vehicle. He said it started most times but when it acted up, The radio would continue to play , dash was blank but lite up . there would be no response from the KIN push button/It showed that it was in the off position . He Then would press the Flight recorder button Immediately and wait until the green light on the recorder stopped flashing and then try to start the vehicle .The radio would shut off momentarily and the vehicle would start immediately . He performed this test several more times , with the vehicle starting each time. until about 7 th stop after the 1st time it acted up . He said it acted up the same way again. Radio would continue to play , but when he pushed the KIN button it showed Off and did not start . He pressed the Record button again and waited until it stopped recording . Then when He pressed the Start button again it started up correctly. He said there was 2 other times it acted up , on which once he pressed the start button and it did not start , radio was playing . he opened the drivers door radio shut off, he closed the door and the vehicle started once he press the start button . but Both of those occurrences were not recorded ,the data recorder did not record them .? But I've sent 2 Data recordings where it did act up.Rec. VIN #(150501[REDACTED])& Rec.#VIN (150501[REDACTED]) Please view them and see if you can point me to the area which I need to look at to repair this concern. To me it's looks almost as if it is not seeing the KIN Start Button Being pushed when it acts up. Note: After the Driver shut the Vehicle off He Pushed the Start button almost immediately on the 2 recordings.& when didn't start he pushed record, Mike .

Updated: 05/06/2015 12:53:45 By T8442KS

The Customer , just gave us and update also. she said that when it acted up for her, that the Auto Start system would Not work either at the times it wouldn't start. But I just went outside and Tested it and at this time it does start with the Auto Start . So this must be a condition that happens only when the No Start condition present. If this helps ?? Thanks Mike

Updated: 05/06/2015 12:53:45 By T8442KS

Yes that is correct the Engine was running , He shut the truck off and then tried to restart the Engine . When it would not restart the porter pushed the record button on the flight recorder . That is the recordings .The Truck running shut's the truck off and then immediately tries to restart the truck.. Once it did not restart he pushed the record button. that is what you are seeing ..

Updated: 05/20/2015 08:48:37 By T8442KS

RESOLUTION

Mike, advise to remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 04/14/2015 09:47:34 By T1545SC

Mike, at this time try to duplicate the no star concern again verify if this is a no crank or a crank but no start.

Updated: 04/17/2015 11:39:33 By T1545SC

Mike I will escalate this case to the master consultant for review.

Updated: 04/17/2015 13:17:32 By T1545SC

Star reviewed case. Before I have to escalate case to Technical service Operations please inspect valvebody real closely for bent/spread terminals. Then load test T824 circuit and check both pass threw connectors that this circuit goes threw for circuits not locked in or terminals spread for T824. Please let me know the results . Also make sure manual park release cable /lever is in the full release position. Thanks Mike-Star

Updated: 04/20/2015 10:22:59 By T4083MW

Mike since the shifter was replaced and valvebody was replaced has it acted up for you or customer? I'm thinking possible RF hub issue. If it has acted up I would replace RF hub and let me know the results. Otherwise I will have to escalate case to Technical Service Operations electrical group.

Updated: 04/21/2015 14:08:42 By T4083MW

Star is escalating case to Technical Service Operations for assistance. They will reply.

Updated: 04/24/2015 14:51:58 By T4083MW

Set up a data recorder. You can mix modules so get as many start request signals you can find along with trans park signals. Your going to have to take some time building a template. Duplicate and get a recording. Might give a good idea why it's doing it.

Updated: 04/24/2015 15:19:25 By T8442KS

Mike both recordings look like the engine was running and was shut off.

Updated: 05/06/2015 12:53:45 By T8442KS

Mike I had a look at the recordings again. You might be correct. I'm going to send this to our electrical group.

Updated: 05/20/2015 08:48:37 By T8442KS

Called and spoke with Mike, we discussed the condition of the vehicle. We have an intermittent no start after shutting the vehicle off. Once the vehicle is turned off there is no input to the BCM to wake the rest of the vehicle back up. If using a scan tool the modules stay awake and mask the condition. Advised Mike to find out what codes are stored in the system, can do this via SCAN report. Also informed Mike to reference the F20 circuit and ensure that we are getting ignition voltage back to the BCM when the condition is present. Once we have determined that there is 12v

reaching the BCM we need to find out what signal is missing, possible spread terminal in I6020 pin 36 K617 Run Relay feed. Mike will update findings after he works on vehicle. Thanks Bryan G

Updated: 05/26/2015 09:37:06 By T5807B1

Buyback vehicle.Vehicle being replaced.

Updated: 05/26/2015 09:53:28 By T8256BC

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR	
VIN	1C4RDJAG4	EO [REDACTED]	Built Date	08/12/2014	Mileage 6,507
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/14/2015 18:51:30	By	T3498BM
Updated	04/29/2015 13:40:02	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0074	Control Module Communication Bus "B" Off	T3076SB	04/14/2013 01:25:00
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U11E3-00	TCM LOST COMMUNICATION WITH ESM ON DPT CAN	T8576AN	05/02/2014 10:20:59

CONTACT

Dealer	42958	SCRANTON DODGE CHRYSLER JEEP	Phone	(570) 344-1261
Address	1146 WYOMING AVE			
City	SCRANTON	State	PA	ZIP 18509 2715
Dealer Zone	35	County	LACKAWANNA	Country USA
Tech	Zachary Wrighton			
STAR	T2415EB			

CUSTOMER CONCERN

vehicle towed in with complaint of not coming out of park, valve body replaced 500 miles prior to being towed in,
Updated: 04/14/2015 18:51:30 By T3498BM
valve body was replaced for a gear ratio error, replaced valve body these problems started, checked wiring
Updated: 04/15/2015 12:20:30 By T3498BM
still waiting on response
Updated: 04/15/2015 12:20:30 By T3498BM
still waiting on response
Updated: 04/15/2015 12:20:30 By T3498BM

RESOLUTION

Hi Zach. Zach was the VB replaced for this issue? If so, closely check the harness at both the VB (TCMA) and the shifter rotary for any loose pins. If ok, replace the shifter rotary, let me know if there are any further issues. The shifter is p/n #56054430AE - Brian
Updated: 04/14/2015 18:51:30 By T3498BM
Zach since this started with the VB replacement, obtain another replacement, let me know those results - Brian
Updated: 04/15/2015 12:20:30 By T3498BM
VB replacement
Updated: 04/29/2015 13:40:02 By T2415EB

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG7	FO [REDACTED]	Built Date	02/26/2015	Mileage	635
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	PP	POOR PERFORMANCE	
Created	04/17/2015 09:50:34	By	T5734DG
Updated	04/28/2015 15:13:18	By	T7465MA

CONTACT

Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODGE	Phone	(631) 863-2000
Address	794 JERICO TURNPIKE			
City	ST JAMES	State	NY	ZIP 11780 3225
Dealer Zone	32	County	SUFFOLK	Country USA
Tech	James Balado			
STAR	T7465MA			

CUSTOMER CONCERN

cust states parked vechile in driveway went in house for 15 min came out back up lights were on and car started to roll

Updated: 04/17/2015 09:50:34 By T5734DG

cant do shift lever test electric shifter updated tcm to latest software park release is seated

Updated: 04/21/2015 10:32:43 By T5734DG

should I replace the valve body

Updated: 04/21/2015 10:32:43 By T5734DG

RESOLUTION

James, Advise to verify all modules are at the latest level. Let's verify the manual park release cable is seated properly. Let's perform a shift lever test. Advise to refer to page 413 of the owners manual for the following information. PARK (P) This range supplements the parking brake by locking the transmission. The engine can be started in this range. Never attempt to use PARK while the vehicle is in motion. Apply the parking brake when leaving the vehicle in this range. Dustan

Updated: 04/17/2015 09:50:34 By T5734DG

James, I don't believe it to be necessary to replace the valve body. Let's inspect the connector at the shifter to verify there are no backed out terminals or loose fitting pins. Use dielectric grease in the connector and verify there are no obstructions that would stop a full engagement of park. This is a very sensitive transmission and would set a DTC if there was a concern like this. We would see something like P07E4 unable to engage park. Dustan

Updated: 04/21/2015 10:32:43 By T5734DG

GWA shows the TCM was reprogrammed for this concern

Updated: 04/28/2015 15:13:18 By T7465MA

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCT0	EO	Built Date	02/22/2013	Mileage	16,014
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	04/18/2015 09:22:10	By	T1545SC
Updated	05/05/2015 13:51:31	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	57778	NAPLES DODGE CHRYSLER JEEP	Phone	(239) 594-2100
Address	6381 AIRPORT PULLING ROAD			
City	NAPLES	State	FL	ZIP 34109 2015
Dealer Zone	66	County	COLLIER	Country USA
Tech	CARLOS QUINONES			
STAR	T1813DW			

CUSTOMER CONCERN

replaced valve body and had internal valvebody issues when programing replace again and work properly after extended road tesing when in park went to shift into reverse and shifter will go back to park and set code p-1b14-00
Updated: 04/18/2015 09:22:10 By T1545SC

no reverse seems like it was in neutral, rpm's rev to 4000 when put into park both intermittent. had many fault codes P1D90-00 P1D92-00 P1D97-00 P1B14 P1D95 we had checked fluid level and found the transmission over filled. set fluid level to spec cleared codes drove vehicle they did not return. customer took vehicle then came back with same concern we installed a valve body per stars recommendation . see ticket # 868411
Updated: 04/18/2015 11:39:03 By T1545SC

RESOLUTION

Carlos, when the valve body was replace the first time what was the trans concern?
Updated: 04/18/2015 09:22:10 By T1545SC

Carlos, advise to review warranty D-14-09 in com-dash-board and replace the trans, the claim must be submitted using RA as the authorization type. No digital images needed and you do not have to contact the powertrain service center Star is authorizing the trans replacement. Note advise to install a remanufactured trans per warranty D-13-22.
Updated: 04/18/2015 11:39:03 By T1545SC

per CAIR. replaced trans
Updated: 05/05/2015 13:51:31 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4SDHDT2	EC	Built Date	11/28/2013	Mileage	6,149
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PFS	SANDSTONE PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	04/21/2015 11:34:46	By	T8085MB
Updated	04/28/2015 17:47:37	By	T8085MB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
P0928	BTSI Control Circuit	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	67470	DON JOHNSON CHRYSLER DODGE JEEP			Phone	(956) 546-2288
Address	2101 CENTRAL BOULEVARD					
City	BROWNSVILLE	State	TX	ZIP	78520 8709	
Dealer Zone	63	County	CAMERON	Country	USA	
Tech	ISMAEL LAMAS					
STAR	T8085MB					

CUSTOMER CONCERN

COSTUMER STATES THAT AT TIMES VEHICLE WON'T SHIFT OUT OF PARK. WHEN THIS OCCURS THE PRND LIGHT FLASH.

Updated: 04/21/2015 11:34:46 By T8085MB

RESOLUTION

Ismael if you are unable to duplicate the customers concern, there is not much that you can do. Inspect the connectors at the shifter, and the transmission. Check for any corrosion, damage, or loose pin fit. Put a little dielectric grease in the connectors and make sure that they lock in.

Updated: 04/21/2015 11:34:46 By T8085MB

I was unable to duplicate concern just checked and applied di-electric grease to connectors

Updated: 04/28/2015 17:47:37 By T8085MB

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG9	EO [REDACTED]	Built Date	04/24/2013	Mileage	16,882
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	04/28/2015 15:24:05	By	T5734DG
Updated	05/04/2015 17:24:02	By	T5734DG

CONTACT

Dealer	43665	LEWIS CHRYSLER DODGE JEEP RAM		Phone	(479) 442-7552
Address	3311 NORTH COLLEGE AVENUE				
City	FAYETTEVILLE	State	AR	ZIP	72703 3816
Dealer Zone	63	County	WASHINGTON	Country	USA
Tech	John Hernandez				
STAR	T5734DG				

CUSTOMER CONCERN

CUSTOMER STATED VEHICLE CAME OUT OF PARK AND STARTED ROLLING AND THAT VEHICLE MOVES WHEN IN NEUTRAL

Updated: 04/28/2015 15:24:05 By T5734DG

RESOLUTION

John, On page 405 of the owners manual the following information can be found. PARK (P) This range supplements the parking brake by locking the transmission. The engine can be started in this range. Never attempt to use PARK while the vehicle is in motion. Apply the parking brake when leaving the vehicle in this range. With no DTC's there isn't much to go on. There are no known concerns that would cause this. Dustan

Updated: 04/28/2015 15:24:05 By T5734DG

unable to duplicate. have returned to customer

Updated: 05/04/2015 17:24:02 By T5734DG

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG1	EO [REDACTED]	Built Date	11/08/2013	Mileage	18,111
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	05/06/2015 18:35:01	By	T3498BM
Updated	05/07/2015 20:47:12	By	T3498BM

CONTACT

Dealer	68510	MALL OF GEORGIA CHRYSLER DODGE		Phone	(770) 945-0839
Address	4345 BUFORD DR				
City	BUFORD	State	GA	ZIP	30518 3444
Dealer Zone	66	County	GWINNETT	Country	USA
Tech	Jake Swaim				
STAR	T3498BM				

CUSTOMER CONCERN

cust states shifting rough and it shifted itself into neutral, and park. on its own. I test drove the car and have been unable to duplicate either concern. pcm/tcm are both up to date. have we seen or heard of one shifting into p/n on its own? no dtc,s

Updated: 05/06/2015 18:35:01 By T3498BM

RESOLUTION

Hi Jake, sorry for the late response. Jake we haven't heard of the 8 speed shifting into park on it's own. Most times erratic shifting can be duplicated. In this case we advise no repair attempt unless this can be duplicated. Please let STAR know anything further - Brian

Updated: 05/06/2015 18:35:01 By T3498BM

could not duplicate

Updated: 05/07/2015 20:47:12 By T3498BM

Field Report

VEHICLE

Model Year	2014	Body	WDDL75	DODGE DURANGO SXT RWD SPORT UTILITY 4-DR		
VIN	1C4RDHAG3	EC	Built Date	03/30/2014	Mileage	18,810
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/13/2015 10:20:17	By	T5734DG
Updated	05/20/2015 14:43:28	By	T2925LS

CONTACT

Dealer	60542	GWINNETT CHRYSLER DODGE JEEP RAM			Phone	(770) 972-7767
Address	5054 HIGHWAY 78					
City	STONE MOUNTAIN	State	GA		ZIP	30087 3409
Dealer Zone	66	County	GWINNETT		Country	USA
Tech	CHARLES BOONE					
STAR	T2925LS					

CUSTOMER CONCERN

rolls back on incline while in gear with the hill assist on
Updated: 05/13/2015 10:20:17 By T5734DG

RESOLUTION

STAR called Charles to assist. Charles let's refer to the owners manual under- starting and operating- electronic brake control system-Hill Start Assist (HSA) for the following message. The HSA system is designed to assist the driver when starting a vehicle from a stop on a hill. HSA will maintain the level of brake pressure the driver applied for a short period of time after the driver takes their foot off of the brake pedal. If the driver does not apply the throttle during this short period of time, the system will release brake pressure and the vehicle will roll down the hill. The system will release brake pressure in proportion to the amount of throttle applied as the vehicle starts to move in the intended direction of travel. Please close the case if no further assistance is required. Dustan

Updated: 05/13/2015 10:20:17 By T5734DG

normal operation

Updated: 05/20/2015 14:43:28 By T2925LS

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG0	FO [REDACTED]	Built Date	11/24/2014	Mileage	4,368
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	05/14/2015 18:03:33	By	T5036BE
Updated	05/15/2015 14:49:18	By	T4583SS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1D4A-2A	Memory Switch Input-Stuck	T3076SB	04/14/2013 01:25:00
B2205-00	Original VIN Missing / Mismatch - Circuit	T3076SB	04/14/2013 01:25:00
U0001-00	CAN C Bus-	T3076SB	04/14/2013 01:25:00
U0100-00	Lost Communication With ECM/PCM -	T3076SB	04/14/2013 01:25:00
U0101-00	Lost Communication with TCM -	T3076SB	04/14/2013 01:25:00
U0102-00	Lost Communication With Transfer Case Control Module / AWD -	T3076SB	04/14/2013 01:25:00
U0121-00	Lost Communication With Anti-Lock Brake Module -	T3076SB	04/14/2013 01:25:00
U0126-00	Lost Communication With Steering Angle Sensor -	T3076SB	04/14/2013 01:25:00
U0140-00	Lost Communication With Body Control Module -	T3076SB	04/14/2013 01:25:00
U103C-00	KIN/IGNM Communication-	T3076SB	04/14/2013 01:25:00
U1110	Lost Vehicle Speed Message	T3076SB	04/14/2013 01:25:00
U1120	Lost Wheel Distance Message	T3076SB	04/14/2013 01:25:00
U1141	Lost Brake and Torque Messages	T3076SB	04/14/2013 01:25:00
U1175-00	Lost Ignition Status Message-	T3076SB	04/14/2013 01:25:00
U11BC	Lost Brake Switch Message	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	36952	S J DENHAM CHRYSLER - JEEP	Phone	(530) 241-1756
Address	772 N MARKET ST			
City	REDDING	State	CA	ZIP 96003 3606
Dealer Zone	71	County	SHASTA	Country USA
Tech	Timothy JONES			
STAR	T5036BE			

CUSTOMER CONCERN

Customer states check engine lamp is on. Customer states that service shifter light came on.
Updated: 05/14/2015 18:03:33 By T5036BE
 On the way to you Brian. Thank you, Tim.
Updated: 05/15/2015 09:21:41 By T5036BE
 Hi Brian, just wanted to add as I was just pulling vehicle out of shop the "service shifter" indicator turned on with a pending U0001-00 CAN C bus- generated in the PTS.
Updated: 05/15/2015 09:21:41 By T5036BE

Good morning Brian. Found the problem. Bus circuit intermittently shorting to ground near IP I5020 connector. The harness was routed between the hood release cable and parking brake bracket and the circuit was shorting on a sharp edge of the park brake bracket. I repaired the wire and re-routed it.

Updated: 05/15/2015 14:22:19 By T5036BE

RESOLUTION

Tim. Please email the reports; vehicle scan and configuration to Star Management. Once they are received, they should be forwarded to me. Thanks, Brian.

Updated: 05/14/2015 18:03:33 By T5036BE

Tim. It's kind of suspicious the all most all of the codes setting are in the CAN-C modules; except the BCM. The BCM didn't set any codes at all. I would closely inspect the BCM connectors for any type of terminal issue; spread, pushed out, bent or otherwise damaged. Check that the BCM grounds are tight. Check for any aftermarket accessories. Let me know what you find. Thanks, Brian.

Updated: 05/15/2015 09:21:41 By T5036BE

Grate job Tim!. Let me know if you need anything. Brian.

Updated: 05/15/2015 14:22:19 By T5036BE

Repaired short to ground in the IP CAN C- circuit. B2205-00 Original VIN Missing / Mismatch - Circuit U103C-00 KIN/IGNM Communication- U11BC Lost Brake Switch Message U1110 Lost Vehicle Speed Message U1120 Lost Wheel Distance Message U1141 Lost Brake and Torque Messages U0126-00 Lost Communication With Steering Angle Sensor - U0102-00 Lost Communication With Transfer Case Control Module / AWD - U0101-00 Lost Communication with TCM - U0100-00 Lost Communication With ECM/PCM - U0001-00 CAN C Bus- U0121-00 Lost Communication With Anti-Lock Brake Module - B1D4A-2A Memory Switch Input-Stuck U1175-00 Lost Ignition Status Message- U0140-00 Lost Communication With Body Control Module - U11C2 Implausible/Missing Transmission Message

Updated: 05/15/2015 14:49:18 By T4583SS

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG4	EO [REDACTED]	Built Date	10/16/2013	Mileage	31,585
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/18/2015 10:25:14	By	T8085MB
Updated	05/20/2015 17:13:35	By	T6295M0

CONTACT

Dealer	60292	DON NESTER AUTO GROUP	Phone	(989) 422-5126
Address	7566 W HOUGHTON LAKE DR			
City	HOUGHTON LAKE	State	MI	ZIP 48629 9182
Dealer Zone	42	County	HOUGHTON	Country USA
Tech	Jordan Laskey			
STAR	T6295M0			

CUSTOMER CONCERN

customer states when vehicle is in drive it will suddenly act like it is in neutral and she will have to pull over, put it in park and back into drive to continue driving. this has happened twice in the last week. check and advise

Updated: 05/18/2015 10:25:14 By T8085MB

RESOLUTION

Jordan if you are unable to duplicate the customers concern, there is not much that you can do. Make sure hat it has the latest programming. Inspect the connectors at the transmission and the shifter. Check for corrosion, damage or loose pin fit. Put a little dielectric grease in the connectors and make sure that the connector locks in.

Updated: 05/18/2015 10:25:14 By T8085MB

waiting on parts. Problem was found the shift know assembly was broke in a few different spots so I ordered a new assembly.

Updated: 05/20/2015 17:13:35 By T6295M0

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG2	EC	Built Date	03/07/2013	Mileage	16,640
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	06/04/2015 09:17:03	By	T3498BM
Updated	06/20/2015 10:09:24	By	T7465MA

CONTACT

Dealer	45589	ALLEN SAMUELS CHRYSLER DODGE JEEP	Phone	(361) 386-2626
Address	877 SOUTH HIGHWAY 35 BYPASS			
City	ARANSAS PASS	State	TX	ZIP 78336 6340
Dealer Zone	63	County	SAN PATRICIO	Country USA
Tech	Michael Scott			
STAR	T7465MA			

CUSTOMER CONCERN

WHEN SHIFTING TRANS TO PARK, IT WILL STOP AT REV AND NOT GO TO PARK UNTILL SHIFTER IS PUSHED SEVERAL TIMES <i>Updated: 06/04/2015 09:17:03 By T3498BM</i> HEY BRIAN..YES..COUPLE SEC. AFTER YOU START IT A LOUD "THUMP/BANG??" COMES FROM THE TRANS..P-R..R-P THE SHIFT CABLE MAKES A RATCHING NOISE {LIKE THE OLD 45'S} D-R MAKES A CLICKING NOISE.. THINK THIS IS TIED TO THE INTERMITENT NOT GOING INTO PARK.. VALVE BODY/TCM.. MIKE PS(I AM BURYED IN NEW OFF THE WALL TRANS ISSUES}... <i>Updated: 06/04/2015 11:43:38 By T3498BM</i>

RESOLUTION

Accepted ticket <i>Updated: 06/04/2015 09:17:03 By T3498BM</i> Hi Michael. Michael we haven't seen this issue with the 8 speed as described. Is it making clicking noise from the trans on each upshift? - Brian <i>Updated: 06/04/2015 09:37:23 By T3498BM</i> Michael I agree. Replace the VB. If this does not resolve this, then replace the trans assembly. Let STAR know if there are any further issues - Brian <i>Updated: 06/04/2015 11:43:38 By T3498BM</i> VALVE BODY REPLACED <i>Updated: 06/20/2015 10:09:24 By T7465MA</i>

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBM3	EO [REDACTED]	Built Date	10/25/2013	Mileage	30,645
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18C - DIESEL ENGINE PERFORMANCE
Customer Complaint	PP	POOR PERFORMANCE	
Created	06/05/2015 12:21:18	By	T4366T0
Updated	06/08/2015 10:34:24	By	T4366T0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0506	Idle Speed Performance Lower Than Expected	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44295	COUNTRY CHRY-DODGE-JEEP INC	Phone	(610) 932-8683
Address	2158 BALTIMORE PIKE			
City	OXFORD	State	PA	ZIP 19363 4011
Dealer Zone	35	County	CHESTER	Country USA
Tech	Joe Bauer			
STAR	T4366T0			

CUSTOMER CONCERN

started jeep and put in drive and shakes a lot and unable to get back to park, after several attempts got engine to shut down and then able to get into park. Started and put in drive again, was ok, drove to the dealership

Updated: 06/05/2015 12:21:18 By T4366T0

removed the fuel control actuator and is very clean in the pump and nothing on the screen of the actuator. did the fuel filters and dirty but nothing abnormal seen.

Updated: 06/05/2015 15:21:22 By T4366T0

just road tested after checking pump and doing lof, air filter and fuel filters- all due by milage or dirty. jeep ran well and had power and trans shifted smooth and the same everytime, up shifts and downshifts. I drove 7 miles, mix of high speed and back roads, the thing is running well.

Updated: 06/05/2015 15:21:22 By T4366T0

RESOLUTION

Hi, my name is Tim W and I'll be assisting you with this ticket.

Updated: 06/05/2015 12:21:18 By T4366T0

Hi Joe. I called and you were at lunch. Report back to this ticket when you get in and I'll call you back. In the meantime, go ahead and pull the fuel control actuator off the top of the high pressure pump and check for any debris in the fuel system under that FCA and let me know what you find when you report back after lunch. Thanks, Tim W.

Updated: 06/05/2015 12:34:05 By T4366T0

Hi Joe. Per our conversation, I'm just as confused now as you are on this trucks running issue, and the past events the customer experienced. You've never been able to duplicate, and never been able to get anything to act up. There isn't any fuel contamination, and right now it runs great. This isn't the first complaint like this, and so far every time it's come in, including when your DM drove with the customer, the truck acted fine. My suggestion, let's upload any scan reports you have, and see if you can get the customer to let you drive the truck for the weekend and bring along witech and the flight recorder to see if you can duplicate. I don't like throwing guess parts at trucks or doing unnecessary diag, but since this customer has complained multiple times for a similar driveline related issue, I think

we need to do as much due diligence as we can and make the best effort possible to duplicate and narrow down options. Let me know Monday how it went. Thanks, Tim W.

Updated: 06/05/2015 15:21:22 By T4366T0

Tech: flash update to pcm

Updated: 06/08/2015 10:34:24 By T4366T0

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1C4RJEBG7	EO [REDACTED]	Built Date	02/17/2014	Mileage	11,973
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/11/2015 09:27:43	By	T8085MB
Updated	06/20/2015 12:39:38	By	T7158SA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00
U11E3-00	TCM LOST COMMUNICATION WITH ESM ON DPT CAN	T8576AN	05/02/2014 10:20:59

CONTACT

Dealer	60443	LEITH CHRYSLER DODGE JEEP RAM	Phone	(910) 944-7115
Address	11049 N US HIGHWAY 15 501			
City	ABERDEEN	State	NC	ZIP 28315 2360
Dealer Zone	66	County	MOORE	Country USA
Tech	Garrett Parker			
STAR	T7158SA			

CUSTOMER CONCERN

vehicle would not start. cluster message says vehicle not in park continue in D.

Updated: 06/11/2015 09:27:43 By T8085MB

Updated: 06/11/2015 12:56:34 By T1545SC

checked connector on PDC, Trans connector, & shifter. Nothing abnormal found. Transmission on order.

Updated: 06/11/2015 14:01:25 By T1545SC

RESOLUTION

"Hi, this is Mike Bell. I will be working on your ticket."

Updated: 06/11/2015 09:27:43 By T8085MB

Garrett, before we replace this transmission, inspect the shifter connector for loose pin fit, corrosion or damage. Put a little dielectric grease in the connector and make sure that it locks in. Clear the codes and test drive to see if the codes reset. If they do then replace the transmission. Look at Warranty Bulletin D-14-09 it has all the information you need to replace this transmission.

Updated: 06/11/2015 09:38:00 By T8085MB

Garrett, also inspect circuit A190 at the PDC and trans connector pin 13. If NTD review warranty bulletin D-14-09 for a trans replacement.

Updated: 06/11/2015 12:56:34 By T1545SC

Garrett, okay thanks for the update.

Updated: 06/11/2015 14:01:25 By T1545SC

transmission

Updated: 06/20/2015 12:39:38 By T7158SA

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG2	EO [REDACTED]	Built Date	07/06/2014	Mileage	14,392
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/23/2015 17:16:21	By	T5618S1
Updated	07/03/2015 09:48:32	By	T2415EB

CONTACT

Dealer	60136	FAIR OAKS CHRYSLER JEEP DODGE		Phone	(703) 961-9900
Address	4170 AUTO PARK CIRCLE				
City	CHANTILLY	State	VA	ZIP	20151 1225
Dealer Zone	35	County	FAIRFAX CO)	Country	USA
Tech	James Pollack				
STAR	T2415EB				

CUSTOMER CONCERN

Customer has multiple concerns with transmission; when accelerating at 10-15 MPH, it feels jerky. when making a turn and accelerating after completing the turn it hesitates to accelerate, like it's not downshifting. When putting vehicle in Park, 4 different times, the vehicle shifted into reverse. We have checked the codes, there were none in system. All modules in the vehicle are up to date, there were no flashes or RRT's available. We have road tested vehicle 32 miles and it shifts normally when compared to like vehicles. Customer is not happy with vehicle and I wanted to make sure that we've checked everything we can.

Updated: 06/23/2015 17:16:21 By T5618S1

RESOLUTION

James called and states they have performed all the updates that are currently available . I do not know of any update for this concern . Scott

Updated: 06/23/2015 17:16:21 By T5618S1

I do not know of any update for this concern

Updated: 07/03/2015 08:53:20 By T2415EB

I do not know of any update for this concern

Updated: 07/03/2015 09:48:32 By T2415EB

Field Report

VEHICLE

Model Year	2015	Body	WDEP75	DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR		
VIN	1C4RDJEG1	FC [REDACTED]	Built Date	02/22/2015	Mileage	3,050
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	06/25/2015 08:49:29	By	T1817KS
Updated	06/29/2015 16:07:07	By	T1817KS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0101	Lost Communication with TCM T3076SB	04/14/2013	01:25:00

CONTACT

Dealer	45249	DAVID DODGE CHRYSLER JEEP	Phone	(610) 358-5300
Address	1801 ROUTE 202			
City	GLEN MILLS	State	PA	ZIP 19342 8178
Dealer Zone	35	County	DELAWARE	Country USA
Tech	Christopher Nolan			
STAR	T1817KS			

CUSTOMER CONCERN

Found vehicle would not shift out of park. Cannot shut off key. Can move the shifter to the other positions but R, N, D flash on the cluster and the shifter assy. Needed to manually put vehicle into Neutral to move into shop
Updated: 06/25/2015 08:49:29 By T1817KS
 REFLASD TCM AND IGNITION WILL SHUT OFF AND TRANS IS SHIFTING OUT OF PARK. SCAN REPORTS WERE SENT IF YOY NEED THEM.
Updated: 06/29/2015 14:38:14 By T1817KS

RESOLUTION

Hi Christopher, sorry for the delay. What were the original various DTCs? Please Upload or email a scan report. You can email the scan report to kenneth.stempnik@chrysler.com and update the ticket when and how it was sent What part number VB was installed? Is it the same as the original? From section 08 - Electrical/8E - Electronic Control Modules/MODULE, Transmission Control/Description TRANSMISSION CONTROL MODULE - 8HP45/8HP70 The Transmission Control Module (TCM), or Transmission Control Module Assembly (TCMA) is extremely sensitive to Electrostatic Discharge (ESD). Always use a ground strap and follow the ESD guidelines in ELECTROSTATIC DISCHARGE (ESD) SENSITIVE DEVICES . Failure to follow these instructions may result in damage to the TCM/TCMA. Did the TCM complete all programming as in section 08 - Electrical/8E - Electronic Control Modules/MODULE, Transmission Control/Module Programming 8HP45/845RE TCM PROGRAMMING PROCEDURE? Perform the diagnostic 29 - Non-DTC Diagnostics/Communication/Diagnosis and Testing NO RESPONSE FROM TCM (TRANSMISSION CONTROL MODULE) - 8HP45/8HP70 load test the TCM 2 powers and 1 ground. Measure and report the CAN C bus voltage to the TCM. Keep me posted. Let me know if there are any questions. Thanks for using the FCA STAR Center. Ken I am committed to helping you get this back on the road and ticket closed in 5 days or less. If a part is ordered please include the Part Number and ETA. I am required to document this in the ticket for proper vehicle status so please help me out with this. We have no other reports to STAR for the information supplied.
Updated: 06/25/2015 08:49:29 By T1817KS
 Thanks. I got the reports. I will close this on my end but if needed keep it open and reply to it on your end. I will still get the message. Thanks for using the FCA STAR Center. Ken

Updated: 06/29/2015 14:38:14 By T1817KS

Technician requested ticket be closed. REPLACED VALVE BODY AND REPROGRAM MODULE

Updated: 06/29/2015 16:07:07 By T1817KS

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJT2	EC	Built Date	10/03/2013	Mileage	36,922
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/03/2015 15:11:30	By	T8085MB
Updated	07/09/2015 12:24:11	By	T5929DH

CONTACT

Dealer	26145	ADAMS JEEP OF MARYLAND INC	Phone	(410) 734-6855
Address	3485 CHURCHVILLE ROAD			
City	ABERDEEN	State	MD	ZIP 21001 1013
Dealer Zone	35	County	HARFORD	Country USA
Tech	JOHN BROWN			
STAR	T5929DH			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #767813]Cust states vehicle will go into neutral when shifting into park at time.
Updated: 07/03/2015 15:11:30 By T8085MB

RESOLUTION

ATTN: Vehicle involved in the Enhanced Customer Satisfaction program. AFTER diagnosis or if assistance is needed during diagnosis, immediately call 866-275-1420 for repair instructions/authorization. RRTs and Recalls are excluded and do not require contact.

Updated: 07/03/2015 15:11:30 By T8085MB

John, This vehicle is involved in the Enhanced Customer Satisfaction program and your case has been forwarded to the ECS team for review. Please follow up by calling the ECS team at 866-275-1420 prior to further vehicle diagnosis. Vance I.

Updated: 07/03/2015 15:21:02 By T5716VI

Technical Service Operations had the ECS Customer Assistance Center reach out to the dealer to confirm if technical support is still needed and to confirm the vehicle is at the dealer for diagnostics. The CAC was notified no technical support was needed. Technical Service Operations has closed this ticket. If further assistance is needed, please contact ECS at 866-275-1420. Thanks,

Updated: 07/08/2015 08:50:38 By T5929DH

No issue found.

Updated: 07/09/2015 12:24:11 By T5929DH

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG8	EO [REDACTED]	Built Date	03/02/2013	Mileage	18,533
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	07/06/2015 16:01:19	By	T4310JZ
Updated	07/17/2015 17:35:10	By	T7158SA

CONTACT

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	Phone	(516) 483-2700
Address	283 N FRANKLIN ST			
City	HEMPSTEAD	State	NY	ZIP 11550 1310
Dealer Zone	32	County	NASSAU	Country USA
Tech	Gasper Scaturro			
STAR	T7158SA			

CUSTOMER CONCERN

shifter will not come out of park at times
Updated: 07/06/2015 16:01:19 By T4310JZ
we are having a hard time trying to locate the shift module, would that be part of the shifter?
Updated: 07/08/2015 11:29:33 By T4310JZ

RESOLUTION

Gasper, I will recommend to duplicate and monitor the trans range switch, the ESM and the Brake signal. On of the 3 is not reporting the proper status for a moment or so before it releases from park. Let me know what you find.
Updated: 07/06/2015 16:01:19 By T4310JZ
It is the shifter assembly
Updated: 07/08/2015 11:29:33 By T4310JZ
No update from tech, closed case
Updated: 07/16/2015 17:06:12 By T4310JZ
Replace shifter assembly.
Updated: 07/17/2015 17:35:10 By T7158SA

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG1	FO [REDACTED]	Built Date	04/07/2015	Mileage	1,147
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	07/06/2015 16:35:49	By	T4083MW
Updated	07/14/2015 10:05:01	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	23309	DARCARS CHRYSLER JEEP DODGE OF NEW			Phone	(301) 459-6800
Address	8100 ANNAPOLIS ROAD					
City	NEW CARROLLTON	State	MD		ZIP	20784 3010
Dealer Zone	35	County	PRINCE GEORGES		Country	USA
Tech	MICHAEL KING					
STAR	T4083MW					

CUSTOMER CONCERN

vehicle will not turn off, stuck on park will not shift into any gear HUD says vehicle not in park when you attempt to shut vehicle off.

Updated: 07/06/2015 16:35:49 By T4083MW

installed valve body per service procedures. vehicle will now start and cut off with key but when put in gear it automatically will change from desired gear back to park. vehicle will not stay in selected gear. vehicle now has codes p1b13-00 and p1b14-00. p1b13-00 was one of the original codes before valve body replacement.

Updated: 07/14/2015 09:26:22 By T4083MW

suggestions???

Updated: 07/14/2015 09:26:22 By T4083MW

checked manual park release cable before and after valve body replacement. manual park release cable hadn't been used until we had to pull it to get vehicle in shop. after valve body replacement trans went to its current concern which is different than original concern. I will check T824 circuit again but it tested good prior to valve body replacement.

Updated: 07/14/2015 10:05:01 By T4083MW

RESOLUTION

Mike perform diagnostics for P0658. Make sure manual park release cable was not pulled and is in the full release position. Also load test T824 circuit from RF hub to valvebody. If ok then replace valvebody assembly.

Updated: 07/06/2015 16:35:49 By T4083MW

Mike did you check manual park release cable operation? Is it in the FULL released position? This is issue with manual park release cable / valvebody (which was replaced) / T824 circuit or possible shifter and shift knob replacement at the same time.

Updated: 07/14/2015 09:26:22 By T4083MW

Mike if T824 circuit checks ok the Star recommends tech to replace trans assembly. Warranty Bulletin D-14-09. Put trans replacement on separate RO. No digital Imaging required. Use RA code when submitting claim. Have parts dept order trans and use reman if available. Thanks -Mike-Star I have seen the 8 speed pumps lose it's prime causing this code and vehicle going back into park like yours. If circuit is ok replace trans. Make sure you write TCM flash number on RO so when you install new trans you put the same software into new TCM.

Updated: 07/14/2015 10:05:01 By T4083MW

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG5	EO [REDACTED]	Built Date	09/20/2013	Mileage	21,044
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/07/2015 14:58:40	By	T3034DL
Updated	07/20/2015 10:07:26	By	T8085MB

CONTACT

Dealer	57765	FREEHOLD DODGE INC	Phone	(732) 462-1600
Address	SOUTH STREET AT RT9			
City	FREEHOLD	State	NJ	ZIP 07728
Dealer Zone	32	County	MONMOUTH	Country USA
Tech	Kyle Penrose			
STAR	T8085MB			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #762336]CUSTOMER STATES "SERVICE TRANS" MESSAGE WILL APPEAR IN CLUSTER WHEN SHIFTING INTO PARK

Updated: 07/07/2015 14:58:40 By T3034DL

PERFORMED ALL THE RECOMMENDED CHECKS, SHIFTER MODULE ALSO REPLACED. ISSUE STILL PRESENT. NOTHING ABNORMAL PRESENT WHEN MONITORING DATA. NOT SURE WHAT DIRECTION TO MOVE FORWARD IN.

Updated: 07/13/2015 15:00:39 By T3034DL

RESOLUTION

Kyle. Without any DTCS it will be very challenging to choose the correct diagnostic path. We have some related cases where this message appeared. There were not however any common causes for this concern. Resolutions included: MPR lever not fully seated, fluid level, VB, ESM, Trans connector. Start with ensuring the trans fluid level & condition is normal, the MPR Lever is fully seated, the trans connector & ESM connector are properly connected, and free of bent, corroded, spread, or pushed-out terminals. David

Updated: 07/07/2015 14:58:40 By T3034DL

Kyle. At this point, due to the length of time this case has been open without making forward progress: I am going to escalate the case for further review. Someone will contact you, and/or The Dealership to discuss the case. Thank You. David

Updated: 07/13/2015 15:00:39 By T3034DL

Kyle remove the pan and check for debris. If no debris found then replace the valve body.

Updated: 07/13/2015 15:12:12 By T8085MB

NEW VALVE BODY. FOUND PARK BY WIRE SOLENOID CRACKED ON PREVIOUSLY REPLACED VALVE BODY.

Updated: 07/20/2015 10:07:26 By T8085MB

Field Report

VEHICLE

Model Year	2015	Body	WDDH75	DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
VIN	1C4RDHDG6	FO	Built Date	04/05/2015	Mileage	3,130
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	07/09/2015 19:28:00	By	T3498BM
Updated	07/17/2015 11:04:54	By	T6294E0

CONTACT

Dealer	44527	FRONTIER DODGE	Phone	(806) 798-4500
Address	5801 SPUR 327			
City	LUBBOCK	State	TX	ZIP 79424 2703
Dealer Zone	63	County	LUBBOCK	Country USA
Tech	Andres Todd			
STAR	T6294E0			

CUSTOMER CONCERN

Vehicle moved forward while idling in PARK.
Updated: 07/09/2015 19:28:00 By T3498BM

RESOLUTION

Hi Andres. Andres none we're aware of. Because there is a claim of property damage, please contact the your local area dealer business center also and inform them of this case. Also please have the customer contact customer service and start a case with that group. We advise no repair attempt unless this can be verified - Brian
Updated: 07/09/2015 19:28:00 By T3498BM
Called dealer for update, SA John states vehicle not a dealer, this is SM vehicle, states no repairs done.
Updated: 07/17/2015 11:04:54 By T6294E0

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG6	FO [REDACTED]	Built Date	08/17/2014	Mileage	22,140
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/10/2015 17:28:08	By	T3034DL
Updated	07/22/2015 09:58:16	By	T4898GP

CONTACT

Dealer	58525	PAPA'S DODGE INC	Phone	(860) 225-8751
Address	585 E MAIN ST			
City	NEW BRITAIN	State	CT	ZIP 06051 2025
Dealer Zone	32	County	HARTFORD	Country USA
Tech	DANE PROLL			
STAR	T4898GP			

CUSTOMER CONCERN

customer states vehicle was parked in parking lot - not running, no one was in vehicle, vehicle rolled forward & hit 2 other vehicles.

Updated: 07/10/2015 17:28:08 By T3034DL

RESOLUTION

Dane. Due to the nature of this case: I am going to escalate this case for further review. Someone will contact you, and/or the dealership to discuss the case. Thank You. David

Updated: 07/10/2015 17:28:08 By T3034DL

Sending this case to FTS for review.

Updated: 07/13/2015 11:26:31 By T8085MB

Contact dealer: service is not answering calls, left message with operator, special investigation group was notify. Please check operation of the park release cable for any problems.

Updated: 07/13/2015 13:07:30 By T4898GP

no repairs were made, no dtc's, verified park release cable / mechanism operation, vehicle was inspected & deemed to be functioning properly.

Updated: 07/22/2015 09:58:16 By T4898GP

Field Report

VEHICLE

Model Year	2014	Body	WDEL75	DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
VIN	1C4RDJAG7	EO [REDACTED]	Built Date	02/22/2014	Mileage	15,639
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/17/2015 12:29:04	By	T7720A0
Updated	07/17/2015 18:19:40	By	T2925LS

CONTACT

Dealer	45465	TACOMA DODGE CHRYSLER JEEP RAM	Phone	(253) 475-7300
Address	4101 S TACOMA WAY			
City	TACOMA	State	WA	ZIP 98409 4620
Dealer Zone	70	County	PIERCE	Country USA
Tech	Eric Harlan			
STAR	T2925LS			

CUSTOMER CONCERN

when shifting into drive from park trans will not move, rpms rev up. put into park and then back into drive and then will move. second time in for this complaint
Updated: 07/17/2015 12:29:04 By T7720A0

RESOLUTION

Eric no known issues without duplication there's not much more you can do at this time. Possible ESM, possible customer not getting the shifter into gear correctly.
Updated: 07/17/2015 12:29:04 By T7720A0
no problems found
Updated: 07/17/2015 18:19:40 By T2925LS

Field Report

VEHICLE

Model Year	2014	Body	WDEH75	DODGE DURANGO LIMITED AWD SPORT UTILITY 4-DR		
VIN	1C4RDJDG4	EC	Built Date	03/27/2014	Mileage	27,410
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	07/29/2015 18:40:41	By	T8347TB
Updated	07/31/2015 15:24:28	By	T8347TB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B2183-11	Ignition Unlock Run/Start Control-Circuit Short to Ground	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	63566	BILLION CHRYSLER JEEP DODGE	Phone	(605) 361-1919
Address	5910 S LOUISE AVE			
City	SIOUX FALLS	State	SD	ZIP 57108 2242
Dealer Zone	74	County	MINNEHAHA	Country USA
Tech	Gerry Van Noort			
STAR	T8347TB			

CUSTOMER CONCERN

could not shut vehicle off, would not shift to park <i>Updated: 07/29/2015 18:40:41 By T8347TB</i> Sorry Thomas, i just did a vehicle scan report and sent that to you. <i>Updated: 07/30/2015 12:12:53 By T8347TB</i> the voltage codes come from the fact that the ignition can not be turned off with the start button. trans is physically in park but thinks it is still in drive and won't let engine shut off. we pulled fuel pump to shut off engine but battery keeps going down causing low voltage codes and battery charger is causing over voltage codes. display on dash states service trans, continue in drive. voltage codes will erase now with battery stabilized. several modules report no comm with tcm. tcm is red on topology screen. <i>Updated: 07/30/2015 13:00:09 By T8347TB</i> I CANNOT COMMUNICATE WITH TCM, HOW CAN I CONFIGURE PROXY? <i>Updated: 07/30/2015 13:21:57 By T8347TB</i> Replaced TCMA and still no response from TCM. Found service bulletin for ESM concern and replaced ESM, still no response from TCM. After removing all voltage codes a B2183-11 showed up in the BCM. Performed DTC test and test result states replace BCM. I sent an updated vehicle scan report also. We have a BCM in stock, what are your thoughts on this? <i>Updated: 07/31/2015 12:46:49 By T8347TB</i>

RESOLUTION

Gerry, no codes? Thomas. <i>Updated: 07/29/2015 18:40:41 By T8347TB</i> Gerry, I'm seeing a lot of system voltage issues. If you clear the codes, which codes come back, and how long do they take to come back? Thomas. <i>Updated: 07/30/2015 12:12:53 By T8347TB</i> Gerry, the Proxi is not configured properly possibly. Thomas.

Updated: 07/30/2015 13:00:09 By T8347TB

Gerry, let's put a TCMA in this and re-test it. Let us know your results. Thanks, Thomas.

Updated: 07/30/2015 13:21:57 By T8347TB

Gerry, replace the BCM and re-test. Let us know your results. Thanks, Thomas.

Updated: 07/31/2015 12:46:49 By T8347TB

body control module

Updated: 07/31/2015 15:24:28 By T8347TB

Field Report

VEHICLE

Model Year	2014	Body	WDEH75	DODGE DURANGO LIMITED AWD SPORT UTILITY 4-DR		
VIN	1C4RDJDG3	EC	Built Date	08/16/2014	Mileage	9,079
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/30/2015 17:24:54	By	T8085MB
Updated	08/04/2015 11:32:06	By	T8085MB

CONTACT

Dealer	58364	BRYDEN MOTORS INC	Phone	(608) 365-7705
Address	548 BROAD STREET			
City	BELOIT	State	WI	ZIP 53511 6345
Dealer Zone	51	County	ROCK	Country USA
Tech	Jeremy Cleasby			
STAR	T8085MB			

CUSTOMER CONCERN

VEHICLE WAS LEFT RUNNING IN DRIVEWAY IN PARK, WHEN CUSTOMER CAME BACK OUT (ABOUT 25 SECONDS LATER) VEHICLE WAS IN NEIGHBORS DITCH, STILL IN PARK, RADIO STILL PLAYING, BUT VEHICLE WAS NO LONGER RUNNING.

Updated: 07/30/2015 17:24:54 By T8085MB

I have checked over the the cable and the wiring to trans and shifter everything looks ok. one thing I did notice is that when you start the vehicle it makes a popping noise like it is trying to shift in to gear

Updated: 07/30/2015 17:48:41 By T8085MB

have pan removed. no debris to speak of. just a light dusting like you would normally see.

Updated: 07/31/2015 13:10:12 By T8085MB

RESOLUTION

Jeremy, advised to inspect the manual park release cable is locked in place, also check the park lever at the transmission for binding or something keeping it from moving. Inspect the connectors at the shifter and transmission for loose pin fit, corrosion or any damage. We have not seen this concern in these transmissions, it is possible that the customer did not have it in park.

Updated: 07/30/2015 17:24:54 By T8085MB

Jeremy does this only happen at start up? If it does then remove the pan and check for debris. If no debris then replace the valve body.

Updated: 07/30/2015 17:48:41 By T8085MB

Jeremy, replace the valve body.

Updated: 07/31/2015 13:10:12 By T8085MB

valve body

Updated: 08/04/2015 11:32:06 By T8085MB

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAGX	EO [REDACTED]	Built Date	08/08/2013	Mileage	26,930
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/31/2015 09:32:12	By	T7720A0
Updated	08/03/2015 09:52:33	By	T7720A0

CONTACT

Dealer	44669	PORT JERVIS AUTO MALL INC	Phone	(845) 856-5104
Address	131-139 KINGSTON AVEN			
City	PORT JERVIS	State	NY	ZIP 12771
Dealer Zone	32	County	ORANGE	Country USA
Tech	William Klein			
STAR	T7720A0			

CUSTOMER CONCERN

ROLLED AWAY WHILE IN PARK <i>Updated: 07/31/2015 09:32:12 By T7720A0</i>

RESOLUTION

William, No known issues with 8 speed park lock issues. If you can not duplicate any issues then no repairs are to be made. May have to get with your Zone manager for vehicle inspection. <i>Updated: 07/31/2015 09:32:12 By T7720A0</i> NO REPAIRS MADE DUE TO BEING UNABLE TO DUPLICATE CONCERN , NO CODES SET ,AND INFO RECIEVED FROM STAR CENTER , SUSPECT DRIVER ERROR <i>Updated: 08/03/2015 09:52:33 By T7720A0</i>

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG7	FO [REDACTED]	Built Date	02/04/2015	Mileage	6,387
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	07/31/2015 13:09:48	By	T5734DG
Updated	08/03/2015 09:01:22	By	T9274JC

CONTACT

Dealer	60400	SHIVELY MOTORS OF SHIPPENSBURG	Phone	(717) 532-4136
Address	608 W KING ST			
City	SHIPPENSBURG	State	PA	ZIP 17257 1618
Dealer Zone	35	County	CUMBERLAND	Country USA
Tech	John BARBER			
STAR	T9274JC			

CUSTOMER CONCERN

came out of park while sitting in driveway running
Updated: 07/31/2015 13:09:48 By T5734DG
no problems found
Updated: 07/31/2015 16:04:05 By T5734DG

RESOLUTION

John, There are no know concerns. Advise to verify the manual park release cable is adjusted correctly. Let's verify there are no obstructions in the shifter or park linkage. Were any concerns found? Dustan
Updated: 07/31/2015 13:09:48 By T5734DG
John, The customer may not have had the vehicle in park when they exited the vehicle. Please close the case if no further assistance is required. Dustan
Updated: 07/31/2015 16:04:05 By T5734DG
unable to duplicate concern.
Updated: 08/03/2015 09:01:22 By T9274JC

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG6	FO [REDACTED]	Built Date	08/17/2014	Mileage	22,652
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/03/2015 14:54:57	By	T7720A0
Updated	08/08/2015 14:52:43	By	T8256BC

CONTACT

Dealer	58525	PAPA'S DODGE INC	Phone	(860) 225-8751
Address	585 E MAIN ST			
City	NEW BRITAIN	State	CT	ZIP 06051 2025
Dealer Zone	32	County	HARTFORD	Country USA
Tech	DANE PROLL			
STAR	T8256BC			

CUSTOMER CONCERN

customer states having difficulty putting into, from reverse sometimes shifter will not move, nesc to move shifter back & forth to get into gear. also customer states while idling in park vehicle was shifting on its own, could see light on gear selector lighting up & could hear clicking from transmission, was shifting into different gears. customer cycled key & condition stopped.

Updated: 08/03/2015 14:54:57 By T7720A0

RESOLUTION

Dane if your unable to duplicate any conditions there's not much anyone can do at this time. If you would like I can escalate the case but the fact that nothing can be duplicated will be an issue. You might want to contact the customer yourself and see if they may be able to guide you in what and how the condition they are experiencing occurs.

Updated: 08/03/2015 14:54:57 By T7720A0

vehicle is no longer at dealership per customer request, we were unable to create the condition or any abnormal conditions, or any dtc's either. thanks

Updated: 08/08/2015 14:52:43 By T8256BC

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG6	EO [REDACTED]	Built Date	05/17/2013	Mileage	18,003
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	UA	UNINTENDED ACCELERATION	
Created	08/11/2015 08:56:51	By	T6214CH
Updated	08/27/2015 14:33:39	By	T6214CH

CONTACT

Dealer	60139	IMPERIAL CHRYSLER DODGE JEEP		Phone	(508) 473-8400
Address	6 UXBRIDGE ROAD				
City	MENDON	State	MA	ZIP	01756 1002
Dealer Zone	32	County	WORCESTER	Country	USA
Tech	Brian Turenne				
STAR	T6214CH				

CUSTOMER CONCERN

Customer states the car accelerated by itself and the engine would not shut off. When shifted into neutral the engine raced. Could not get into park. Two footed the brake until the car stopped against a pole.

Updated: 08/11/2015 08:56:51 By T6214CH

RESOLUTION

Morning Brian, no similar cases at this time. Any modifications---codes at all active or stored in any module? We need more info from the customer on what conditions must be present for a duplication. Did this happen more than once? Let me know, Craig

Updated: 08/11/2015 08:56:51 By T6214CH

Hey Brian, let me know where we're at with this. If it's fixed, let me know what fixed it. If no further assistance is needed, please close the ticket on your end. Thanks, Craig

Updated: 08/17/2015 12:07:26 By T6214CH

Hey Brian, let me know where we're at with this. If it's fixed, let me know what fixed it. If no further assistance is needed, please close the ticket on your end. Thanks, Craig

Updated: 08/21/2015 14:55:34 By T6214CH

Morning Brian, let me know where we're at with this. If it's fixed, let me know what fixed it. If no further assistance is needed, please close the ticket on your end. If I don't hear from you in the next 24 HRS, I'm going to close this ticket. Let me know, Craig

Updated: 08/26/2015 09:42:35 By T6214CH

Closing ticket due to no response from Tech.

Updated: 08/27/2015 14:33:01 By T6214CH

.

Updated: 08/27/2015 14:33:39 By T6214CH

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG0	EO [REDACTED]	Built Date	09/16/2013	Mileage	23,344
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	08/19/2015 14:10:23	By	T3034DL
Updated	09/02/2015 10:59:39	By	T1813DW

CONTACT

Dealer	60461	STALLINGS CHRYSLER DODGE JEEP	Phone	(229) 228-9100
Address	101 COMMERCE PARK DR			
City	THOMASVILLE	State	GA	ZIP 31757 4855
Dealer Zone	66	County	THOMAS	Country USA
Tech	Richard Fallin			
STAR	T1813DW			

CUSTOMER CONCERN

while running in park vehicle will shift from park to reverse by itself with no one in vehicle. Customer states 1 time a co-worker got out of vehicle & shut door vehicle went to reverse. have advised customer to be sure e-brakes are engaged when parked & left running.

Updated: 08/19/2015 14:10:23 By T3034DL

serv. advisor drove vehicle home & said it did come out of park to reverse while she was in park with vehicle running & her foot on brake pedal. said evic should still in park but shifter lever showed reverse and vehicle was in reverse.

Updated: 08/19/2015 14:10:23 By T3034DL

shifter detent/release button works right. no. shift feels same as another vehicle like it. Checked for spills first thing no sign of spills. I tried the same thing it either goes into park or reverse.

Updated: 08/21/2015 15:21:19 By T3034DL

RESOLUTION

Richard. Does the shifter detent/release button work properly? Will the shifter move out of park if the button isn't pressed in? Does the return spring that forces the shifter back into park seem strong/equal to a like vehicle? Is there any sign of liquid being spilled on the console? Let me know. Also: I just tried to get a '14 WK shifter to stay in between reverse and park, and the shifter either went bank into park via the return spring, or went into reverse, and the dash said reverse, as did the shifter, and the trans was in reverse. David

Updated: 08/19/2015 14:10:23 By T3034DL

Richard. Could you please ask the Service Advisor that duplicated the concern to give me a call on my direct line @ 1-866-799-1695 EXT 4720401, or please provide me with the name of the service advisor that duplicated the concern? Thank You. David

Updated: 08/21/2015 15:21:19 By T3034DL

Sharon(SA) called to discuss the case. Sharon has duplicated the concern in her driveway on a road test home. Sharon stated that when she was getting out of the vehicle, she noticed the instrument pack read park, she went to get out, and the vehicle stated moving. Sharon put her foot on the brake, checked the shifter, and it was in reverse. Sharon didn't touch the shifter, she shut the key off, and when she restarted the vehicle, the shifter and cluster were in park. I advised Sharon that due to a potential safety issue, that I am going to escalate the case for further review, and that someone would contact her or the dealership to discuss the case. David

Updated: 08/24/2015 16:53:55 By T3034DL

Star reviewed case. If you duplicated concern then make sure valvebody connector is secure and locked in. Then replace shifter assembly with shift knob. Please let me know the results. Thanks-Mike-Star

Updated: 08/25/2015 08:34:15 By T4083MW

spoke to sharron. replaced shifter assembly with knob.

Updated: 09/02/2015 10:59:39 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJT2	EC	Built Date	10/03/2013	Mileage	34,482
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	08/21/2015 11:34:17	By	T1806WJ
Updated	10/02/2015 09:07:40	By	T1806WJ

CONTACT

Dealer	26145	ADAMS JEEP OF MARYLAND INC	Phone	(410) 734-6855
Address	3485 CHURCHVILLE ROAD			
City	ABERDEEN	State	MD	ZIP 21001 1013
Dealer Zone	35	County	HARFORD	Country USA
Tech	John Loucks			
STAR	T1806WJ			

CUSTOMER CONCERN

RICHARD BERKOWITZ , ADAMS JEEP OF MARYLAND INC , SM John- 410-879-5800- Vehicle will go into neutral not park and vehicle rolls.

Updated: 08/21/2015 11:34:17 By T1806WJ

RESOLUTION

TS called dealer and spoke to an SA and he stated that John was not available and that the dealer has duplicated the concern but they are not sure where to go next. Sa will have John call TS once he is available. Walter

Updated: 08/21/2015 11:34:17 By T1806WJ

TS called dealer and John was not available and TS left message for John to call TS back once he gets this message. Walter

Updated: 08/24/2015 14:37:42 By T1806WJ

TS called dealer and spoke to John (SM) and he transferred phone to John Brown (tech) and John states that he has not been able to duplicate the concern at all and the SA that duplicated the concern was not shifting it correctly into park and that caused the issue. John states that there are no DTC's setting and every time that he tries the vehicle is operating as designed. TS advised John to have customer come down to dealership and have them demonstrate the concern they are having as it is very possible that this concern might be customer induced and them not shifting it properly into Park. TS asked John to call TS back once customer comes down to dealer. Walter

Updated: 08/25/2015 10:19:46 By T1806WJ

TS called dealer and spoke to John and he states that the concern might have happened to him last night but he is not sure if he actually put the vehicle into park completely. John is going to try to duplicate this event again and he will have another person with him recording video and also they will hook up a flight recorder to the vehicle and get a recording if the concern does happen. John will call TS back with his findings. Walter

Updated: 08/27/2015 08:35:51 By T1806WJ

John called TS back and left VM for return call. TS called John back and John stated that he found that if the vehicle is moving slightly the vehicle will not go into park and just goes into neutral. This was the only way that John could duplicate the customer concern. John stated that he has spoke to the customer and the customer swears that he has had the vehicle completely stopped and the concern has still shown up. John stated that the customer will be at the dealer on 8/28 and John will try to get the customer to demonstrate the concern. Walter

Updated: 08/27/2015 09:00:18 By T1806WJ

John called TS and stated that he has had the concern happen 2 or 3 times on him and the vehicle was stopped and not moving on flat ground. John states that he talked to his TA Jeff Stone and Jeff stated that the shifter should be replaced. TS advised that if TA recommended shifter then dealer should install shifter in vehicle. John will call TS back once repairs are complete. Walter

Updated: 09/01/2015 12:29:16 By T1806WJ

Per CAC case vehicle has been repaired and is back with customer. TS added DM notes for approval of shifter replacement and case will be closed. Walter

Updated: 09/08/2015 10:23:15 By T1806WJ

CAC reached out to TS and TS reached out and left VM with local TA to call TS back to further discuss concern. TS called dealer and left message with Sean for John to call TS back. The call to the dealer was to inform them that we need to get the vehicle back and get a recording of the concern when it happens. In the data we need trans desired and actual gear, trans speed sensors, vehicle speed, APP, ESM data for gear selection and shifter position, wheel speed sensor data and anything else related to gear selection in the transmission data. TS will inform John of this when John calls TS back. Walter

Updated: 09/25/2015 10:54:00 By T1806WJ

TA called TS and we discussed this concern and TA advised to have dealer check brake switch operation and see if the dealer can get the vehicle back and get the concern duplicated and then get recording if brake switch operation seems OK. TS will wait to see if dealer calls TS back. Walter

Updated: 09/25/2015 11:43:05 By T1806WJ

TS called dealer and spoke to John and TS advised that TS spoke to TA and TA and TS both agree that John should get vehicle back and then check brake switch operation and also install flight recorder and get recording of the concern happening. TS will send John e-mail to service@adamsjeep.com with data parameters that TS would like to see on recording. John stated that vehicle will be back at dealership on Wednesday 9/30/15. TS advised that TS would be in training that day but will return on Thursday 10/1 but will have other contacts listed if John needs assistance.

Updated: 09/28/2015 08:59:01 By T1806WJ

TS called dealer to get an update on vehicle status. Per CAIR customer is bringing vehicle in next week to have flight recorder installed. Walter

Updated: 10/02/2015 09:07:40 By T1806WJ

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG2	EO [REDACTED]	Built Date	06/07/2013	Mileage	20,003
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	09/01/2015 11:12:32	By	T7720A0
Updated	09/11/2015 12:38:45	By	T6294E0

CONTACT

Dealer	68655	COLEMAN MOTORS INC	Phone	(903) 628-6553
Address	510 ADDISON ST			
City	NEW BOSTON	State	TX	ZIP 75570 1505
Dealer Zone	63	County	BOWIE	Country USA
Tech	David Switzer			
STAR	T6294E0			

CUSTOMER CONCERN

cust states veh will roll in park
Updated: 09/01/2015 11:12:32 By T7720A0

RESOLUTION

David check the manual park release cable, If your unable to duplicate there's not much more you can do at this time. Advise the customer to use the parking brake.
Updated: 09/01/2015 11:12:32 By T7720A0

Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed.
Updated: 09/08/2015 15:54:47 By T7720A0

Called dealer in an attempt to gather updated info on this concern, no answer in service. David, please contact us if further STAR assistance is needed or update and close ticket with final repairs.-Thanks, Edna
Updated: 09/10/2015 12:07:30 By T6294E0

Called dealer for update, SA Joey states unable to duplicate, no repairs done, vehicle no longer at dealer.
Updated: 09/11/2015 12:38:45 By T6294E0

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG8	FO [REDACTED]	Built Date	01/16/2015	Mileage	12,829
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	09/01/2015 17:56:56	By	T3498BM
Updated	09/01/2015 17:56:56	By	T3498BM

CONTACT

Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE		Phone	(845) 462-7700
Address	2285 SOUTH RD				
City	POUGHKEEPSIE	State	NY	ZIP	12601 5581
Dealer Zone	32	County	DUTCHESS	Country	USA
Tech	JOHN BRUCHER				
STAR	T3498BM				

CUSTOMER CONCERN

customer states: vehicle will roll forward or backward. The shifter states neutral but trans was in park.
Updated: 09/01/2015 17:56:56 By T3498BM

RESOLUTION

Hi John. John this vehicle has been identified with an H-Restriction, which means the Customer is in the Enhanced Customer Satisfaction Program. Per the guidelines of this Program, STAR must request you close this ticket and contact the ECS team at 866-275-1420 to obtain technical assistance and before proceeding with any repairs to this vehicle. If any repairs are performed to the vehicle and Enhanced Customer Satisfaction was not contacted; may result in claim denial - Brian
Updated: 09/01/2015 17:56:56 By T3498BM

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG8	FO [REDACTED]	Built Date	01/16/2015	Mileage	9,100
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	09/03/2015 10:52:12	By	T1806WJ
Updated	09/03/2015 10:52:12	By	T1806WJ

CONTACT

Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE		Phone	(845) 462-7700
Address	2285 SOUTH RD				
City	POUGHKEEPSIE	State	NY	ZIP	12601 5581
Dealer Zone	32	County	DUTCHESS	Country	USA
Tech	Scott Buley				
STAR	T1806WJ				

CUSTOMER CONCERN

GASPIRE COSTANZO, DUTCHESS CHRYSLER JEEP DODGE, Scott/SA or Jeff Ford/SM ext. 14, vehicle rolls forward or backward when in park shifter will show neutral but was in park. Also has stated drive once when in park
Updated: 09/03/2015 10:52:12 By T1806WJ

RESOLUTION

TS called dealer and spoke to Scott and he stated that they have performed the R40 recall and the flash update to the RF Hub and they cannot duplicate the customer concern with the shifting concern. TS advised that it would be best at this point for the customer to come down to the dealer and demonstrate the concern to dealership personnel. Scott stated that he would reach out to the customer and have him come down to the dealership and do that. TS advised that if the concern cannot be duplicated at this time then no repairs should be completed until the concern can be duplicated. TS added DM notes for rental and diagnosis and this case will be closed. Scott has TS contact information if needed. Walter

Updated: 09/03/2015 10:52:12 By T1806WJ

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCT9	EO [REDACTED]	Built Date	09/28/2013	Mileage	26,271
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	09/04/2015 10:36:32	By	T4083MW
Updated	09/08/2015 08:04:28	By	T4083MW

CONTACT

Dealer	44347	BILLY BENDER CHRYSLER JEEP DODGE	Phone	(301) 729-4890
Address	RT 53 WINCHESTER RD			
City	CUMBERLAND	State	MD	ZIP 21502
Dealer Zone	35	County	ALLEGANY	Country USA
Tech	WILLIAM DUCKWORTH			
STAR	T4083MW			

CUSTOMER CONCERN

shifter doesn't engage into park when shifting from drive to park <i>Updated: 09/04/2015 10:36:32 By T4083MW</i> I had advisor talk to customer . he states will not engage in park at all keeps rooling I could,nt duplicate that condition thank,s bill <i>Updated: 09/04/2015 11:37:42 By T4083MW</i>

RESOLUTION

No know concerns. What do you mean rolls a little ways? Are we talking a couple of inches? Are we talking a couple of feet? <i>Updated: 09/04/2015 10:36:32 By T4083MW</i> Bill can't repair if we can't duplicate concern. <i>Updated: 09/04/2015 11:37:42 By T4083MW</i> told customer be shure p icon showing before releasing brake icouldnt duplicate. <i>Updated: 09/08/2015 08:04:28 By T4083MW</i>

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG3	FO [REDACTED]	Built Date	07/16/2015	Mileage	15
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZIP	WON'T ENGAGE PROPERLY	
Created	09/15/2015 10:37:19	By	T3034DL
Updated	09/21/2015 10:39:02	By	T3034DL

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	Phone	(516) 483-2700
Address	283 N FRANKLIN ST			
City	HEMPSTEAD	State	NY	ZIP 11550 1310
Dealer Zone	32	County	NASSAU	Country USA
Tech	Gasper Scaturro			
STAR	T3034DL			

CUSTOMER CONCERN

will not come out of park.
Updated: 09/15/2015 10:37:19 By T3034DL

RESOLUTION

Gaspar. Your fluid check method is fine, but before we go to the unit: Please inspect the Manual Park Release lever to ensure that it is fully seated, and that there is not any debris near the MPR Lever at the trans. If NTF with The MPR system: Please clear the dtcs, start the engine, and let idle for 5 minutes. Try to engage reverse, and let me know if the shifter goes back to park, or if the trans engages reverse. Thank You. David

Updated: 09/15/2015 10:37:19 By T3034DL

Gaspar. Hello, please provide an update. If the vehicle is repaired, please note what fixed the vehicle, and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 48 hours, we will close the case on our end. You can reopen this ticket if it is closed, and further repair guidance is needed. Thank You. David

Updated: 09/18/2015 09:22:33 By T3034DL

Gaspar. It is now STAR Center policy to have all cases closed, that have not had a response in 5 days. I am closing this case on our end. You can communicate on this ticket for 10 days. If you desire assistance with this vehicle after 10 days: Please open a new ticket, and reference this one. Thank You. David

Updated: 09/21/2015 10:39:02 By T3034DL

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG6	FO [REDACTED]	Built Date	08/06/2015	Mileage	53
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	09/21/2015 11:01:08	By	T3034DL
Updated	09/22/2015 08:03:12	By	T3034DL

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45646	CHRYSLER JEEP DODGE RAM MARIN			Phone	(415) 886-3222
Address	201 CASA BUENA DR					
City	CORTE MADERA	State	CA	ZIP	94925 1783	
Dealer Zone	71	County	MARIN	Country	USA	
Tech	Oscar Zelada					
STAR	T3034DL					

CUSTOMER CONCERN

will not shift in to park check engine light on
Updated: 09/21/2015 11:01:08 By T3034DL
 CHECKED MANUAL PARK RELEASE CABLE IS FREE GOES IN NUTRAL AND RELEASE NORMAL
Updated: 09/21/2015 11:01:08 By T3034DL
 no it does not go in park
Updated: 09/21/2015 12:33:11 By T3034DL

RESOLUTION

Oscar. Just to clarify: The vehicle rolls when the shifter is in park and the key is off? Let me know. Thank you. David
Updated: 09/21/2015 11:01:08 By T3034DL
 Oscar. Does the T/Case operate normally? If there is not any grinding when putting the vehicle in park, that may indicate a t/case concern: Pull the trans pan, and inspect the park lock mechanism. Let me know what you find. Thank You. David
Updated: 09/21/2015 12:33:11 By T3034DL
 drained ATF fluid, removed oil pan and found the park lock control solenoid connector partial connected to solenoid, secured connector and check operation goes in to park normal thank you for your help
Updated: 09/22/2015 08:03:12 By T3034DL

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCM7	EO [REDACTED]	Built Date	06/19/2014	Mileage	17,671
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	25 - EMISSION CONTROL
Customer Complaint	ML	MIL ON	
Created	09/21/2015 12:15:31	By	T1545SC
Updated	09/24/2015 16:37:08	By	T1545SC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0171	Fuel System 1/1 Lean	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23248	ADAMS CHRYSLER DODGE JEEP RAM		Phone	(410) 263-2341
Address	1797 WEST ST				
City	ANNAPOLIS	State	MD	ZIP	21401 3246
Dealer Zone	35	County	ANNE ARUNDEL	Country	USA
Tech	Sue Sheppard				
STAR	T1545SC				

CUSTOMER CONCERN

NEW OPEN,EC557063,WILLIAM CARTER,ADAMS CHRYSLER DODGE,Sue/Sm,CEL, vehicle is shifting on its own.r40, temp is not reading correctly,
Updated: 09/21/2015 12:15:31 By T1545SC

RESOLUTION

Call dealer left VM for SM Sue to give a call back with an update on this vehicle.
Updated: 09/21/2015 12:15:31 By T1545SC

Call dealer spoke with the SM Sue and Tech Scott who stated there a store code P0171 that has happen twice, Scott stated the customer stated once he put the vehicle in park and the vehicle stated to roll backward like it was in reverse, also states the trans seems to shift on it owns. Scott stated he has not duplicated any of the customer concern at this time. TS advise Scott I will research the customer complaint of the CEL and any thing I can find out about this type of trans issues and contact you back with an update.
Updated: 09/22/2015 10:44:33 By T1545SC

Call dealer left a VM for SM Sue to have Tech Scott give me a call back.
Updated: 09/23/2015 13:54:22 By T1545SC

SM Sue call back stated the vehicle is repaired and will be release to the customer.
Updated: 09/24/2015 16:37:08 By T1545SC

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	11/26/2013	Mileage	24,712
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/23/2015 15:37:39	By	T8085MB
Updated	09/25/2015 12:38:31	By	T8085MB

CONTACT

Dealer	26553	WALNUT CREEK CHRYSLER JEEP DODGE	Phone	(925) 937-5060
Address	2404 N MAIN ST			
City	WALNUT CREEK	State	CA	ZIP 94596 3557
Dealer Zone	71	County	CONTRA COSTA	Country USA
Tech	Kevin Burton			
STAR	T8085MB			

CUSTOMER CONCERN

CUSTOMER REPORTS CAR IS SHIFTED INTO PARK- TURNS OFF ENGINE-WHEN RETURNING TO THE VEHICLE IT IS IN NEUTRAL T-CASE IS NOT IN N AT THAT TIME

Updated: 09/23/2015 15:37:39 By T8085MB

PLEASE ADVISE

Updated: 09/23/2015 15:37:39 By T8085MB

RESOLUTION

Kevin if you are unable to duplicate the customers concern, there is not much that you can do. Inspect the connectors at the transmission and the shifter. Check the pin fit, corrosion or any damage. Put a little dielectric grease in the connectors and make sure that they lock in. Also make sure that it has the latest programming.

Updated: 09/23/2015 15:37:39 By T8085MB

NPF

Updated: 09/25/2015 12:38:31 By T8085MB

Field Report

VEHICLE

Model Year	2015	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJEAG8	FO [REDACTED]	Built Date	08/18/2015	Mileage	674
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/30/2015 10:44:06	By	T3034DL
Updated	10/01/2015 09:17:16	By	T3034DL

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	66929	MEADOR DODGE CHRYSLER JEEP RAM		Phone	(817) 535-0535
Address	9501 SOUTH FREEWAY				
City	FORT WORTH	State	TX	ZIP	76140 4923
Dealer Zone	63	County	TARRANT	Country	USA
Tech	Joe Chambers				
STAR	T3034DL				

CUSTOMER CONCERN

CUSTOMER COULD NOT PUT VEHICLE IN PARK.CODES P0850 AND P1B13 STORED IN TCM
Updated: 09/30/2015 10:44:06 By T3034DL

RESOLUTION

Joe. Check to see if the Manual Park Release Lever is fully seated. If not, fully seat the lever. If it is: Pull the lever out, and ensure the trans comes out of park, and the vehicle can be moved. Then, seat the lever, and ensure the vehicle is locked in park. Next: Raise the vehicle, and inspect the MPR lever at the trans to ensure it is not loose or deformed. Also ensure that the MPR lever at the trans is not obstructed by any debris. Please update the case with your findings. Thank You. David
Updated: 09/30/2015 10:44:06 By T3034DL
MPR LEVER LOOSE AT TRANSMISSION.TIGHTENED LEVER AND VERIFIED OPERATION.
Updated: 10/01/2015 09:17:16 By T3034DL

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG4	EO [REDACTED]	Built Date	04/25/2014	Mileage	10,569
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	10/01/2015 15:46:29	By	T5734DG
Updated	10/06/2015 15:49:20	By	T7158SA

CONTACT

Dealer	66325	BAYSIDE CHRYSLER DODGE JEEP RAM	Phone	(718) 229-8700
Address	21219 NORTHERN BLVD			
City	BAYSIDE	State	NY	ZIP 11361 3341
Dealer Zone	32	County	QUEENS	Country USA
Tech	Timothy O'sullivan			
STAR	T7158SA			

CUSTOMER CONCERN

STATES ON AN INCLINE AND VEHICLE IN PARK CUST STATES IT POPS OUT OF PARK INTO REVERSE...NO FAULT CODES TRANS SOFTWARE UP TO DATE

Updated: 10/01/2015 15:46:29 By T5734DG

RESOLUTION

Timothy, Make sure the manual park release cable is pushed down all the way. Make sure the cable is seated in it's bracket properly. Make sure there are no obstructions that could interfere with the manual park release lever. Let's refer to the owners manual on page 405 for the following.(PARK (P) This range supplements the parking brake by locking the transmission. The engine can be started in this range. Never attempt to use PARK while the vehicle is in motion. Apply the parking brake when leaving the vehicle in this range. When parking on a level surface, you may shift the transmission into PARK first, and then apply the parking Shift Lever brake. Let's also refer to page 406 for the following When parking on a hill, apply the parking brake before shifting the transmission to PARK. As an added precaution, turn the front wheels toward the curb on a downhill grade and away from the curb on an uphill grade. Please close the case when assistance is no longer required. Dustan

Updated: 10/01/2015 15:46:29 By T5734DG

WE HAVE NO CONDITION AT ALL Technician Closure Requested

Updated: 10/06/2015 15:49:20 By T7158SA

Field Report

VIN	1C4RJFBG8E	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/09/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6023311200
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K032361581
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number	WT4990JS267131	System Key	8869771	Report Version	1	Open Date	09/24/2013
Close Date	09/24/2013	Narrative Date	09/24/2013	Category	Pre-Delivery Quality	Mileage	2,715
TID	T4990JS	Jeffrey Stone					

Dealer	60433	CRISWELL CHRYSLER JEEP DODGE		Phone	(301) 948-0880
Dealer City	GAITHERSBURG	State	MD	Zip	20878 1452
Dealer Zone	35	Mid Atlantic - Washington			

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Stone,Jeffrey		CAG Report Type	Field Engineer Analysis	

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: The vehicle intermittently will not have power steering assist upon starting he engine_the cluster goes blank_the wipers come on_the gear selector is inoperative_the engine won't shut off_the ccn displays service shifter.

Cause: The Electrohydraulic Power Steering Module (EPS) bus connection was loose at the STAR connector.

DTC's Stored: PCM: U1110 U1403, TCM: U0001 U0103 U11E3, ABS U0002, BCM U0002, EPS U0155 U0121 U0100 U0002, ORC U0140 U0121, IPC U0002 U0121 U0140, Radio U0100 U0121, RFH U0002 U0100 U0121

Keywords: PlantProcess, SupplierQuality
CPA audit level: S100

Correction: The EPS connector was properly connected at the STAR connector.

Details: This vehicle was repurchased from the customer for this concern but the customer only complained that they had difficulty getting the vehicle out of park and a message would display in the CCN to "service shifter". The dealer was never able to duplicate the concern so a shifter module and button were replaced by the direction of the BC. The customer continued to have issues so he vehicle was repurchased. I acquired the vehicle for analysis and drove the vehicle for 1 week before the vehicle exhibited any conditions. I noticed there was no power steering assist, the cluster chimes went off then went blank, and the wipers came on. Interrogation of the vehicle revealed numerous dtc's which pointed me toward a communication issue on the CAN-C bus. This only occurred for about 10 seconds then everything started working normally again. I found out that the power steering will not operate if there is no vehicle speed communications at vehicle start up and ignition position is also needed. After a few more days of driving the issue worsened and I was able to perform a diagnostic test. CAN-C bus voltages were a little off normal CAN-C was 2.90v and CAN-C- was 2.10v measured at the DLC. I checked at the EPS connector and the CAN-C- and ignition voltage were present but there was no bus voltage measured on the CAN-C circuit at the connector which allowed the EPS to corrupt the CAN-C bus messages. Analysis led to finding the loose connection at the STAR connector and after making the proper connection the vehicle never exhibited the symptoms again.

Field Report

VIN	1C4RJFCM9E0	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/09/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 ECODIESEL ENGINE			Serial#	C269307734	
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			Serial#	M284356152	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number	WT7953TC098143	System Key	8976294	Report Version	1	Open Date	04/08/2014
Close Date	04/11/2014	Narrative Date	04/11/2014	Category	Pre-Delivery Quality	Mileage	4,858
TID	T7953TC	Tracy Castano					

Dealer	62082	FURY MOTORS INC		Phone	(651) 451-1313
Dealer City	SOUTH ST PAUL	State	MN	Zip	55075 5913
Dealer Zone	74	Denver			

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Tracy Castano	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 21 - TRANSMISSION/TRANSAXLE

Complaint: After replacing a valve body/TCM the technician filled the fluid level and checked the oil level per the standard procedure and during step #11; he could not shift the vehicle out of park preventing him from completing this process.

Cause: Standard procedure to check oil level does not direct the technician what to do in the event the vehicle does not shift out of park

DTC P1B14

Keywords Serviceability

CPA Audit Level S10

Correction: Recommend reviewing the 'check oil level' procedure and consider modifying to address what to do in the event the vehicle does not shift out of park during this procedure or how to prevent this scenario (low fluid level) from occurring.

Details: The technician had replaced the valve body and during the "check oil level" standard procedure; at step #11 he found he could not shift the vehicle out of park. It just defaulted back to park when putting it in reverse, drive and neutral. Even though at step #8 the technician added fluid and verified that it trickled from the fill opening; it was determined that the cause of the vehicle not shifting out of park was due to the oil level being too low.

Field Report

VIN	1C4RJFBG6E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	11/25/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6300320028	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K325361471	
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number	WT7953TC198143	System Key	9037591	Report Version	1	Open Date	07/17/2014
Close Date	07/18/2014	Narrative Date	07/18/2014	Category	Reliability	Mileage	6,586
TID	T7953TC	Tracy Castano					

Dealer	62082	FURY MOTORS INC		Phone	(651) 451-1313
Dealer City	SOUTH ST PAUL	State	MN	Zip	55075 5913
Dealer Zone	74	Denver			

Part Number	P1B13brPN	Part Description	N/A	Part Quantity	1
LOP	N/A	N/A			
Report Authorization	Tracy Castano	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 21 - TRANSMISSION/TRANSAXLE

Complaint: Customer states cannot put vehicle in park to shut vehicle off. This indicator says neutral and the accessories stay on.

Cause: Defective valve body assembly (locked in neutral)

DTC P1B13
PN RL234251AA
LOP 2195015B
Cost of Repair \$1880
Keywords SupplierQuality
CPA Audit Level S10

Correction: The technician replaced the valve body. He road tested the vehicle and verified he shift quality. This issue has been corrected.

Details: The technician verified the concern. He checked for DTCs and found one code-P1B13-Active. The technician verified the transmission fluid level and found it was at the proper level. He searched for TSBs and Star Cases and found none. He tested circuit T824 from the transmission to the RF Hub with a high current draw bulb and found no issue. He retested and wiggled connectors to find no change. The technician opened a Star Case # [REDACTED] 9. It was recommended he replace the shifter and then the shift knob. Neither corrected this condition. The next recommendation was to replace the valve body and the condition was corrected.

Field Report

VIN	1C4RJFAG3FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	10/27/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6283421648
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K296463037
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	WT6126RC336141	System Key	9135963	Report Version	1	Open Date	12/02/2014
Close Date	12/02/2014	Narrative Date	12/02/2014	Category	Pre-Delivery Quality	Mileage	251
TID	T6126RC	Richard Carlson					

Dealer	45100	DALLAS CHRYSLER DODGE JEEP RAM			Phone	(214) 327-9361
Dealer City	DALLAS	State	TX		Zip	75238 5242
Dealer Zone	63	South West - Dallas				

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Richard Carlson	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 21 - TRANSMISSION/TRANSAXLE

Complaint: Customer stated that it is difficult to get the transmission shifter into park.

Cause: There is an internal issue with the transmission shifter.

P/N: 68166105AE
 LOP: 21010336
 Cost of repair: \$328.48
 Keywords: SupplierQuality
 CPA audit level: S10

Correction: The transmission shifter was replaced.

Details: Customer stated that it is difficult to get the transmission shifter into park at times on their new vehicle. The technician was able to verify the issue and found that the issue was when you tried to place the shifter into the park position when the shifter is being moved from the drive position. You would have to make multiple "stabs" into the park position before it would work. It appeared to be in a bind. This would not happen when shifting from R to P or N to P, only D to P. Since the customer had just bought the vehicle and they brought it back to the dealer on a Saturday to be diagnosed, the tech removed the shifter from another unsold vehicle and put it in the customer's vehicle. The vehicle was returned to the customer and a new shifter was ordered.