

Field Report

VIN	2C4RC1GG7HR[REDACTED]	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	12/19/2015	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	8288510106	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	J294510774	
Color	null	null					

Report Number	[REDACTED]	System Key	327346652	Report Version	1	Open Date	05/26/2016
Close Date		Narrative Date	05/27/2016	Category	0	Mileage	9,575
TSB Group				TID	T9999FS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: 121 Engine/Transmission , Engine runs, then dies/stalls-1st Start of Day-Other Times-Stop/Go Driving-Stea. ENGINE; 121 - ENGINE RUNS, THEN DIES/STALLS-1ST START OF DAY-OTHER TIMES-STOP/GO DRIVING-STEADY HIGHWAY DRIVING-UNSPECIFIED; ON 5/25 AT 5:30PM, I WAS BACKING INTO A PARKING SPACE AND THE VEHICLE STALLED. I THEN PUT IT INTO PARK, RESTARTED THE VEHICLE, AND WAS ABLE TO BACK INTO THE SPOT WITHOUT STALLING AGAIN. THE RED BUTTON WAS PUSHED AFTER THE STALL AND I

Cause: 0000000000

Correction:

Field Report

VIN	2C4RC1DG8HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
Built Date	12/01/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6302610883	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z3226U0730	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	368059905	Report Version	1	Open Date	06/26/2017
Close Date		Narrative Date	06/27/2017	Category	0	Mileage	6,028
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: ENGINE/TRANSMISSION; ENGTRN04 - AUTOMATIC ENGINE SHUT DOWN/RESTART/RE-ENGAGEMENT PROBLEM; ENGINE STALLED AND NEED RESTART. NO PROBLEM WITH RESTART. TOOK IT TO DEALER AND DEALER SAID IT IS INTERFERENCE BETWEEN KEY FOB AND ENGINE CONTROL. INCIDENT OCCURRED TWICE AT THE SAME LOCATION.

Cause:

Correction:

Field Report

VIN	2C4RC1EG1H [REDACTED]	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	11/24/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6292610483	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z2856U0848	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number	[REDACTED]	System Key	370609425	Report Version	2	Open Date	07/19/2017
Close Date		Narrative Date	07/20/2017	Category	0	Mileage	12,671
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: ENGINE/TRANSMISSION; ENGTRN06 - ENGINE RUNS, THEN DIES/STALLS; THIS MORNING IN THE PARKING GARAGE WHILE DRIVING, THE VEHICLE SLOWED DOWN TO A COMPLETE STOP. THE ELECTRICAL LIGHTS ON THE IP WERE STILL ILLUMINATED, BUT THE D FOR DRIVE WAS BLINKING, AND THE ENGINE SOUNDED LIKE IT HAD STOPPED. I HAD TO RE-START THE VEHICLE, AND THEN DROVE WITH NO ISSUE.

Cause:

Correction:

Field Report

VIN	2C4RC1DG1HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
Built Date	05/18/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6117621154	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z1316U0673	
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	375442721	Report Version	1	Open Date	08/29/2017
Close Date		Narrative Date	08/30/2017	Category	0	Mileage	13,000
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: ENGINE/TRANSMISSION; ENGTRN04 - AUTOMATIC ENGINE SHUT DOWN/RESTART/RE-ENGAGEMENT PROBLEM; ON AUG 25TH , I WAS DRIVING TO HOME FROM OFFICE AND ON THE WAY NEAR A ROUNDABOUT ENGINE GOT SHUTDOWN WHEN I SLOWED THE CAR. I DID NOT PRESS ANY BUTTON TO SHUTDOWN THE CAR. I THEN RE-STARTED THE CAR AND CONTINUED MY DRIVE. THIS HAPPENED VERY FIRST TIME.

Cause:

Correction:

Field Report

VIN	2C4RC1EG3HF	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	04/26/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	6095720389	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z1087U0914	
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	377301908	Report Version	1	Open Date	09/15/2017
Close Date		Narrative Date	09/18/2017	Category	0	Mileage	7,900
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: ENGINE/TRANSMISSION; ENGTRN04 - AUTOMATIC ENGINE SHUT DOWN/RESTART/RE-ENGAGEMENT PROBLEM; VEHICLE IS DRIVEN DAILY BY MY WIFE. SHE SAYS THREE TIMES WITHIN THE LAST MONTH THE VEHICLE HAS FAILED TO RESTART AFTER TAKING HER FOOT OFF THE BRAKE DURING AN ESS SHUTDOWN. SHE RECEIVES A MESSAGE IN THE CLUSTER TO PUT THE VEHICLE IN PARK AND RESTART. SHE HAS TO HIT T

Cause:

Correction:

Field Report

VIN	2C4RC1DG1HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
Built Date	09/19/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6243610590	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z2526H0725	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	9562574	Report Version	1	Open Date	09/15/2017
Close Date	09/20/2017	Narrative Date	09/21/2017	Category	0	Mileage	54
TSB Group				TID	S956190	Elizabeth Ladelfa	

Dealer	44876	VISION DODGE CHRYSLER JEEP RAM			Phone	(585) 385-5700	
Dealer City	ROCHESTER	State	NY		Zip	14625 2312	
Dealer Zone	32	North East - New York			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: CUSTOMER STATES WHILE TEST DRIVING, THE VEHICLE OVERHEATED AND STALLED. OIL HAS COOLANT MIXED. NO VISABLE EXTERNAL LEAKS. AT 13 MILES A COOLANT HOSE WAS FOUND LOOSE AND LEAKING COOLANT, WE REPAIRED IT. WE NOW REMOVED CYL HEADS AND DONT SEE ANY CAUSE OF FAILURE. WE CHECKED HEADS AND BLOCK WITH STRAIGHT EDGE AND THEY ARE WITHIN SPEC.

Cause: WE RECCOMEND NEW ENGINE ASSEMBLY, PLEASE ADVISE.

Correction: Gas Engine

Field Report

VIN	2C4RC1GG4HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	06/07/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6141610950	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z1526U0536	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	9447847	Report Version	2	Open Date	09/23/2016
Close Date	10/05/2016	Narrative Date	10/05/2016	Category	Pre-Delivery Quality	Mileage	1,103
TID	T6114DM	Dave McDonald					

Dealer	60385	STONERIDGE CHRYSLER JEEP DODGE OF			Phone	(925) 479-9090	
Dealer City	PLEASANTON	State	CA		Zip	94588 8321	
Dealer Zone	71	California - Los Angeles					

Part Number	NA	Part Description	NA	Part Quantity	0
LOP	NA	NA			
Report Authorization	McDonald,David	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 21 - TRANSMISSION/TRANSAXLE

Complaint: Customer Intervention/Executive Referral

The customer states the MIL is on and the vehicle jerks when driving around town at 30-40 MPH. It also has stalled too.

Cause: Root cause: Internal transmission failure.

P/N: RL166504AD

LOP: 21000633

Cost of repair: \$5230.00

Keywords: PlantProcess, FocusItem

CPA Audit: D-100

Correction: Repair: The technician installed a new transmission assembly.

Detail: The technician verified the customers complaint. He pulled code: P1DCD-00 from the TCM. This means: TCM MONITORING PROCESSOR PERFORMANCE MULTIPLE CLUTCHES LOCKED UP. The technician traced the failure to a failed TCM using the diagnostic flow chart. He replaced the TCM and had new codes appear. P1E23-00-INCORRECT GEAR RATIO CLUTCH 6 DEFECTIVE. This code indicated: TRANSMISSION - INTERNAL COMPONENTS. P1DAF-00-INCOMPATIBLE LIMP IN ACTION REQUESTED and P1D99-00-INCORRECT GEAR RATIO CLUTCH B OR E DEFECTIVE one of these was set because other codes were set and two of the codes meant he transmission had TRANSMISSION - INTERNAL COMPONENTS failure. Seeing these new codes appear after he replaced the TCM he then ordered and installed a new transmission. The vehicle was test driven and an alignment was performed. The vehicle was now working as other new vehicles do. The dealer stated the failed trans has been sent back to quality control in Auburn Hills MI.

Field Report

VIN	2C4RC1EG7HR [REDACTED]	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	07/05/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6160620361	
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z1726U1023	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number	[REDACTED]	System Key	9542764	Report Version	1	Open Date	08/03/2017
Close Date	08/03/2017	Narrative Date	08/03/2017	Category	Pre-Delivery Quality	Mileage	651
TID	T2124PS	Patrick Sherlock					

Dealer	82702	PRODUCT QUALITY RESEARCH CENTER			Phone	(248) 451-5681	
Dealer City	AUBURN HILLS	State	MI		Zip	48326 2944	
Dealer Zone	42	Great Lakes - Detroit					

Part Number	NA	Part Description	NA	Part Quantity	0
LOP	NA	NA			
Report Authorization	Sherlock,Patrick		CAG Report Type	Sales & Marketing Incident	

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: Ground 901A loose. Customer brought vehicle in to PQRC with complaint of passenger window lowering inadvertently and intermittent warning lights illuminating. With the problem escalating to intermittent vehicle stalling.

Cause: Ground cable 901A to the transmission housing is loose. No measurable torque.

Customer Severity Judgment (PlantProcess) Lvl 100

Correction: Since the VSR showed multiple Lost Communication DTC's, began a multiple lost communication diagnostics of wiring ground inspections. The G901A location to the transmission housing was found to be loose. No measurable torque. Bolt/cable was torqued to spec 22 N-m. Issue resolved. Plant (WAP) was notified, but due to age (build date) of the vehicle, build history is no longer available. WAP will visit the station and follow up to see if they have a man/method/machine/material issue and create any required countermeasures.

GIMS 17007816 – will be cancelled

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG4	HR5 [REDACTED]	Built Date	05/19/2016	Mileage	15,448
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	02/07/2017 15:26:55	By	T3175BD
Updated	02/15/2017 12:36:16	By	T7065EA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P061A	ETC Level 2 Torque Performance	T3076SB	04/14/2013 01:25:00
P1DD2-00	Torque Request Signal from TCM Denied-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45544	LENOIR CITY CHRYSLER DODGE JEEP	Phone	(865) 986-7400	
Address	1206 BROADWAY ST E				
City	LENOIR CITY	State	TN	ZIP	37772 2101
Dealer Zone	66	County	LOUDON	Country	USA
Tech	William Wyatt				
STAR	T7065EA				

CUSTOMER CONCERN

vehicle died in road
Updated: 02/07/2017 15:26:55 By T3175BD
Brandon, I verified power and grounds to pcm, then checked connectors for any pin issues and found nothing. Cleared codes and test drove for @ 50 miles with no issues. Customer needed vehicle back for trip so we let it go as that we could not find any issues or duplicate the concern again. Bill
Updated: 02/14/2017 10:00:28 By T3175BD

RESOLUTION

Bill called STAR... stated the vehicle came in after dying while driving, vehicle restarted and was in limp in mode. Technician that codes, P1DD2-00 and P061A are "stored" and engine runs fine. Following diagnostics for code P061A, technician was inquiring about PCM software updates. After discussing the concern with the technician, STAR advised that there are no updates at this time and that we may have a PCM issue. STAR is going to look into this concern and get back to the technician with a course of action. Thanks, Brandon
Updated: 02/07/2017 15:26:55 By T3175BD
William, per the note in the service information: "An intermittent loss of power to the PCM without performing an ETC Relearn procedure may cause this DTC to set". Please, verify all power and grounds to the PCM, this very well might be being caused by a pin-fit issue. Using the wiring diagram/schematic as a guide, inspect the wiring and connectors between the power feeds, ground points, and the Powertrain Control Module (PCM). Look for broken, bent, pushed out terminals . Verify that there is good pin to terminal contact from the Source(s) and Control Module connectors. Let me know what you think and/or find. Thanks, Brandon
Updated: 02/09/2017 16:27:48 By T3175BD
Bill, 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 48 hours. We will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Brandon

Updated: 02/13/2017 08:19:23 By T3175BD

Bill, thanks for the update. At this point, if the vehicle is not at the dealer, please close the ticket out on your end. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Brandon

Updated: 02/14/2017 10:00:28 By T3175BD

William, do to FCA STAR guidelines, we are forced to close cases out when vehicle's are not at the dealership for repairs. If further STAR assistance is needed, you can resubmit to this ticket within 5 days of the vehicle returning to the dealership or open a new ticket and reference Ticket#: 1603634 so you can continue from where you left off. _Eric

Updated: 02/15/2017 12:36:16 By T7065EA

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG6	HR6 [REDACTED]	Built Date	12/09/2016	Mileage	447
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	02/08/2017 14:45:39	By	T4306MB
Updated	02/16/2017 11:50:36	By	T2415EB

CONTACT

Dealer	45478	GILLMAN CHRYSLER JEEP DODGE	Phone	(713) 776-4900	
Address	10585 W SAM HOUSTON PKWY S				
City	HOUSTON	State	TX	ZIP	77099 2844
Dealer Zone	63	County	HARRIS	Country	USA
Tech	Peter Akinola				
STAR	T2415EB				

CUSTOMER CONCERN

VEHICLE SHUTS OFF WHILE IN MOTION
Updated: 02/08/2017 14:45:39 By T4306MB
RESUBMITTED
Updated: 02/08/2017 14:45:39 By T4306MB
YOU DRIVING ALONG YOU COME TO A STOP LITE VEHICLE WILL DIE OUT YOU WILL HAVE TO RESTART THE VEHICLE AGAIN,THAT IS WHAT HAPPEN TO ME.BUT THE CUSTOMER STATES THE THE VEHICLE SHUTS OFF WHILE HE WAS DRIVING,THAT NEVER HAPPEN TO ME.
Updated: 02/09/2017 08:20:15 By T4306MB
SEE THE ATTACHED FILES
Updated: 02/09/2017 14:21:26 By T4306MB
SEE ATTACHMENT
Updated: 02/09/2017 16:07:22 By T4306MB

RESOLUTION

Peter, can you please clarify the concern you have duplicated? Driving at a stop/red light seems like an oxymoron. Does it not restart after a stop/start event? Does it stall prior to coming to a stop? - Mike B -
Updated: 02/08/2017 14:45:39 By T4306MB
Peter, can you attach a Vehicle Scan Report, and a Configuration Report to this ticket please. Thanks. I think the best bet on this type of concern, is to get a recording of a stall. The flight recorder samples data much faster, which is great for checking the RPM signal for drop-outs. I would record the RPM, all the fuel modifiers, and the camshaft actual and desired positions, along with their cam/crank differences. If you see the fuel trims indicating a lean condition I would check for E85, these vans are not flex fuel compatible. - Mike B -
Updated: 02/09/2017 08:20:15 By T4306MB
Peter, the two reports you added were both VSR's, could you attach a Configuration Report please? Thanks. - Mike B -
Updated: 02/09/2017 14:21:26 By T4306MB
Peter, thanks I got the report. I would try and get a recording of the stall as mentioned, I think it's the best chance you have of seeing a problem. - Mike B -
Updated: 02/09/2017 16:07:22 By T4306MB

Hi, we are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please document what fixed the vehicle and close the ticket. Thank You.

Updated: 02/16/2017 11:50:36 By T2415EB

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG4	HR6 [REDACTED]	Built Date	12/20/2016	Mileage	1,562
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	02/14/2017 16:45:16	By	T1183MF
Updated	02/22/2017 15:48:55	By	T1183MF

CONTACT

Dealer	66404	LEE DODGE CHRYSLER JEEP	Phone	(207) 856-6685		
Address	200 MAIN STREET					
City	WESTBROOK	State	ME	ZIP	04092 4733	
Dealer Zone	32	County	CUMBERLAND	Country	USA	
Tech	ARTHUR MEARS					
STAR	T1183MF					

CUSTOMER CONCERN

while driving battery light came on, all the rest of cluster lights came on, customer complained of a high rev concern, red line then back down in rpms, stalled, did jump start once, then nothing, had towed here vehicle was dead, did jump start, riddle with battery codes, and other codes, battery and charging system tests good now

Updated: 02/14/2017 16:45:16 By T1183MF

hooked up gr-8, ran tests, took 67 minutes to charge battery, tested good at 776 cca, ran charging system test, no load 14.43, with load 14.40, looking at pcm data, charging constant at 14.52 volts, voltage sense 14.5 to 14.6, duty cycle 29 percent to 43 present, and so far no codes have returned

Updated: 02/15/2017 13:55:33 By T1183MF

have been test driving the vehicle as often as possible as your instructions, vehicle has been going good. no codes. and no further mis happens.

Updated: 02/21/2017 09:36:37 By T1183MF

RESOLUTION

Arthur, do we have aftermarket accessories installed in the vehicle and or resent body repairs? Did battery and Generator pass GR8 test? What is charging battery V across battery post, generator B+, in PCM data duty cycle and PCM V with engine running and loads on? Which DTCs come back? Mark

Updated: 02/14/2017 16:45:16 By T1183MF

Arthur, let's test battery again. If battery consistently needs to be charged for a long time it could be bad even if it passes GR8 test. Low V DTCs are often times caused by loose/broken positive battery cables. Let's follow CHARGING SYSTEM in wiring. Inspect and tug on positive cables in between Generator, Starter, Terminal Battery, PDC and battery. If no problem found, please ask your service manager to test drive this vehicle as much as possible to duplicate this concern. Mark

Updated: 02/15/2017 13:55:33 By T1183MF

Arthur, we haven't heard from you in 48 hours, if you are still in need of repair guidance, please resubmit to the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Mark

Updated: 02/20/2017 08:49:47 By T1183MF

Arthur, thank you for the update. If concern is no longer present and battery cables were inspected, let's return this vehicle to the customer. Mark

Updated: 02/21/2017 09:36:37 By T1183MF

Called Arthur, tech stated vehicle was returned to the customer. I am closing this ticket. Mark

Updated: 02/22/2017 15:48:55 By T1183MF

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG3	HR	Built Date	10/24/2016	Mileage	4,256
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW2	TUSK WHITE				

GENERAL

Case Ref	10	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	02/16/2017 09:27:16	By	T6277T0
Updated	03/22/2017 10:17:14	By	T9253KP

CONTACT

Dealer	67995	TRONCALLI AUTOMOTIVE GROUP, INC	Phone	(678) 244-4100		
Address	818 ATLANTA RD					
City	CUMMING	State	GA	ZIP	30040 2708	
Dealer Zone	66	County	FORSYTH	Country	USA	
Tech	John Richards					
STAR	T9253KP					

CUSTOMER CONCERN

Customer states vehicle shut off while driving. vehicle does not crank. multiple indicator lights on dash. EPS offline, SEVERAL DTCs stored in PCM. Transmission just replaced at another dealership.

Updated: 02/16/2017 09:27:16 By T6277T0

RESOLUTION

SEBC TA Bovinett inspected vehicle. Found multiple DTC's in PCM. Almost every sensor/actuator on the engine. TA suspected missing ground due to previous repair. Found broken ground strap at RF engine mount. Re-attached, and vehicle started. TA suspected there is another missing ground. Found ground on bottom of transmission, G904A (possibly G904C) loose. tightened ground and replaced broken ground strap.

Updated: 02/16/2017 09:27:16 By T6277T0

SCA

Updated: 03/22/2017 10:17:14 By T9253KP

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG3	HR [REDACTED]	Built Date	10/24/2016	Mileage	4,255
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW2	TUSK WHITE				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint			
Created	02/21/2017 15:30:10	By	T0362PS
Updated	02/21/2017 15:30:10	By	T0362PS

CONTACT

Dealer	67995	TRONCALLI AUTOMOTIVE GROUP, INC	Phone	(678) 244-4100	
Address	818 ATLANTA RD				
City	CUMMING	State	GA	ZIP	30040 2708
Dealer Zone	66	County	FORSYTH	Country	USA
Tech	Scot Stewart				
STAR	T0362PS				

CUSTOMER CONCERN

[TechCONNECT Reference Ticket # [REDACTED] THIS MORNING @7AM WHILE EN ROUTE TO DROP MY CHILDREN AT || 2. SCHOOL. UPON STOPPING AT THE ALTERNATE FLASHING LIGHTS TO || 3. MERGE ONTO 400 AT EXIT 14, THE CAR CAME TO A COMPLETE STOP || 4. AND WOULD NOT MOVE FORWARD EVEN AFTER APPLYING PRESSURE TO || 5. THE GAS PEDAL. THE D ON THE GEAR SHIFT WAS FLAHSING RED. || 6. I WAS ABLE TO PUT ON MY FLASHERS AND MOVE THE GEAR SHIFT TO || 7. PARK. UNLIKE THE FIRST INCIDENT, I WAS ABLE TO MOVE THE GEAR || 8. SHIFT AND THE EMERGENCY BRAKE DID NOT AUTOMATICALLY APPLY. || 9. I TURNED THE CAR OFF AND ON AND WAS ABLE TO MOVE INTO DRIVE || 10. AND ENTER TRAFFIC. A COUPLE OF MILES DOWN THE ROAD, AT 55 || 11. MPH, THE PASSENGER WINDOW LOWERED AND RAISED ON ITS OWN || 12. WHILE THE CAR WAS BEEPING ITS EMERGENCY ALERT. A FEW MILES || 13. LATER THE WINDOW LOWERED ONCE AGAIN, AND STAYED DOWN. I WAS || 14. ABLE TO RAISE IT WITH MY DRIVER'S SIDE CONTROLS THIS TIME. || 15. VEHICLE SHUT OFF AGAIN ONCE MADE IT TO THE SCHOOL. RESTARTED || 16. VEHICLE AND SAME DANGER ICON DISPLAYED ON THE DASH AND A || 17. WARNING MESSAGE SAYING THE STEERING WHEEL NEEDS MAINTENANCE || 18.

Updated: 02/21/2017 15:30:10 By T0362PS

RESOLUTION

NOT WHAT. WHO? I DID.

Updated: 02/21/2017 15:30:10 By T0362PS

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG3	HR	Built Date	12/16/2016	Mileage	1,557
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1	Component Group	08 - ELECTRICAL
Customer Complaint			
Created	03/02/2017 09:48:18	By	T2415EB
Updated	03/02/2017 09:48:18	By	T2415EB

CONTACT

Dealer	67995	TRONCALLI AUTOMOTIVE GROUP, INC	Phone	(678) 244-4100	
Address	818 ATLANTA RD				
City	CUMMING	State	GA	ZIP	30040 2708
Dealer Zone	66	County	FORSYTH	Country	USA
Tech	Clifford Bailey				
STAR	T2415EB				

CUSTOMER CONCERN

When attempting to accelerate vehicle will loose power, sometimes shut off. Check engine light flashing at times.
Updated: 03/02/2017 09:48:18 By T2415EB

RESOLUTION

CONCERN WAS TRANSFERRED TO VEHICLE PERFORMANCE AS OPPOSED TO ELECTRICAL
Updated: 03/02/2017 09:48:18 By T2415EB

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG3	HR [REDACTED]	Built Date	12/16/2016	Mileage	1,557
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	03/02/2017 09:53:36	By	T3759DD
Updated	03/16/2017 13:04:38	By	T8371DP

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0339	Crankshaft Position Sensor Intermittent	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	67995	TRONCALLI AUTOMOTIVE GROUP, INC	Phone	(678) 244-4100	
Address	818 ATLANTA RD				
City	CUMMING	State	GA	ZIP	30040 2708
Dealer Zone	66	County	FORSYTH	Country	USA
Tech	Clifford Bailey				
STAR	T8371DP				

CUSTOMER CONCERN

When attempting to accelerate vehicle will loose power or shut off. Check Engine light on and flashing at times.

Updated: 03/02/2017 09:53:36 By T3759DD

Helping out the Tech with the Reports. Just sent

Updated: 03/02/2017 12:34:18 By T3759DD

DID PIN FIT TEST OK.DID RUNNING WIGGLE WIRE TEST AT CRANK SENSOR UNTILL CRANK SENSOR PIGTAIL MERGED INTO MAIN HARNESS.CODE DID NOT RETURN AND ENGINE DID NOT STUMBLE.

Updated: 03/06/2017 13:29:44 By T8371DP

CRANK SENSOR IS NEWLY REPLACED.

Updated: 03/06/2017 15:04:10 By T8371DP

DO I NEED TO PULL OIL PAN AND CK TONE WHEEL??

Updated: 03/06/2017 15:04:10 By T8371DP

DRB3 LAB SCOPE SAYS NO PEP APPLICATION FOUND YOUR SUPER CARD 2 MAY NEED TO BE UPDATED????

Updated: 03/07/2017 12:19:41 By T8371DP

WAITING ON TECH REP

Updated: 03/16/2017 13:04:38 By T8371DP

RESOLUTION

Clifford, Before continuing, please attach the vehicle scan, configuration and freeze frame data to this ticket.
~DeAndre. D

Updated: 03/02/2017 09:53:36 By T3759DD

Clifford, Thanks for the reports. Looking at the DTC's set, it's suspected that all the DTC's are a symptom of a loss crankshaft signal. With only 1,500+ miles on this vehicle, this concern is likely caused by a circuit fault. At this time, it is recommended to access the crankshaft signal and wiggle pull on the circuits while the engine is running to see if

you can get the vehicle to stall or sputter. Please also perform a pin drag on the CKP sensor connector pins to check pin tension. Please let me know what you find. ~DeAndre. D

Updated: 03/02/2017 12:34:18 By T3759DD

Thanks Clifford, if no issue can be found with the harness or connections then the crank sensor is the next component we need to test. We need to get a scope reading of the crank sensor and see what its signal looks like. Let me know what you see. Thanks -Dustin

Updated: 03/06/2017 13:29:44 By T8371DP

Hello Clifford, I wouldn't go that far until we have some proof. If you see an issue in the square wave with a scope then we will inspect the tone wheel. The scope will easily be able to see any issues in the tone wheel. Let me know what you can see. Thanks -Dustin

Updated: 03/06/2017 15:04:10 By T8371DP

Hello Clifford, I am not 100% sure what that means but it appears you are missing an Application in your DRB3. There is no other way to verify a crank sensor other than with a scope. You will need to get a functional scope to perform the diagnostic. Let me know what you can do. Thanks -Dustin

Updated: 03/07/2017 12:19:41 By T8371DP

I placed an outbound call to Clifford. I left a message and asked for an update on the vehicle. -Dustin

Updated: 03/09/2017 09:56:48 By T8371DP

Do you have an update on the case? Have you repaired the issue or do you require further assistance? If you require further assistance please update the case with any questions you have. If you have repaired the vehicle or are no longer working on it please close the case from your end and state the repairs performed. If there is no response within 48hrs the case will be closed. Thanks -Dustin

Updated: 03/13/2017 08:45:15 By T8371DP

Hi, we are closing the ticket due to not receiving a response within the last 48 business hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please document what fixed the vehicle and close the ticket. -Dustin

Updated: 03/15/2017 09:44:44 By T8371DP

Thanks Clifford, let me know if you need anything else. -Dustin

Updated: 03/16/2017 13:04:38 By T8371DP

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG7	HR64 [REDACTED]	Built Date	11/22/2016	Mileage 2,699
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

GENERAL

Case Ref	10 [REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	03/07/2017 18:05:06	By	T0553R0
Updated	03/11/2017 11:22:41	By	T1625HG

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U11B9-00	Lost Communication with RF Hub-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68709	GERRY WOOD CHRYSLER JEEP DODGE	Phone	(704) 638-9090
Address	525 JAKE ALEXANDER BLVD SOUTH			
City	SALISBURY	State	NC	ZIP 28147 9055
Dealer Zone	66	County	ROWAN	Country USA
Tech	Daniel Cross			
STAR	T1625HG			

CUSTOMER CONCERN

customer stated that while driving vehicle and came to a stop the veh shut off, no interior lights or dash lights, tried to star veh and nothing happened, opened door no interior light and remote would not lock or unlock veh, after an hour the vehicle started and was brought to the shop, only code is u11b9-00 stored

Updated: 03/07/2017 18:05:06 By T0553R0

Rob can a connection problem cause this condition? is the rfh and the ipc constantly inn a handshake with the pcm? like if it was stolen? just asking ill check what you asked for in the am. Thanks Dan

Updated: 03/08/2017 08:40:46 By T0553R0

ROB, I CHECKED FOR B+ AND GROUND AT THE RF HUB GOOD, NO PINS PUSHED OUT I ALSO CHECKED THE G922A GOOD , INLINE 1 UNDER CENTER COUNSOLE GOOD AND THE INLINE BODY 2 CONNECTOR GOOD DID NOT SEE ANY PUSHED OUT PINS OR TERMINALS .

Updated: 03/08/2017 08:40:46 By T0553R0

I HAVE NOT DUPLICATED CONCERN YET AND THE DTC STAYS STORED SO FAR. DAN

Updated: 03/08/2017 10:00:09 By T0553R0

OK WE'LL KEEP TRYING

Updated: 03/08/2017 11:03:44 By T0553R0

RESOLUTION

Daniel. check bus wires to RF-hub to start with and b+ and grounds. Rob

Updated: 03/07/2017 18:05:06 By T0553R0

Daniel. you may be correct on that I would not think the hand shake in constant but I'm basing it on your dtc and known connector and pin push out condition in which we do see. answer this does dtc go active for you? or stay stored? have you duplicated stall condition aside from RFH because of other symptoms that relate to BCM(door locks, interior lamps, maybe BCM should be focus . Rob

Updated: 03/08/2017 08:40:46 By T0553R0

in that case we need to continue to try to duplicate. if we are to strictly goes by customer description of symptoms I would say TiPM is causing issue but that's a guess without verifying, rob

Updated: 03/08/2017 10:00:09 By T0553R0

ok let me know. Rob

Updated: 03/08/2017 11:03:44 By T0553R0

Spoke with Daniel, found TiPM causing several issues and was ordering a TiPM. Bryan

Updated: 03/09/2017 13:06:09 By T2319BL

Daniel. called with update new TiPM installed had no power to win and other various systems checked connectors at tipm and intermediate connector now all is working ok tech will perform pin drag test and update. Rob

Updated: 03/10/2017 10:23:41 By T0553R0

TIGHTENED PIN AT THE C-3 CAVITY 43 B+ TERMINAL

Updated: 03/11/2017 11:22:41 By T1625HG

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG0	HR [REDACTED]	Built Date	07/07/2016	Mileage	11,787
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DI	FLOODS	
Created	03/10/2017 15:31:55	By	T7243KH
Updated	03/23/2017 16:40:05	By	T7243KH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0300	Multiple Cylinder Mis-Fire	T1118KR	04/14/2013 01:25:46

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	Jason Horstkamp				
STAR	T7243KH				

CUSTOMER CONCERN

died while driving.
Updated: 03/10/2017 15:31:55 By T7243KH
ok I now how to do that. I just didn't know if anything special to do with new revised 3.6 engine....
Updated: 03/10/2017 15:38:32 By T7243KH
Will be back at dealership tomorrow. At hybrid school
Updated: 03/15/2017 12:24:38 By T4756RH
okay I found oil filled with gasoline, when I pulled oil pan and try to crank over gasoline leaks down from head...
Updated: 03/16/2017 15:30:49 By T7243KH
I found #5 injector stuck on. when you turn key on, it primes fuel system. #5 injector just fills cylinder. I don't see any bearing material in pan or in oil. with plug out and cylinder dry out. it spins over nice and easy. doesn't feel like any binding.
Updated: 03/16/2017 15:43:50 By T7243KH
if I unplugged it doesn't do flow.....
Updated: 03/16/2017 15:52:56 By T7243KH
pcm is shorted to ground interally. short goes away when I unplugged the pcm
Updated: 03/16/2017 16:16:39 By T7243KH

RESOLUTION

Jason – You will need to disassemble engine and determine root cause of failure. Once cause is determined, please complete the "Repair / Replace Powertrain Worksheet". If the cost to repair exceed 70% the cost to replace engine, or if there are damaged components that are not available without replacing engine; then you will need pictures of all damaged components and you will need to submit a Pre-Authorization Request thru digital imaging for block or complete engine replacement per Warranty Bulletin D-13-03 TSB 09-001-13 S1209000016. Thanks Ken.
Updated: 03/10/2017 15:31:55 By T7243KH

Jason nothing different let me know what you find thanks Ken.

Updated: 03/10/2017 15:38:32 By T7243KH

Jason how are you doing with this give me a update on where you are at thanks Ken.

Updated: 03/14/2017 20:33:07 By T7243KH

Jason, Thanks for the update. Keep Ken posted on your progress when you return from school.

Updated: 03/15/2017 12:24:38 By T4756RH

Jason your at school and thanks for letting us know Ken

Updated: 03/15/2017 15:35:28 By T7243KH

Jason are the bearing damaged and do you have a injector leaking and let me know what you find and have not heard of this issue occurring before thanks Ken.

Updated: 03/16/2017 15:30:49 By T7243KH

Ok Jason good job Then I guess your getting a injector and going to try it and let me know how it goes and thanks Ken.

Updated: 03/16/2017 15:43:50 By T7243KH

Jason if your saying that it maybe a wire issue shorting out, I would look first at the ground going to the pcm and if its the pcm then hook you test light to battery voltage and should be off but if on then maybe a pcm issue then. If a wire issue maybe a harness if needed thanks Ken.

Updated: 03/16/2017 15:52:56 By T7243KH

Ok Jason thanks for the update and going to order a pcm and great job thanks Ken.

Updated: 03/16/2017 16:16:39 By T7243KH

Waiting on parts.

Updated: 03/20/2017 20:34:32 By T7243KH

pcm

Updated: 03/23/2017 16:40:05 By T7243KH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG8	HR [REDACTED]	Built Date	06/27/2016	Mileage	1,273
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	03/21/2017 10:04:28	By	T2699JC
Updated	03/24/2017 10:45:25	By	T2699JC

CONTACT

Dealer	42824	ROYAL GATE CHRYSLER DODGE JEEP	Phone	(636) 394-3400	
Address	15502 MANCHESTER RD				
City	ELLISVILLE	State	MO	ZIP	63011 3002
Dealer Zone	51	County	ST LOUIS CITY)	Country	USA
Tech	Josh Jones				
STAR	T2699JC				

CUSTOMER CONCERN

customer states that when making a left turn while accelerating the vehicle will stall out and die. sometimes vehicle will just lag. customer states that etc light will come on periodically.

Updated: 03/21/2017 10:04:28 By T2699JC

when pulling vehicle out of shop at about 3mph in reverse I noticed the etc light had come on. stayed of for about 2 seconds. vehicle accelerator pedal stop working but nothing else changed. no codes set. light turned off and vehicle is now working again

Updated: 03/21/2017 16:09:47 By T2699JC

verified that the throttle body and app connector is tight and pins look good

Updated: 03/22/2017 08:46:25 By T5002D1

RESOLUTION

Josh, there are no related cases with this concern. Check for low fuel level/loose fuel pump connection-IF NTF-test drive with customer to verify correct vehicle operation and try to duplicate concern-thanks Jeff C

Updated: 03/21/2017 10:04:28 By T2699JC

check for loose wiring connection at APP and throttle body

Updated: 03/21/2017 16:09:47 By T2699JC

Thanks for the update Josh. Your diagnostic work sheet shows yes and no for aftermarket devices. Make sure that there are no aftermarkets causing this concern. If not, check all under hood connectors and grounds, including at the battery, the PDC and PCM.

Updated: 03/22/2017 08:46:25 By T5002D1

verified customer was driving with foot on brake and gas

Updated: 03/24/2017 10:45:25 By T2699JC

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG3	HR6 [REDACTED]	Built Date	10/05/2016	Mileage 1,360
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PW7	BRIGHT WHITE CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	03/28/2017 10:16:06	By	T8875JB
Updated	03/29/2017 08:28:11	By	T8875JB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0730	Incorrect Gear Ratio	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
P1DCC	TCM MONITORING PROCESSOR PERFORMANCE - MULTIPLE CLUTCHES LOCKED UP	T4754AC	04/14/2013 01:25:46
P1DDE	IGNITION RUN/START INPUT 1/2 CORRELATION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	65382	INGRAM PARK CHRYSLER JEEP DODGE	Phone	(210) 684-6610
Address	7000 N W LOOP 410			
City	SAN ANTONIO	State	TX	ZIP 78238 4111
Dealer Zone	63	County	BEXAR	Country USA
Tech	Steven Zinsmeister			
STAR	T8875JB			

CUSTOMER CONCERN

Customer state sthe vehicle died while driving and the parking brake keeps applying

Updated: 03/28/2017 10:16:06 By T8875JB

Jeff, checked the electrical connectors and coated with di-electric as prescribed, verified main ground on top of the case is properly secured - rechecked the trans fluid level after hearing a whine from the pump on an incline - fluid level on the trans was actually very low, 3.25 qts low - I had to do the initial check on an incline and didn't think the level would be that far off versus a flat stall check. adjusted the fluid level and everything is running perfectly. Thanks for the direction to take on getting this repaired. closing case, concern is resolved.

Updated: 03/28/2017 16:43:24 By T8875JB

RESOLUTION

Steven, Make sure the PCM and TCM have the latest flashes installed. Make sure the fluid level is at spec with no external leaks. I don't even see a P0730 for this transmission. This definitely could be a TCM issue. Inspect the connectors at the TCM and transmission for loose pin fit, backed out pins or any damage. Add a little dielectric grease to the connector with a nylon brush and retest. Inspect the ground on top of the transmission. Clear the codes and road test, performing manual 5-4 downshifts then perform some 5-4 coast downs.. If a code returns then update the ticket with a scan report. ~Jeff

Updated: 03/28/2017 10:16:06 By T8875JB

Steven, good to hear. Let us know if you need any further assistance. ~Jeff

Updated: 03/28/2017 16:43:24 By T8875JB

fluid level low - adjusted fluid level 3.25 qts low

Updated: 03/29/2017 08:28:11 By T8875JB

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG7	HR [REDACTED]	Built Date	08/12/2016	Mileage	9,143
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	09 - ENGINE
Customer Complaint	OL	OIL LEAK	
Created	03/29/2017 15:57:04	By	T4756RH
Updated	03/31/2017 12:32:28	By	T4756RH

CONTACT

Dealer	44435	HUDSON CHRYSLER LLC	Phone	(715) 381-3000	
Address	1200 CARMICHAEL RD SOUTH				
City	HUDSON	State	WI	ZIP	54016 7717
Dealer Zone	74	County	PIERCE	Country	USA
Tech	DAVE GIVENS				
STAR	T4756RH				

CUSTOMER CONCERN

Customer states that while driving the vehicle started running rough and stalled. vehicle now will not start and was towed in.

Updated: 03/29/2017 15:57:04 By T4756RH

RESOLUTION

Dave, If this engine became hot enough to melt the plastic components then your best repair option may be to contact the Powertrain service center. Refer to the front page of tech connect and look under the warranty administration pane. Then follow the Pre-Authorization Programs process/guidelines for Powertrain service center. Star Center does not authorize repairs or parts replacements. Rich H.

Updated: 03/29/2017 15:57:04 By T4756RH

Star returned a call back to Dave at the dealer. Dave stated that they feel the root cause for failure was the engine oil cooler adaptor. Was overheated severely enough to melt the intake manifold and lost oil. Dave stated that his service manager is handling the paperwork on this vehicle right so he was unsure where it was in the process with PTSC. Star advised to close this ticket out for now. If further assistance is required this ticket can be re-opened. Rich H.

Updated: 03/31/2017 11:24:22 By T4756RH

Ned to contact Powertrain service center

Updated: 03/31/2017 12:32:28 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG8	HR6 [REDACTED]	Built Date	11/21/2016	Mileage 4,032
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	04/05/2017 16:42:38	By	T2665DL
Updated	04/21/2017 14:35:16	By	T2665DL

CONTACT

Dealer	65382	INGRAM PARK CHRYSLER JEEP DODGE	Phone	(210) 684-6610
Address	7000 N W LOOP 410			
City	SAN ANTONIO	State	TX	ZIP 78238 4111
Dealer Zone	63	County	BEXAR	Country USA
Tech	Terry Anderson			
STAR	T2665DL			

CUSTOMER CONCERN

battery goes dead over night. customer states that ac cuts out sometimes and cluster lights stay on. ac stops for 5 min at a time and it dies out while driving.

Updated: 04/05/2017 16:42:38 By T2665DL

when the car came in I tested the battery and found that it was under charged and when I started the car I tested the battery again and found that it was reading at 13.2V. the alternator was under charging the battery. so I replaced the alternator and the battery. after the replacement of the bad parts. I tested the car once again and got 14.2V. the car left and came back for the same problems. I got told by the service writer that I was not given the hole story on what was really going on with there car. when I had pulled the codes the first time there was 39 battery codes. the sec. the car was here no codes just a dead battery.

Updated: 04/06/2017 14:32:10 By T2665DL

Ok when I tested the car I cant get the car to act up in the way the cust. is telling me. I still cant figure out why the car is doing what it is going with the cust. I still have the battery disconnected and when I hook it back up the car still fires right up. so I cant explain why there was a die battery in the first place. and why the cust is the only one having these problems.

Updated: 04/11/2017 15:16:56 By T2665DL

when we did a draw test we got after waiting a few min. to let the excess power drain out. 0.02V.

Updated: 04/12/2017 09:32:14 By T2665DL

I will half to ask. I was told that the problem comes in stages. 1st blue tooth initialization hand free comes up with no calls. radio screen is on but no sound is coming out. Dash lights stay on, A/C controls not working. stage 2 auto doors wont work, alarm will go out on its own A/C inop. stage 3 states completely dyeing out idle will lock out no start cust. states veh. was in traffic and started to stall out, A/C would quit working for 5 min. at a time. that is what I got the sec time around. was not told this was going on when they came by the first time.

Updated: 04/12/2017 15:41:49 By T2665DL

ok I pulled the connectors apart and found no water or anything in the connectors. found nothing loose or out of place. I put dio grease in the connectors for a just in case. I hooked everything back up. I will leave the battery hooked up tell Monday when I get back to see if the car will start back up or will it be a no start.

Updated: 04/17/2017 08:44:41 By T2665DL

ok, I just started the car after the battery has been hooked up for about three days. car started up with no problems.

Updated: 04/18/2017 10:16:29 By T2665DL

RESOLUTION

So after the battery and alternator replacement there are no other issues present? Was there a problem with the alternator not charging or overcharging that may have led to the die out and a/c complaint? Let me know the details of the charging system repair. Thanks Terry, -Dave L

Updated: 04/05/2017 16:42:38 By T2665DL

Hi Terry, so it came in for a dead battery this time? What about this A/C and die out complaints? -Dave L

Updated: 04/06/2017 14:32:10 By T2665DL

Hi Terry, what is the Ignition Off Draw? Let me know what the reading is. -Dave L

Updated: 04/11/2017 15:16:56 By T2665DL

OK, 20 mA is a good draw reading. Is it possible the customer is leaving the FOB in or near the vehicle at his home? It may be something he is doing that sets off the battery drain issue. You may need to call him and ask specifics about the location of the FOBs, does he notice anything in the vehicle staying on? How often does it occur? etc. -Dave L

Updated: 04/12/2017 09:32:14 By T2665DL

OK, it may be getting water intrusion in a connector. Did this occur during wet weather? There are underhood connectors that have had issues with not being locked together and water intrusion can cause many symptoms like you have. Perform a good check of the harness connections on the bottom of the vehicle and underhood. Check main battery connections and grounds to engine and frame. -Dave L

Updated: 04/12/2017 15:41:49 By T2665DL

OK Terry, let me know when you find out. -Dave L

Updated: 04/17/2017 08:44:41 By T2665DL

OK Terry, it should be driven and shut off, similar to what a customer would do and make sure no draw is present above the .02 that we have seen. If OK, release it. Thanks Terry, -Dave L

Updated: 04/18/2017 10:16:29 By T2665DL

because we don't have any advisors here with common sense found that customer has a power inverter that stays plugged in.

Updated: 04/21/2017 14:35:16 By T2665DL

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG0	HR6 [REDACTED]	Built Date	10/27/2016	Mileage	5,010
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	04/13/2017 09:36:56	By	T0555BB
Updated	04/13/2017 10:31:03	By	T0555BB

CONTACT

Dealer	42295	BALD HILL DODGE CHRYSLER JEEP	Phone	(401) 828-3700	
Address	1035 BALD HILL RD				
City	WARWICK	State	RI	ZIP	02886 0723
Dealer Zone	32	County	KENT	Country	USA
Tech	Keith Kneeland				
STAR	T0555BB				

CUSTOMER CONCERN

RENTAL CAR-CUST STATES VEHICLE WILL INTERMITTENTLY STALL, NOW WILL NOT START.

Updated: 04/13/2017 09:36:56 By T0555BB

Brian, thanks for the response. There do not appear to be any accessories added to the vehicle mopar or aftermarket. I believe its a crank/no start, and intermittent stalling however we cannot duplicate any issues and theres a few intermediate contacts between the rental car company and us where the actual concern regarding the starting issue gets questionable. Random stalling seems to be a definate issue as its written on the side window in that glass paint stuff car lots use. The tank is about 3/4 full of fuel (possibly the wrong fuel as you described however its running fine at the moment) we are driving the car around to attempt to duplicate this issue. SShould i re-do this ticket in the fuel group? The vehicle runs perfectly during all the time Ive driven it. Thanks again [REDACTED]

Updated: 04/13/2017 10:04:03 By T0555BB

RESOLUTION

Keith, Is the concern a no crank or a crank no start? If the concern is a stall with a crank no start, this likely indicates a driveability fault, rather than an issue for the electrical group. From my personal experience at a dealer working on rental cars that have stalling issues and do not run well, many of the concerns were caused by fuel issues, specifically, the rental vehicle customers putting E85 in vehicles that do not accept E85 before returning the vehicle to save money. Are there any aftermarket or Mopar accessories installed on the vehicle? It is recommended to continue to try to duplicate the concern to allow for testing to be performed with the concern present. If the concern is difficult to duplicate it may be helpful to inquire with the customer about the exact conditions of when the concern happens or have the customer duplicate the concern for you. -Brian

Updated: 04/13/2017 09:36:56 By T0555BB

Keith, Crank no start and stalling concerns, with no DTCs recorded, should be submitted to the vehicle performance group, as the engine cranking indicates the modules are communicating and the PCM is receiving all inputs necessary to crank the engine, and the lack of DTCs after stalling indicates it is likely not a communication fault either. If the concern were a communication issue, the electrical group would be appropriate, however, this appears to be a concern best suited for the vehicle performance group and it would be recommended to submit a new ticket to that group, as I am unable to transfer this ticket for you. Thank you. -Brian

Updated: 04/13/2017 10:04:03 By T0555BB

Cannot duplicate/referred to fuel system group Technician Closure Requested

Updated: 04/13/2017 10:31:03 By T0555BB

Field Report

VEHICLE

Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
VIN	2C4RC1CG1	HR# [REDACTED]	Built Date	06/09/2016	Mileage	8,146
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint			
Created	05/02/2017 12:38:43	By	T0362PS
Updated	05/02/2017 12:38:43	By	T0362PS

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 Thompson				
STAR	T0362PS				

CUSTOMER CONCERN

coast off highway vehicle stalls at the same time RF window rolls down on its own
Updated: 05/02/2017 12:38:43 By T0362PS

RESOLUTION

secure loose negative battery terminal
Updated: 05/02/2017 12:38:43 By T0362PS

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG6	HR [REDACTED]	Built Date	03/21/2017	Mileage	761
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	05/03/2017 18:05:35	By	T8372R0
Updated	05/09/2017 15:46:15	By	T1625HG

CONTACT

Dealer	44692	RICK KEFFER DODGE CHRYSLER JEEP RA	Phone	(904) 277-6969	
Address	464037 E STATE ROAD 200				
City	YULEE	State	FL	ZIP	32097 8645
Dealer Zone	66	County	NASSAU	Country	USA
Tech	Joshua Helphrey				
STAR	T1625HG				

CUSTOMER CONCERN

radio will go dark transmission will fail engine will cut off,sits for two hours then start to use radio or rear ves to duplicate unable too.

Updated: 05/03/2017 18:05:35 By T8372R0

RESOLUTION

Joshua, are there any aftermarket accessories installed in this vehicle like an insurance pod or RF chip for a speed pass or similar? Also, does the customer leave a spare key for servicing the vehicle and the key chain they carry have an RF chip on it? Find out if this is totally random or does this only happen in a certain area of home, work, town? Also, I would start with a loss of comms while going through a good wiggle test of all harnesses and connectors and pay close attention to the PCM, TCM and ABS connectors, be sure to check for water/corrosion intrusion and or pin-fit/tension or pushed pin issues. Keep me posted thanks, Ron

Updated: 05/03/2017 18:05:35 By T8372R0

Joshua, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 05/05/2017 11:32:19 By T8372R0

Contacted dealer for update - no advisor available to provide any info. We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. _Heather

Updated: 05/09/2017 15:46:15 By T1625HG

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG7	HR0T1667	Built Date	05/06/2016	Mileage	15,629
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	05/04/2017 09:48:54	By	T3175BD
Updated	05/08/2017 08:13:31	By	T1625HG

CONTACT

Dealer	45547	ARRIGO DODGE CHRYSLER JEEP RAM FIA	Phone	(772) 882-3300	
Address	5851 S US HIGHWAY 1				
City	FORT PIERCE	State	FL	ZIP	34982 3946
Dealer Zone	66	County	INDIAN RIVER	Country	USA
Tech	Dylan Morrison				
STAR	T1625HG				

CUSTOMER CONCERN

cust states car will stall around right turns. test drove multiple times on different returns to shop can not get car to stall no matter how hard or fast I turn. even with steering wheel locked out. is there any known issues with this problem or known items to check. oil level is in spec no codes no loose cables found.

Updated: 05/04/2017 09:48:54 By T3175BD

RESOLUTION

Dylan, at this point, there are no "know issues" or "related cases" of this concern pertaining to the vehicle in question. With no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Brandon

Updated: 05/04/2017 09:48:54 By T3175BD

unable to verify the complaint.

Updated: 05/08/2017 08:13:31 By T1625HG

Field Report

VEHICLE

Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
VIN	2C4RC1CG3	HR	Built Date	04/25/2016	Mileage	13,772
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	05/15/2017 08:29:56	By	T4756RH
Updated	05/31/2017 16:26:50	By	T4756RH

CONTACT

Dealer	43815	EAST CAROLINA CHRYSLER DODGE JEEP	Phone	(252) 355-3333	
Address	3401 SOUTH MEMORIAL DRIVE				
City	GREENVILLE	State	NC	ZIP	27834 6732
Dealer Zone	66	County	PITT	Country	USA
Tech	Moises Monterrosa				
STAR	T4756RH				

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE WILL RANDOMLY STALL. LOOSES ALL RESPONSE AT THROTTLE. BECAUSE ENGINE STALLS.

Updated: 05/15/2017 08:29:56 By T4756RH

Rich, performed a fuel pump output test and volume is within spec. fuel sample is also good fuel. test drove vehicle while monitoring fuel pressure voltage and all is working as designed. vehicle has not shut off the last few times we have driven it

Updated: 05/15/2017 15:56:00 By T4756RH

Rich I have some recordings to submit. the star case states they are too big to send here I don't have an email address for you

Updated: 05/18/2017 16:40:33 By T4756RH

Rich I sent recordings earlier and haven't heard back from you. sent 4. the oldest recording is a normal operating condition others are when condition occurred

Updated: 05/19/2017 16:15:30 By T4756RH

I didn't see anything obvious other than ASD relay and fuel relay. all other seem normal

Updated: 05/20/2017 11:30:36 By T7243KH

Rich, I noticed there is an open recall t23 regarding egr valve function. you think that would have any possible effect on the engine stalling

Updated: 05/20/2017 11:30:36 By T7243KH

Rich, I wasn't able to find any more details or instructions regarding t23 egr valve function recall. was it discontinued

Updated: 05/22/2017 09:27:01 By T4756RH

replaced egr valve on vehicle and test drove vehicle all systems working as designed. returned to customer she drove vehicle several miles and vehicle stalled again. I test drove vehicle and vehicle cut off twice once as I was slowing down to a stop the other while idling at a light. feels like an auto stop function was taking place. vehicle doesn't have auto start function as a feature.

Updated: 05/25/2017 16:30:16 By T4756RH

Rich, vehicle does have a full tank of gas at this time. when it was here last time the fuel level was under half a tank. condition is still random and fuel pressure is not being lost when it stalls.

Updated: 05/26/2017 08:05:53 By T4756RH

Rich replaced ckp sensor vehicle being driven at this time

Updated: 05/30/2017 09:53:07 By T4756RH

Rich, the problem persists after replacing the CKP sensor. randomly the vehicle cuts off. after it is started again it will run normal for an undetermined amount of time again. any other suggestions

Updated: 05/31/2017 08:25:28 By T4756RH

Rich, the vehicle restarts immediately after it cuts off. can be placed in neutral and restarted when it stalls when rolling. if you are stopped it is same. restart immediately after it stalls

Updated: 05/31/2017 09:23:52 By T4756RH

Rich, vehicle has been driven with new template on flight recorder at this moment we have not captures any stalls

Updated: 05/31/2017 16:26:50 By T4756RH

RESOLUTION

Moises, have you monitored the fuel system pressure while driving the vehicle to be sure your not losing fuel system pressure? Have you pulled a fuel sample. Performed a fuel pump output volume test to be sure the pump is operating within specifications? Rich H.

Updated: 05/15/2017 08:29:56 By T4756RH

Moises, Thanks for the update, continue to monitor the fuel pump pressure while its being driven to verify that there is no loss of fuel system pressure. Rich H.

Updated: 05/15/2017 15:56:00 By T4756RH

Star returned a call back to Moises at the dealer. So far the dealer has been unable to duplicate the stalling concern for the last 2 days. Someone from the dealer is driving the vehicle with the flight recorder connected hoping to capture the stalling event. Star advised to please close this ticket until the concern can be duplicated or the stalling event can be captured using the flight recorder. Rich H.

Updated: 05/17/2017 16:13:27 By T4756RH

Moises, You can send the recordings to Rich.Harenski@FCAgroup.com

Updated: 05/18/2017 16:40:33 By T4756RH

Moises, I just received the recordings today 05/19/17 at 3:40 p.m. did you review the data recordings to see if anything obvious is dropping out or being lost? Rich H.

Updated: 05/19/2017 16:15:30 By T4756RH

Moises yes EGR can cause stalling issue and yes do the recall and see if you get a change and keep Richard H up to date thanks.

Updated: 05/20/2017 11:30:36 By T7243KH

Moises, I do not show any open recalls, but looking at the data recordings there is a possibility that the EGR valve is causing the stalling die out concern. It looks like the engine stalls/dies out while slowing to stop on decel. The ST fuel adaptives do spike up -15%. So the EGR valve could possibly be sticking open causing the engine to stall/die out. Rich H.

Updated: 05/22/2017 09:27:01 By T4756RH

Star returned a call back to the dealer to speak with Moises. The EGR valve was replaced, the vehicle is being test driven and its been fine since EGR replacement. Moises will update and close this ticket out later today. Rich H.

Updated: 05/24/2017 09:17:08 By T4756RH

replaced egr valve Stalling.

Updated: 05/24/2017 15:07:31 By T4756RH

Moises, If you can duplicate the concern now then lets re-install the fuel pressure testing gauge to be sure fuel pressure is not dropping out or being lost when it stalls or dies out. Did the customer take the vehicle and fill it up after leaving the dealership possibly? Please let me know. Rich H.

Updated: 05/25/2017 16:30:16 By T4756RH

Moises, I would like for you try replacing the CKP sensor. Let me know the outcome. Rich H.

Updated: 05/26/2017 08:05:53 By T4756RH

Star returned a call back to Moises at the dealer the CKP sensor was replaced, the vehicle is being test driven. Moises will keep Star posted. Rich H.

Updated: 05/30/2017 09:50:32 By T4756RH

Moises, Thanks for the update. Rich H.

Updated: 05/30/2017 09:53:07 By T4756RH

Moises, Does the vehicle restart easily after it shuts off? Or does it crank over and not restart easily. Rich H.

Updated: 05/31/2017 08:25:28 By T4756RH

Moises, is this vehicle equipped with a stop/start system?

Updated: 05/31/2017 09:23:52 By T4756RH

Moises, I just sent you a new template that I created. Try capturing the stall/die out again. Rich H.

Updated: 05/31/2017 09:58:13 By T4756RH

Moises, Thanks for your update, keep me posted. Rich H.

Updated: 05/31/2017 16:26:50 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG1	HR505	Built Date	04/19/2016	Mileage	18,921
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/18/2017 15:26:27	By	T8448RT
Updated	05/24/2017 10:39:15	By	T8448RT

CONTACT

Dealer	65859	LEBANON CHRYSLER DODGE JEEP RAM	Phone	(513) 932-2717	
Address	518 W MAIN ST				
City	LEBANON	State	OH	ZIP	45036 2048
Dealer Zone	42	County	WARREN	Country	USA
Tech	ROBERT FAWCETT				
STAR	T8448RT				

CUSTOMER CONCERN

vehicle stalls at highway speeds

Updated: 05/18/2017 15:26:27 By T8448RT

Hi Ryan, I checked all the grounds to pcm and tcm all were tight. Battery terminals were also tight. Customer has stated that both times it stalled was on the highway. They would pull to the side of the road and then the vehicle would restart. I do not know how many miles there were between events. I have left you a message on your voicemail. Thankyou.

Updated: 05/18/2017 17:09:20 By T8448RT

RESOLUTION

ECS - TS called Robert to discuss concern but there was no answer. TS LVM requesting call back to 248-488-3734. Robert, I was hoping to go over this concern with you but left a message. Have you only found these DTCs stored or were any active upon initial inspection? I was looking at the DTCs set stored, modules setting the faults, and started looking for commonalities and see the G909 circuit is common between the PCM and TCM. Have you checked to ensure the ground terminal is clean and tight? What testing have you already completed other than checking for DTCs? Which connections did you check for looseness? The DTCs look to have set at different points, not all together....Does the customer know the mileage from the vehicle stall? Did it restart or was the vehicle towed to you after stalling? Let me know please. Also, you can reach me by phone at 248-488-3734. Thanks. - Ryan

Updated: 05/18/2017 15:26:27 By T8448RT

Robert, I will look further into this but I have not seen other reports like this for the Pacificas. Based on the codes setting I would have been focused on the B+, ground and bus circuits for the PCM and TCM but even a loss of bus communication should not cause a vehicle stall condition. Were there any indicators on in the cluster or EVIC just before the stall? Did the vehicle not actually stall but went into a de-rate or limp in mode? Can we confirm with the customer that the engine stopped running while the vehicle was being driven? Let me know please. Thanks. - Ryan

Updated: 05/18/2017 17:09:20 By T8448RT

TS called Robert for update. Robert advised no additional information has been obtained and still no duplication. TS reviewed DTCs and wiring diagrams and suggested: 1. See if any additional information can be obtained from the customer about the event...was the radio still on, cluster lighting, steering? ; 2. Check the G910A ground location to make sure it is clean and tight. ; 3. Check at the CAN C STAR connector for the SCCM wiring to measure the bus voltage for each side. ; 4. if still NTF load test the B+ and ground for the SCCM. Robert, Let me know what you find and how I can help. Thanks. - Ryan

Updated: 05/22/2017 13:02:57 By T8448RT

checked the above mentioned items found no issues. Could not duplicate the customers concern. ****Technician Closure Requested****

Updated: 05/24/2017 10:39:15 By T8448RT

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG2	HR	Built Date	06/21/2016	Mileage	12,854
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	05/24/2017 13:07:29	By	T1803DO
Updated	05/24/2017 18:03:08	By	T6294E0

CONTACT

Dealer	26764	BYERS CHRYSLER JEEP DODGE RAM	Phone	(614) 228-5111	
Address	465 S HAMILTON RD				
City	COLUMBUS	State	OH	ZIP	43213 2035
Dealer Zone	42	County	FRANKLIN	Country	USA
Tech	Micah Foster				
STAR	T6294E0				

CUSTOMER CONCERN

THE VEHICLE HAS STALLED OUT ON HER A COUPLE TIMES WHILE DRIVING THEN A MESSAGE COMES UP THAT SAYS PUT THE VAN IN PARK. TODAY SHE WAS DRIVING FOR ABOUT A MILE AND THE VAN SHUTS OFF BUT WHILE DRIVING THE VEHICLE WILL SURGE AND HAS AN DELAYED SHIFT UPON ACCELERATION. NO SERVICE LIGHTS ARE COMING ON WHEN THIS HAPPENS. ALSO HAS HAPPENED ABOUT A MONTH AGO.

Updated: 05/24/2017 13:07:29 By T1803DO

NO AFTERMARKET DEVICES ARE BEING USED OR PLUGGED IN. ENGINE WILL ALWAYS RESTART NORMALLY WITH NO CEL LIGHT . CUSTOMER STATES THE CONCERN HAPPENS AS YOU COME TO A STOP CAR STALLS. CUSTOMER RESTARTS CAR RIGHT AWAY AND CONTINUES TO DRIVE.

Updated: 05/24/2017 13:58:50 By T1803DO

RESOLUTION

Micah, To accurately diagnose this concern the fault must be duplicated, as there are no DTCs indicating a fault occurred. I recommend consulting the customer as well to determine the symptoms present when the concern occur such cluster operation, radio, etc. Does the engine restart normally? Are there any aftermarket accessories connected to the vehicle at time the concern occurred such as insurance plug in devices, cell phone, laptop computers, etc. We also need to find out when the concern mostly occurs. Let me know. Thanks, Shaun.

Updated: 05/24/2017 13:07:29 By T1803DO

Micah, Thank you very much for the updated information. At this time we must duplicate the concern. If the concern cannot be duplicated, let's install a flight recorder in the vehicle and have the customer return once the concern has occurred again. Thanks, Shaun

Updated: 05/24/2017 13:58:50 By T1803DO

COULD NOT DUPLICATE CONCERN.

Updated: 05/24/2017 18:03:08 By T6294E0

Field Report

VEHICLE

Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
VIN	2C4RC1CG3	HR [REDACTED]	Built Date	04/22/2016	Mileage	7,244
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	05/25/2017 18:41:28	By	T5644RZ
Updated	06/05/2017 15:13:12	By	T5644RZ

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B2225 (SCM)	Steering Column Module Internal	T3076SB	04/14/2013 01:25:00
B280B	NTSC VIDEO INPUT	T7101SL	09/01/2015 15:04:40

CONTACT

Dealer	66692	FISHER CHRYSLER DODGE JEEP RAM	Phone	(928) 344-2650	
Address	349 EAST 32ND STREET				
City	YUMA	State	AZ	ZIP	85364 8205
Dealer Zone	70	County	YUMA	Country	USA
Tech	Carlos Grijalva				
STAR	T5644RZ				

CUSTOMER CONCERN

DIES WHILE DRIVING
Updated: 05/25/2017 18:41:28 By T5644RZ
scan report and configuration report attached. no aftermarket accessories. could not duplicate concern.
Updated: 05/26/2017 16:35:00 By T5644RZ
RE-CONFIGURED VEHILCE USING WITECH 1.
Updated: 05/30/2017 16:25:48 By T6948BH
METER LEAD GROUNDED AT PIN 1, PIN 2 VOLTAGE 2.2V, PIN 4 VOLTAGE 2.8V, PIN 6 VOLTAGE 12.1V.
Updated: 05/31/2017 11:54:39 By T5644RZ
PIN FIT IS GOOD NO BENT OR PUSHED OUT PINS. CONNECTOR HAS GOOD FIT ASWELL.
Updated: 05/31/2017 13:30:04 By T5644RZ

RESOLUTION

Hello Carlos, can you please attach a scan and a configuration report to the ticket. Does this vehicle have any aftermarket accessories installed on this vehicle? are we able to duplicate this concern? Let me know, Rich
Updated: 05/25/2017 18:41:28 By T5644RZ
Ok Carlos, lets perform a capacitive discharge test and re-configure the vehicle using WITECH1 we have some corrupted data in the configuration report and even though we cannot duplicate failure we should correct that. Please attach another configuration report to the ticket for comparison. Thanks Rich
Updated: 05/26/2017 16:35:00 By T5644RZ
Carlos, Reference MODULE-STEERING COLUMN CONTROL C2 in the wiring diagram. Provide voltage readings taken at pins 6, 2, and 4 with the meter grounded at pin 1. Let me know the results, Brad H.
Updated: 05/30/2017 16:25:48 By T6948BH
Those readings look good Carlos, the pinfit was good? no signs of bent pins or the like? Rich
Updated: 05/31/2017 11:54:39 By T5644RZ
Ok Carlos, based on the information you have supplied lets try a sccm. Let me know, Rich

Updated: 05/31/2017 13:30:04 By T5644RZ

Are there any updates on this vehicle? If the vehicle is repaired and has left the shop, let's close up this ticket. If you need more help, please report back with your current status. If no response is received within the next 48 hours, we will close this case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks, Rich

Updated: 06/05/2017 12:35:58 By T5644RZ

REPLACE SCCM

Updated: 06/05/2017 15:13:12 By T5644RZ

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG6	HR [REDACTED]	Built Date	04/29/2016	Mileage	12,700
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	05/25/2017 20:03:21	By	T7243KH
Updated	06/01/2017 13:47:57	By	T0362PS

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	Daniel Flores				
STAR	T0362PS				

CUSTOMER CONCERN

engine light on and vehicle stalls on left turns intermittently.
Updated: 05/25/2017 20:03:21 By T7243KH
I have driven vehicle for 76 miles normal operation was unable to duplicate complaint. tested batt and wiggle harness.
Updated: 05/25/2017 20:03:21 By T7243KH

RESOLUTION

Dan With no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, (monitor fuel system pressure), best thing is to get a data recording and fill the graph to the max and review it and see if anything obvious drops out or is being lost and be sure Engine RPM – cam & crank sensors – short & long term fuel adaptives – Ignition sense – WCM – EGR – ASD relay – PCM run timer – APP – TPS – and fill to max. Thanks Ken.

Updated: 05/25/2017 20:03:21 By T7243KH

don't know did not duplicate problem.

Updated: 06/01/2017 13:47:57 By T0362PS

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG1	HR [REDACTED]	Built Date	07/29/2017	Mileage	309
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	09/19/2017 12:58:02	By	T1072J1
Updated	09/22/2017 16:51:43	By	T1072J1

CONTACT

Dealer	27086	BOARDWALK CHRYSLER DODGE JEEP RAM	Phone	(650) 364-0100	
Address	1B BAIR ISLAND ROAD				
City	REDWOOD CITY	State	CA	ZIP	94063 2764
Dealer Zone	71	County	SAN MATEO	Country	USA
Tech	Mike Serra				
STAR	T1072J1				

CUSTOMER CONCERN

Special Handling - I2R Customer Name: [REDACTED] Dealer Name/Code: 27086 Boardwalk Chrysler Dodge Jeep Ram Contact Person Name: SA Mike The current outstanding concerns: Vehicle stalled and lost all power on the freeway. Customer demanding a replacement vehicle
Updated: 09/19/2017 12:58:02 By T1072J1

RESOLUTION

Called dealer and operator stated SA Mike is busy with the customer. I left VM to have Mike contact me ASAP. Jay
Updated: 09/19/2017 12:58:02 By T1072J1

SA Mike contacted Star center. He stated technician replaced crank position sensor and found water in the two connectors behind the right cylinder head. Tech blew out water from the connectors, added dielectric grease and sealed connectors so water cannot get in again. They have driven the vehicle several times after repair without duplicating stalling concern. Customer is to go for road test today with Mike. SA Mike is to call me back if the vehicle is repaired and picked up by the customer. Jay

Updated: 09/21/2017 08:36:14 By T1072J1

Called dealer and spoke with service operator Heather. She stated vehicle is repaired but the customer has not picked up the vehicle. SM Mike was not available and his VM box was full to leave a message. I am closing the case.

Updated: 09/22/2017 16:51:43 By T1072J1

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG9	HR7 [REDACTED]	Built Date	05/05/2017	Mileage 9,167
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	09/22/2017 10:12:38	By	T2319BL
Updated	10/09/2017 15:44:46	By	T2319BL

CONTACT

Dealer	27088	BIG M CHRYSLER DODGE JEEP RAM	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	T2319BL			

CUSTOMER CONCERN

dash lights came on at stop , died and would restart for 5 minutes .
Updated: 09/22/2017 10:12:38 By T2319BL
 JUST SENT CONFIGURATION AND SCAN REPORTS
Updated: 09/22/2017 10:12:38 By T2319BL
 Brian , just tested aux. battery and it failed 0 cca's . I ordered a new aux. battery .
Updated: 09/22/2017 11:02:13 By T2319BL

RESOLUTION

Spoke to Dave, Has several codes in the system. Had to do some research on the concerns so, instead of keeping Dave on the phone completed phone call. Researched the concern, after checking related case suggested to bench test the Aux battery with a GR8 and let me know the results. Bryan
Updated: 09/22/2017 10:12:38 By T2319BL
 David, thanks for the update let me know. Bryan
Updated: 09/22/2017 11:02:13 By T2319BL
 David, any update on the vehicle? Bryan
Updated: 09/26/2017 08:48:12 By T2319BL
 Spoke to David, stated the ordered the aux battery and receive day is 10-14. will investigate and let you know. Bryan
Updated: 09/29/2017 11:38:16 By T2319BL
 David, It is suggested to make sure that your parts dept ordered the battery VOR, once that is done parts should be able to contact parts expedite. Bryan
Updated: 09/29/2017 11:42:38 By T2319BL
 David, any update on the vehicle? Bryan
Updated: 10/03/2017 10:45:56 By T2319BL
 David, was the aux battery ordered VOR? Bryan
Updated: 10/05/2017 14:52:53 By T2319BL
 Spoke to David, stated replaced the aux battery and release the vehicle back to the customer. Requested to close the case. Thanks Bryan

Updated: 10/09/2017 15:07:17 By T2319BL

replacing aux. battery

Updated: 10/09/2017 15:44:46 By T2319BL

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG2	HF [REDACTED]	Built Date	09/12/2016	Mileage	5,033
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	1 [REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	09/25/2017 11:41:32	By	T8373VN
Updated	10/03/2017 15:16:53	By	T8373VN

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60483	CROWN CHRYSLER DODGE JEEP RAM	Phone	(423) 591-6868	
Address	2120 CHAPMAN RD				
City	CHATTANOOGA	State	TN	ZIP	37421 1689
Dealer Zone	66	County	HAMILTON	Country	USA
Tech	James Perry				
STAR	T8373VN				

CUSTOMER CONCERN

Customer stated vehicle died and acted like battery was dead. Another tech replaced the battery 2 weeks ago.

Updated: 09/25/2017 11:41:32 By T8373VN

The battery passed. Customer thought battery was dead but was not. Suspect no start due to pcm down. Could the internal code be due to low voltage? Code has never went active while I was monitoring systems.

Updated: 09/25/2017 16:05:38 By T8373VN

The internal code is not active may be a issue but I don't see it causing the customers concern. Customers concern is vehicle stalls while driving and will not restart and acts like battery is dead. Was towed in and I started it up and drove it into the shop without jumping. Battery tested good and charging voltage matches target (14.3V). I am fixated on why would all the other modules set low voltage codes and the PCM, PSDML, and PSDMR not. Earlier I actually ran the battery down by continuously turning the key on with my pod in it and got the PSDML and PSDMR to set low voltage codes but the PCM still does not set any codes at all.

Updated: 09/26/2017 08:23:15 By T8373VN

Vehicle has been checked and does not have a draw. Vehicle dies while the customer is driving it.

Updated: 09/26/2017 11:28:05 By T8373VN

Draw is bouncing between 10 and 25 milliamps. When testing the battery it load test and prints out a sheet instantly stating good battery. Have not been able to duplicate customers concern. 2nd visit for same issue.

Updated: 09/26/2017 13:47:41 By T8373VN

Vehicle was driven 42 miles with no issues.

Updated: 09/27/2017 08:06:10 By T8373VN

RESOLUTION

James, thanks for attaching the reports. Have we verified the battery is passing a GR8 test? I do see a DTC for the ESM internal performance failure and after verifying power and ground circuits we can replace the ESM, and retest. Thanks-Vince

Updated: 09/25/2017 11:41:32 By T8373VN

James, description does not mention battery voltage. Each time the ECU is awake on bus the diagnostic runs for an internal failure. If the connections have been verified and the DTC resets the modules replacement is the recommendation according to the published diagnostic. As far as the battery voltage concerns, have we load tested the electrical systems and tested charging systems for proper operation? Thanks-Vince

Updated: 09/25/2017 16:05:38 By T8373VN

James, ok so if we have an ignition off draw we can set up the vehicle for that test. We will need to remove the Wi-pod to test for a draw, and have you verified the charging system yet? Thanks-Vince

Updated: 09/26/2017 08:23:15 By T8373VN

James, can you report the specifics of the draw test what Ma reading were you seeing? Also what was the results of testing with the GR8 for charge time before testing? Have we been able to get the vehicle to stall and did the same DTC's reset? Thanks-Vince

Updated: 09/26/2017 11:28:05 By T8373VN

James, ok at this point we will need to clear DTC's and retest, and see what we get to reset. Thanks-Vince

Updated: 09/26/2017 13:47:41 By T8373VN

James, ok can we continue testing? Thanks-Vince

Updated: 09/27/2017 08:06:10 By T8373VN

James, we have not heard from you can we get an update on the diagnosis/repair status? Thanks-Vince

Updated: 09/29/2017 09:34:35 By T8373VN

I called James and he stated that they have ordered a PCM (Shop Foreman) and the vehicle is being serviced by another technician. We agreed to close the ticket as we are waiting for a part and if further assistance is needed, we can open a new ticket referencing this one, or call the Star Center at 800-850-7827. Vince

Updated: 10/03/2017 15:16:53 By T8373VN

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG9	HR	Built Date	05/11/2016	Mileage	3,035
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	1	Component Group	08 - ELECTRICAL
Customer Complaint	ABS	ABS/ESP LIGHT ON	
Created	09/25/2017 17:26:55	By	T8379TS
Updated	10/16/2017 08:45:46	By	T0553R0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0001	CAN C Bus	T3076SB	04/14/2013 01:25:00
U0002	CAN C Bus Off Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	39136	ROANOKE MOTOR CO INC	Phone	(309) 923-7823	
Address	1313 W FRONT STREET				
City	ROANOKE	State	IL	ZIP	61561 7432
Dealer Zone	51	County	WOODFORD	Country	USA
Tech	David Brown				
STAR	T0553R0				

CUSTOMER CONCERN

Parking brake not available, and electronic stability control.

Updated: 09/25/2017 17:26:55 By T8379TS

Tech drove vehicle this morning and was driving for about 10 mins when messages slowly started appearing. The bus went down one at a time till the vehicle went into neutral. When vehicle went into neutral the D on the shifter was flashing. Tech shut vehicle off and tried to restart but the D was still flashing. Tech shut the vehicle off and waited for everything to shut down then restarted the vehicle and drove the rest of the way to the shop.

Updated: 09/26/2017 14:38:04 By T8379TS

Replaced BCM and got the BCM programmed. Foreman Dave test drove vehicle and the bus went down again. Now 46 codes are showing (some pending some stored) but no active dtcs. Not sure which direction to head in at this point. Also contacting our Tech advisor to see what he thinks.

Updated: 10/04/2017 11:26:38 By T4520J1

Talked to tech adviser and was told to check grounds and the communication of the modules on the can bus. Using the lab scope found a section of wire that when moved would cause the scope to change. Looked into the wires and found several pinched and rubbed wires, but nothing that stood out. replaced wire harness and test drove. vehicle died when driving but no warning lights on dash. when I got back to the shop hooked up witech and found an EGR code. Vehicle will run for a little while then choke out.

Updated: 10/07/2017 12:17:05 By T4779DD

uploaded scan and config.

Updated: 10/09/2017 10:14:26 By T0553R0

Replaced EGR valve on vehicle. Let vehicle run for about 30 mins and i got a check engine light and throttle light. Steering stability control message returned also. i have uploaded scan, dtc, and config report.

Updated: 10/09/2017 15:18:30 By T0553R0

RESOLUTION

David called in Vehicle is currently working as designed with only the stored codes. Customer complained of the ESC light having come on and viewed the message parking brake not available. No light on currently. Advised to find out the conditions under which this event occurred from customer, clear codes, and drive it and attempt to duplicate the concern. Advised that driver actions could possibly set ESC light momentarily. Technician will attach new report if it acts up on road test. -Tim S

Updated: 09/25/2017 17:26:55 By T8379TS

Hello David. Which modules went down on the bus first? -Tim

Updated: 09/26/2017 14:38:04 By T8379TS

David called in stating that he was having trouble programing a BCM. We agreed with it being a programing issue to call WI-TECH at (888)WI-TECH1. David said he would update the ticket as the repair continued. Corey

Updated: 09/28/2017 09:25:35 By T2830CW

David called in seeking further advice for programming the new BCM to the vehicle. After discussing the concerns he's having, the programming process, and the information received from witech, I advised him to re-replace the BCM to repair the concern and follow the programming described in tech connect for the module replacement/programming. I further advised David that if any of the steps do not go or operate correctly to stop and advise of the concern and assistance will be given at that point to assist in programming. David stated that he would order another BCM and update the case with the findings. Frank.

Updated: 09/29/2017 14:53:34 By T5211FW

Shop foreman Dave called in, states installed replacement BCM - ignition doesn't turn on. Adds, was told if any step in the programming procedure do not go or operate correctly to stop and advise of the concern. States with original BCM installed ignition turns on, engine starts/runs. Adds, replacement BCM appears yellow on Witech topology, other modules grayed out - Wipod flashes Green/Red. Adds, other technician contacted Witech, was told vehicle issue. Asked that Dave depress hazard lamp switch, states hazard lamps flash. Adds, both replacement BCM part number 68222875AI on box matches part number on case sticker. Adds, original BCM part number AE suffix. My thoughts are, no further actions are recommended at this time. The STAR center is researching this concern and will respond shortly. Jesse ~

Updated: 09/30/2017 09:53:07 By T4520J1

Technician called in seeking information STAR agent was researching. Agent away from desk at the moment. Will leave a message to have agent call technician back. - Daniel.

Updated: 10/02/2017 11:36:42 By T4779DD

The STAR center is researching this concern and will respond shortly.

Updated: 10/03/2017 10:22:39 By T4520J1

Dave, refresh my memory - With the replacement BCM installed, have the following steps been completed?
1.Restore BCM Proxi Configuration 2.BCM Replace 3.PCM/ECM/ESL Replaced 4.PROXI Alignment 5.ECU Specific Procedures Jesse ~

Updated: 10/03/2017 12:29:12 By T4520J1

The STAR center is researching this concern.

Updated: 10/04/2017 11:26:38 By T4520J1

David, When test driving the vehicle was anything done to cause the concern? Hard turn, sudden stop, or turning anything on? Corey

Updated: 10/04/2017 16:58:32 By T2830CW

David, Are there any updates on this vehicle? If the vehicle is repaired and has left the shop, let's close up this ticket. If you need more help, please report back with your current status by updating the ticket. If no response is received within the next 48 hours, we will close this case. You can open a new ticket if it is closed and further repair guidance is needed. Thanks-Corey

Updated: 10/06/2017 19:41:00 By T2830CW

David, can we get a fresh scan and configuration report? - Daniel

Updated: 10/07/2017 12:17:05 By T4779DD

David called in. EGR fault causing start stall but If tap on EGR restarts runs better. Had tech remove EGR vale and inspect for binding/ carbon build up which may indicate a dive issue or fuel quality issue , replace EGR valve. Rob

Updated: 10/09/2017 10:14:26 By T0553R0

David. Lets follow dtc based diag. for those throttle DTCs see where that leads us. Rob

Updated: 10/09/2017 15:18:30 By T0553R0

David. Any test results yet? Rob

Updated: 10/10/2017 11:13:26 By T0553R0

Called dealer for update3:13pm est. - Talked to tech. Ordered PCM, No ETA given. "car down" Rob

Updated: 10/12/2017 15:19:38 By T0553R0

wiring

Updated: 10/16/2017 08:45:46 By T0553R0

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG3	HR [REDACTED]	Built Date	09/16/2016	Mileage	2,059
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	09/27/2017 15:22:16	By	T3175BD
Updated	10/16/2017 12:22:43	By	T6035RM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P062A	Fuel Pump Control Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44509	RICK HENDRICK DODGE CHRYSLER JEEP		Phone	(843) 763-8400
Address	1468 SAVANNAH HIGHWAY				
City	CHARLESTON	State	SC	ZIP	29407 7821
Dealer Zone	66	County	CHARLESTON	Country	USA
Tech	Tyler Lake				
STAR	T6035RM				

CUSTOMER CONCERN

<p>P062A CHECK ENGINE LIGHT WILL COME ON VEHICLE WILL EITHER DIE OR LOOSE POWER. <i>Updated: 09/27/2017 15:22:16 By T3175BD</i></p> <p>PLEASE REFER TO THE OTHER STAR CASE ON THIS VEHICLE IT WOULD NOT LET ME REOPEN IT, THIS HAS BEEN AN ON GOING CONCERN. IT TAKES 100-200 MILES TO DUPLICATE CONCERN. <i>Updated: 09/27/2017 16:23:52 By T3175BD</i></p> <p>I HAVE UPLOADED SCAN REPORT, ACTUAL PRESSURE IS 62 PSI AT IDLE. I HAVE NOT BEEN ABLE TO DUPLICATE CONCERN WITH MANUAL GAUGE HOOKED UP WILL BE GOING ON 100 PLUS MILE DRIVE ON MONDAY IS SEEMS IT TAKES ABOUT 100-200 MILES BEFORE IT ACTS UP. <i>Updated: 09/29/2017 15:37:21 By T3175BD</i></p> <p>I DROVE VEHICLE HOME LAST NIGHT. 45 MILES HOME NO PROBLEMS AT IDLE FUEL PRESSURE 60 PSI. WHEN ON THE ACCELERATOR FUEL PRESSURE WAS 70 PSI CHECK ENGINE LIGHT TURNED IT SELF OFF. THIS MORNING LIGHT WAS STILL OFF ABOUT 35 MILES INTO THE DRIVE CHECK ENGINE LIGHT COME ON SAME P062A ACTIVE AND THEN WENT STORED. FUEL PRESSURE STAYED AT 70 PSI EVEN AT IDLE SENSE THAT OCCURED. IT DID NOT DROP ANY WHEN THIS HAPPEN. CUSTOMER STATES WHEN IT HAPPENS TO THEM IT STALLS/LACK OF POWER I DID NOT ENCOUNTER THAT WHEN CHECK ENGINE LIGHT CAME ON TODAY. <i>Updated: 10/03/2017 09:50:31 By T3175BD</i></p> <p>HAVE WE GOT ANY UPDATES AS TO WERE TO GO NEXT WITH THIS VEHICLE <i>Updated: 10/09/2017 08:31:24 By T3175BD</i></p> <p>HAVE CONTACTED REDI TWICE LEAVING VOICE MESSAGES <i>Updated: 10/11/2017 09:34:05 By T6035RM</i></p>
--

RESOLUTION

--

Tyler, please attach a vehicle scan report with the codes set. Are there any drivability concerns? Since we are able to duplicate the concern, please monitor three things: 1) Fuel pressure using a manual gauge. 2) Fuel pressure on the scan tool and 3) Fuel pump duty cycle on the scan tool and record during the event/code setting. Thanks, Brandon

Updated: 09/27/2017 15:22:16 By T3175BD

Tyler, I am very familiar with this vehicle. Is the vehicle still stalling? With everything that has been checked and/or replaced, we are going to need a vehicle scan report with codes(s) set, and a recording of the data, including actual fuel pressure reading (with a manual gauge), if possible when the code(s) sets. At this point, there are no "know issues" or "related cases" of this concern pertaining to the vehicle in question. Thanks, Brandon

Updated: 09/27/2017 16:23:52 By T3175BD

Thank you Tyler. Keep me posted.

Updated: 09/29/2017 15:37:21 By T3175BD

Tyler, Note Per diagnostics: The P062A DTC will occur if the fuel pressure is too high or too low in the system. The Fuel Pump Assembly can be failing and still produce high fuel pressure in the system when the FPCM is defaulted to 80% duty cycle. Therefore, if this DTC is not accompanied by another fuel control system DTC, and the Fuel Rail Pressure Sensor is reading correctly, the Fuel Pump Assembly is the most likely cause of this DTC. At this point Tyler, I am going to review this case with the team and will get back to you. Thanks again, Brandon

Updated: 10/03/2017 09:50:31 By T3175BD

Tyler, this vehicle has now become part of the Enhanced Customer Satisfaction Program. One of our Technical Specialists from Enhanced Customer Satisfaction may contact you directly. I will keep you posted. Thank you, Brandon

Updated: 10/09/2017 08:31:24 By T3175BD

Hello Tyler, I tried to call the dealer but could not get through to the service department. Please provide me with a good contact number so we can go over this concern. You can call me anytime at (248)488-3700. Redi M

Updated: 10/09/2017 15:18:18 By T6035RM

TS called Tyler at (843)908-5179. CEL will turn on and off on its own. Advised at this time to monitor the actual fuel pressure, desired fuel pressure and duty cycle of the fuel pump when the fault occurs. Advised to call me with an update. Redi M

Updated: 10/11/2017 09:34:05 By T6035RM

Hello Tyler, I returned your phone call. Let me know when you are available. Redi M

Updated: 10/12/2017 09:36:40 By T6035RM

TS called tech Tyler and as per conversation, while test driving the vehicle and monitoring the data: 58PSI actual desired 58PSI duty cycle 49% gauge 60PSI at start up after driving for awhile duty cycle went up to 89% actual 20PSI desired 58PSI, and mechanical gauge showed 70PSI. Advised at this time to replace the fuel rail pressure sensor and retest. Redi M

Updated: 10/12/2017 09:58:42 By T6035RM

REPLACE FUEL RAIL PRESSURE SENSOR AND HAS NOT ACTED UP SINCE

Updated: 10/16/2017 12:22:43 By T6035RM

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG5	HR5 [REDACTED]	Built Date	06/07/2016	Mileage	35,742
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	09/28/2017 14:34:06	By	T3175BD
Updated	10/02/2017 08:05:20	By	T3175BD

CONTACT

Dealer	27015	Mac Haik Chrysler Dodge Jeep Ram	Phone	(713) 538-2700	
Address	12111 Katy Fwy				
City	Houston	State	TX	ZIP	77079 1501
Dealer Zone	63	County	HARRIS	Country	USA
Tech	Matias Labbate				
STAR	T3175BD				

CUSTOMER CONCERN

CUSTOMER STATES VEHICLEDIES WHILE DRIVING. ENGINE WILL SHUT OFF WHILE DRIVING AT ANY SPEED. CLUSTER DISPLAYS SHIFT TO PARK TO RESTART

Updated: 09/28/2017 14:34:06 By T3175BD

WHATS THE EMAIL TO SEND THE VEHICLE SCAN REPORT

Updated: 09/28/2017 15:01:06 By T3175BD

IM GOING TO CLEAR THE FAULTS AND GET A PORTER TO DRIVE THE VEHICLE. I FOUND BOTH POSITIVE AND NEGATIVE BATTERY TERMINALS LOSE. TIGHTEN THEM AND WILL GET IT DRIVEN

Updated: 09/28/2017 15:28:04 By T3175BD

RESOLUTION

Matias, please attach the vehicle scan report with any code(s) set. With no codes pertaining to the concern. or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Brandon

Updated: 09/28/2017 14:34:06 By T3175BD

You can send reports to: Brandon.Davidson@FCAgroup.com

Updated: 09/28/2017 15:01:06 By T3175BD

Cool. Keep me posted.

Updated: 09/28/2017 15:28:04 By T3175BD

BATTERY LOSE

Updated: 10/02/2017 08:05:20 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG1	HR [REDACTED]	Built Date	06/01/2016	Mileage	19,699
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/02/2017 10:31:00	By	T3175BD
Updated	10/18/2017 13:05:41	By	T7065EA

CONTACT

Dealer	68348	KOONS CHRYSLER DODGE JEEP RAM	Phone	(703) 356-0400	
Address	2050 CHAIN BRIDGE RD				
City	VIENNA	State	VA	ZIP	22182 2531
Dealer Zone	35	County	FAIRFAX CO)	Country	USA
Tech	Jeffrey Sherwin				
STAR	T7065EA				

CUSTOMER CONCERN

Customer states vehicle lost power and the gear "D" was flashing. Customer pulled over and turned vehicle off and started back up and vehicle began to work fine again . Customer described as vehicle shut off .

Updated: 10/02/2017 10:31:00 By T3175BD

Hello Brandon, I have the vehicle and configure reports, can I get your email to forward them to you. I have driven the vehicle several hundred miles this week and have not duplicated any concerns.

Updated: 10/06/2017 08:37:23 By T3175BD

Hey Brandon, were you able to see anything on the reports I sent ? The customer said this has only happened 4 or 5 times but he doesn't want to pick up vehicle until we assure him this will not happen again. I have driven the vehicle about 300 miles this week in all driving conditions and haven't duplicated any issues.

Updated: 10/06/2017 14:06:02 By T3175BD

RESOLUTION

Jeffrey, did we pull any stored codes? We are going to have to continue to try and duplicating the concern and record the event and see what we are missing, spark, fuel, etc... Can you please, provide and attach to the ticket a vehicle SCAN Report and Configuration Report with any codes that may be set. Are there any other concerns listed on the repair order or any other vehicle issues which may be related to the reported concern? Are there any vehicle modifications, Mopar accessory add-ons (remote start), or aftermarket components installed on this vehicle? Thanks, Brandon

Updated: 10/02/2017 10:31:00 By T3175BD

Jeffrey, you can send the reports to: Brandon.Davidson@FCAGroup.com

Updated: 10/06/2017 08:37:23 By T3175BD

Reports attached.

Updated: 10/06/2017 11:03:43 By T3175BD

Jeffrey, there is nothing in the reports that indicate a stall condition (no codes pertaining to drivability). With no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern and record the event. If you are unable to duplicate the concern, then we may need to install a flight recorder and let the customer drive the vehicle and get a data recording of the event. Let me know what you think and/or find. Thanks, Brandon

Updated: 10/06/2017 14:06:02 By T3175BD

Jeffrey, do we have an update on this vehicle, have we been able to duplicate the concern? Please, let me know where we are at with this vehicle. Thanks, Brandon

Updated: 10/10/2017 12:06:00 By T3175BD

Jeffrey, please, close this ticket out on your end for now. You can reopen this ticket if it is closed and we duplicate the concern and/or further repair guidance is needed. Thank you, Brandon

Updated: 10/13/2017 12:06:44 By T3175BD

Jeffrey, We are closing the ticket due to inactivity. If you are still in need of repair guidance, please resubmit to the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket on your end. Thank You._Eric

Updated: 10/17/2017 12:53:58 By T7065EA

We were never able to verify the condition described by customer. Technician Closure Requested

Updated: 10/18/2017 13:05:41 By T7065EA

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG7	HR5 [REDACTED]	Built Date	04/08/2016	Mileage 5,383
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/02/2017 11:39:10	By	T4756RH
Updated	10/11/2017 10:46:46	By	T6035RM

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	Jennifer Garcia			
STAR	T6035RM			

CUSTOMER CONCERN

*****SPECIAL HANDLING I2R – VIN #2C4RC1DG7HR5 [REDACTED] CAIR #3 [REDACTED] VIN # 2C4RC1DG7HR5 [REDACTED]
Customer [REDACTED] Dealership: Garden City Jeep Chrysler Dodge, LLC Dealer Code: #60227 Dealer
Phone#: 516-483-2700 Dealership Contact: SA Jenny AC nor working. Vehicle intermittently stalls at stop
Updated: 10/02/2017 11:39:10 By T4756RH

RESOLUTION

This vehicle is part of the Enhanced Customer Satisfaction Program. One of our Technical Specialists from Enhanced Customer Satisfaction will contact the dealer directly.

Updated: 10/02/2017 11:39:10 By T4756RH

TS called DLR and LVM for her to call me back. Redi M

Updated: 10/02/2017 12:32:40 By T6035RM

TS called DLR and spoke to SA Jenny and as per conversation, the vehicle was dropped off and has left. Customer is experiencing A/C performance concern. TS closing case.

Updated: 10/11/2017 10:46:46 By T6035RM

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG7	HR	Built Date	06/23/2016	Mileage	16,417
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	10/04/2017 09:26:02	By	T2319BL
Updated	10/13/2017 08:33:05	By	T2319BL

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0010-00	CAN Interior Bus -	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DODGE	Phone	(414) 325-3333	
Address	5700 S 27TH ST				
City	MILWAUKEE	State	WI	ZIP	53221 4129
Dealer Zone	51	County	MILWAUKEE	Country	USA
Tech	Ted Zalewski				
STAR	T2319BL				

CUSTOMER CONCERN

while driving on city streets today, car just shut off. car
Updated: 10/04/2017 09:26:02 By T2319BL

RESOLUTION

Spoke to Ted, vehicle is very intermittently stalling, vehicle has been driven over 100 miles with no concern. Requested a vehicle scan and configuration report. Suggested to continue to try to duplicate the concern. Suggested to try to get more information on how often the concern occurs, any aftermarket devices are installed on the vehicle that maybe removed from the vehicle when dropped off. Suggested to try to get the customer to help duplicate the concern. Let me know what you find. Bryan
Updated: 10/04/2017 09:26:02 By T2319BL
Ted, any update on the vehicle? Bryan
Updated: 10/09/2017 08:57:44 By T2319BL
Spoke to SM Tanya, stated vehicle has been return to the customer. Requested to close the case. Thanks Bryan
Updated: 10/12/2017 16:30:59 By T2319BL
could not duplicate
Updated: 10/13/2017 08:33:05 By T2319BL

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG5	HR6 [REDACTED]	Built Date	01/25/2017	Mileage	3,820
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/06/2017 11:03:03	By	T5980RD
Updated	10/12/2017 16:02:33	By	T5980RD

CONTACT

Dealer	66272	NAPLETON'S NORTHWESTERN CHRYSLER	Phone	(773) 334-3400		
Address	5950 N WESTERN AVE					
City	CHICAGO	State	IL	ZIP	60659 5004	
Dealer Zone	51	County	COOK	Country	USA	
Tech	Ruben Uribe					
STAR	T5980RD					

CUSTOMER CONCERN

Vehicle dies out.
Updated: 10/06/2017 11:03:03 By T5980RD
Hi Ray, I will try to duplicate concern with fly recorder, thank you.
Updated: 10/06/2017 11:35:24 By T5980RD
Hi Ray, we put 34 miles between yesterday and today, so far so good, our service manager will drive it tonight, I'll keep you posted on any findings, thank again.
Updated: 10/10/2017 14:08:58 By T5980RD

RESOLUTION

Hello Ruben. It will be difficult to diagnose this concern with out being able to duplicate the concern. Also, the best way to figure out what may be causing this concern is to capture a flight recording of the concern occurring. I have shared a template to your SID. Load it into a pod and capture a stall. If you can not duplicate the concern in a reasonable time, speak to management about having someone drive the vehicle or releasing the vehicle to the customer with the flight recorder to duplicate the concern. When the recording has been captured, share the recording to me at ID: T5980RD Email: RDD62@Chrysler.com. If you have any issue with witech, recommend to visit and save <https://kb.fcawitech.com/> or contact the witech hotline at 1-888-witech-1. Thanks, Ray.
Updated: 10/06/2017 11:03:03 By T5980RD
Sounds like a plan Ruben. Let us know if and when you capture the recording so I know to look for it. Thanks, Ray.
Updated: 10/06/2017 11:35:24 By T5980RD
Thanks for the update Ruben. Sounds like a plan. Keep us posted. Thanks, Ray.
Updated: 10/10/2017 14:08:58 By T5980RD
couldn't duplicate concern.
Updated: 10/12/2017 16:02:33 By T5980RD

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BGX	HR5	Built Date	04/26/2016	Mileage	8,304
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	10/09/2017 10:44:55	By	T1813DW
Updated	11/15/2017 16:38:04	By	T1991ES

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	Mike Hogg				
STAR	T1991ES				

CUSTOMER CONCERN

no start also die out while driving
Updated: 10/09/2017 10:44:55 By T1813DW
scan reports attached
Updated: 10/09/2017 13:09:37 By T1813DW
no add-ons , cust states dies randomly and very intermittent. have been dealing with this problem for over a year have contacted star several times about this veh.
Updated: 10/09/2017 14:16:45 By T1813DW
veh is not repaired can not duplicate condition, when it occurs dash lights flicker and veh will not shut off or drive. very intermittent
Updated: 10/13/2017 08:07:50 By T1813DW

RESOLUTION

Are there any vehicle modifications or add-ons? Any other concerns/symptoms present? Please ATTACH a vehicle scan and a configuration report to this ticket and let me know when they have been attached. Dan
Updated: 10/09/2017 10:44:55 By T1813DW
Are there any vehicle modifications or add-ons? Any other concerns/symptoms present?
Updated: 10/09/2017 13:09:37 By T1813DW
Hello Mike. You will need to keep trying to duplicate the concerns and load test the power, ground, and ign/run circuits to the EPS, ABS, and TCM using a headlight bulb and report those findings. Dan
Updated: 10/09/2017 14:16:45 By T1813DW
Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket.
Updated: 10/12/2017 10:22:59 By T1813DW
Thanks for the update Mike. Please wait while I research this issue further.
Updated: 10/13/2017 08:07:50 By T1813DW
I am escalating your ticket tot he next level of support. Please do not respond until you are contacted. Dan
Updated: 10/13/2017 09:47:36 By T1813DW
I am escalating this to your business center for review. Pleas ebe patient as someone should be contacting you shortly. Thanks, Joe

Updated: 10/13/2017 10:42:44 By T0544JC

TA will contact Dealer.

Updated: 10/13/2017 11:34:11 By T1991ES

TA to inspect on 10/24

Updated: 10/20/2017 17:59:09 By T1991ES

TA inspected and could not duplicate condition. Reviewed scan reports, performed loss of comm test and inspected PDC wiring. Vehicle has several flash updated including EGR recall. Advised tech to replace RF hub, update modules and perform extended road test.

Updated: 10/25/2017 10:19:17 By T1991ES

Has the RFH and flashes been completed?

Updated: 10/30/2017 14:25:17 By T1991ES

TA spoke to SM Nolan who confirmed that the repairs have been completed and the vehicle has been returned to the owner . TA closing case.

Updated: 11/15/2017 16:38:04 By T1991ES

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG0	HR [REDACTED]	Built Date	06/14/2016	Mileage	18,603
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/09/2017 12:52:25	By	T3175BD
Updated	10/11/2017 10:35:32	By	T3175BD

CONTACT

Dealer	45603	LARRY H MILLER CHRYSLER JEEP	Phone	(520) 327-5561	
Address	7800 E 22ND STREET				
City	TUCSON	State	AZ	ZIP	85710 8528
Dealer Zone	70	County	PIMA	Country	USA
Tech	Shawn Canady				
STAR	T3175BD				

CUSTOMER CONCERN

CUSTOMER STATS WHEN DRIVING VEHICLE WILL JUST DIE STATES BRAKE LIGHT APPERS ON DASHBOARD THIS HAS HAPPEN MULTIPLE CASE # [REDACTED] REFERENCE 32501016

Updated: 10/09/2017 12:52:25 By T3175BD

CLEARED ORGINAL DTC'S ROAD TESTED 159 MILES IN (2)DAYS NO DTCS CAR HAS NOT DIED WHILE DRIVING WILL KEEP DRIVING TO SEE IF ANY DTCS RETURN

Updated: 10/11/2017 08:22:50 By T3175BD

RESOLUTION

Shawn, thanks for the reports. Have you seen any of the codes active? Have you been able to duplicate the concern? U1514-87 Engine Controller Secret Code-Missing Message, confuses me. We may have a ignition or key issue. Let me know what you think. Thanks, Brandon

Updated: 10/09/2017 12:52:25 By T3175BD

Shawn, lets go ahead and perform all updates, retest drive and release the vehicle to the customer. At this point, please close this ticket out on your end. You will be able to reopen this ticket if the vehicle returns or you need further assistance.Thanks, Brandon

Updated: 10/11/2017 08:22:50 By T3175BD

drove 150 miles no problem found customer was in an enterprize rental car service manager released car to the customer

Updated: 10/11/2017 10:35:32 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG9	HF [REDACTED]	Built Date	05/06/2016	Mileage	12,202
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/11/2017 14:45:17	By	T3175BD
Updated	10/27/2017 09:34:17	By	T3175BD

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C2100-16	Battery Voltage Low - Circuit Voltage Below Threshold	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68822	PINE BELT CHRYSLER JEEP, INC	Phone	(732) 901-3600	
Address	1400 ROUTE 88				
City	LAKEWOOD	State	NJ	ZIP	08701 4520
Dealer Zone	32	County	OCEAN	Country	USA
Tech	Micheal Bartley				
STAR	T3175BD				

CUSTOMER CONCERN

at stop veh would shut off while in drive red dot would stay on once restarted
Updated: 10/11/2017 14:45:17 By T3175BD
vehicle just shuts off turn key starts back up with no dtc
Updated: 10/16/2017 12:44:10 By T3175BD

RESOLUTION

Micheal, thank you for the report. Is the vehicle going into a stop/start event and not restarting, or is the vehicle just shutting off? How does it restart? Thanks, Brandon
Updated: 10/11/2017 14:45:17 By T3175BD
Thanks Michael. I am review the history on this vehicle and will get back to you. How often is the stall happening, are you able to duplicate the concern? Brandon
Updated: 10/16/2017 12:44:10 By T3175BD
Michael, have you been able to duplicate the concern/stall? At this point, there are no "know issues" or "related cases" of this concern pertaining to the vehicle in question. Please let me know where we are at with this vehicle. Thanks, Brandon
Updated: 10/20/2017 14:52:23 By T3175BD
Michael, is this vehicle still at the dealer? If so, could you please resubmit with an update. If the vehicle is no longer there, or there is no further assistance needed, please close this ticket out on your end. Thank you, Brandon
Updated: 10/24/2017 14:39:58 By T3175BD
switching to different tech
Updated: 10/27/2017 09:34:17 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG3	HR [REDACTED]	Built Date	10/20/2016	Mileage 5,517
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DL	HARD START/LONG CRANK TIME	
Created	10/12/2017 11:02:16	By	T3175BD
Updated	10/16/2017 12:11:44	By	T3175BD

CONTACT

Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC	Phone	(212) 765-6633
Address	678 ELEVENTH AVENUE			
City	NEW YORK	State	NY	ZIP 10019 7047
Dealer Zone	32	County	NEW YORK	Country USA
Tech	jose castillo			
STAR	T3175BD			

CUSTOMER CONCERN

vehicle stalling out.
Updated: 10/12/2017 11:02:16 By T3175BD

RESOLUTION

Jose, if the customer is over filling the fuel tank it may cause this concern. If the customer is not overfilling the fuel tank and there is fuel found in the EVAP system, then there may be an issue with the multi-function valve (roll-over valve) in the top of the fuel tank. Note: multi-function valve is only serviced by replacing the fuel tank. Also, the Canister, ESIM, and Purge Solenoid will need to be replaced if then have raw fuel intrusion. Let me know what you think and/or find. Thanks, Brandon

Updated: 10/12/2017 11:02:16 By T3175BD

Jose, have we determined a course of action on this vehicle? If we have determined a course of action and/or have ordered parts, please close this ticket out on your end. You will be able to reopen this ticket if further assistance is needed. Thanks, Brandon

Updated: 10/16/2017 11:57:39 By T3175BD

parts are on order

Updated: 10/16/2017 12:11:44 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG9	HR500402	Built Date	06/29/2016	Mileage	19,845
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	10/13/2017 13:41:24	By	T2829LC
Updated	10/19/2017 14:32:18	By	T2829LC

CONTACT

Dealer	66162	TATE CHRYSLER JEEP DODGE FREDERICK	Phone	(301) 663-6126	
Address	5629 BUCKEYSTOWN PIKE				
City	FREDERICK	State	MD	ZIP	21704 8358
Dealer Zone	35	County	FREDERICK	Country	USA
Tech	S. WAYNE SPECHT				
STAR	T2829LC				

CUSTOMER CONCERN

VEHICLE STALLS OUT WHEN SLOWING DOWN,CUSTOMER NOTICED THAT IT HAPPENS WHEN SLOWING DOWN AND TURNING

Updated: 10/13/2017 13:41:24 By T2829LC

SHE ALSO NOTICED BLUE LIGHT IN SHIFTER IS OUT UNTIL SHE DOES KEY CYCLE

Updated: 10/13/2017 13:41:24 By T2829LC

RESOLUTION

Hi Wayne, today we discussed a PRNDL illumination concern, regarding a 2017 Pacifica. You stated vehicle would intermittently stall while driving and the selector light would go out. You have performed various test and flashes and eventually discovered a loose battery terminal. This appears to be a very unique concern, and with the discovery of a loose positive battery cable, I would think this concern is an isolated incident. If the concern is resolved, and no further assistance is needed, please close out the ticket on your end. Thank you Wayne. Larry

Updated: 10/13/2017 13:41:24 By T2829LC

Hi Wayne, I haven't heard from you. Please provide an update on this vehicle. If you were able to resolve the concern, please close out the ticket on your end, and list what repaired the vehicle. If I do not receive a response within 24 hours, I will close out the ticket. I hope all is well, thank you Wayne, Larry.

Updated: 10/17/2017 13:07:57 By T2829LC

BATTERY TERMINAL WAS LOOSE

Updated: 10/19/2017 14:32:18 By T2829LC

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG2	HR	Built Date	09/16/2016	Mileage	7,017
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/18/2017 15:17:27	By	T5980RD
Updated	10/25/2017 16:17:40	By	T5980RD

CONTACT

Dealer	60483	CROWN CHRYSLER DODGE JEEP RAM	Phone	(423) 591-6868	
Address	2120 CHAPMAN RD				
City	CHATTANOOGA	State	TN	ZIP	37421 1689
Dealer Zone	66	County	HAMILTON	Country	USA
Tech	Phillip Turner				
STAR	T5980RD				

CUSTOMER CONCERN

CUSTOMER STATES AFTER DRIVING ABOUT 75-90 MILES VEHICLE HAS SHUT OFF COMPLETELY WHILE GOING 65-70 MPH, HAS HAPPENED TWICE

Updated: 10/18/2017 15:17:27 By T5980RD

resubmitted

Updated: 10/18/2017 15:17:27 By T5980RD

so far we have not been able to duplicate the customers concern

Updated: 10/23/2017 11:11:34 By T5980RD

RESOLUTION

Hello Phillip. It will be difficult to diagnose this vehicle with out being able to duplicate the concern. Recommend to capture a flight recording of the vehicle stalling. If you can not duplicate the concern within a reasonable amount of time, suggest to management to have the vehicle driven extensively or to release the vehicle with a flight recorder to the customer to duplicate the concern. I have shared a template to your SID. Load it into a pod and capture a stall. Share the recording to me at ID: T5980RD Email: RDD62@Chrysler.com. If you have any issue with witech, recommend to visit and save <https://kb.fcawitech.com/> or contact the witech hotline at 1-888-witech-1. Thanks, Ray.

Updated: 10/18/2017 15:17:27 By T5980RD

Hello Phillip. Any update on this vehicle? Thanks, Ray.

Updated: 10/20/2017 18:00:25 By T5980RD

Thanks for the update Phillip. Recommend to have your service writer inquire with the customer about the details leading up to the point of stall. How long were there driving? What type of road were they driving on? Was it raining? Were they on a constant cruise or were they in heavy highway traffic? Get as much detail about the conditions necessary to duplicate the concern. If the concern can not be duplicate within a reasonable amount of time, suggest to have the vehicle driven by other dealership employee like porters, writers, or management to duplicate the concern. Alternatively, you can suggest to release the vehicle to the customer with the flight recorder to duplicate the concern. Thanks, Ray.

Updated: 10/23/2017 11:11:34 By T5980RD

Called the dealership to get an update on this vehicle. Stated released vehicle to customer. Unable to duplicate concern at this time. Flash updated PCM. Advised that we will close the case at this time. Thanks, Ray.

Updated: 10/25/2017 12:38:09 By T5980RD

WE WERE UNABLE TO DUPLICATE CUSTOMERS CONCERN

Updated: 10/25/2017 16:17:40 By T5980RD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG3	HF [REDACTED]	Built Date	05/24/2016	Mileage 5,700
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/18/2017 15:21:32	By	T1072J1
Updated	11/14/2017 16:24:01	By	T9253KP

CONTACT

Dealer	41874	BONIFACE-HIERS CHRYSLER DODGE JEEP	Phone	(321) 452-8181
Address	1775 E MERRITT ISLAND CSWY			
City	MERRITT ISLAND	State	FL	ZIP 32952 2662
Dealer Zone	66	County	BREVARD	Country USA
Tech	James Moran			
STAR	T9253KP			

CUSTOMER CONCERN

Dave Garcia; Boniface-Hiers Chrysler Dodge Jeep/41874; SA Ross, 321-452-8181 C/S shuts off while driving. attempt restart in park will not move Flash update, compressor line, suction and liquid module.
Updated: 10/18/2017 15:21:32 By T1072J1

RESOLUTION

Called dealer on 10/18/2017 at 3:10 P.M. Operator transferred call to Service and I got general voicemail box. I left VM to have SA Ross contact me with an update or have technician contact me ASAP for assistance. Jay
Updated: 10/18/2017 15:21:32 By T1072J1

Called dealer back on 10/20/2017 @ 4:45 P.M. Shop foreman James Moran stated when vehicle arrived it had stored communication DTC. At this point they are driving the vehicle to see if the DTC returns. Jay
Updated: 10/20/2017 16:49:08 By T1072J1

Called dealer back on 10/24/2017 @ 8:17 A.M. SA Ross Smith stated technician is trying to duplicate concern. I requested Ross to have technician contact me ASAP for technical assistance. Jay
Updated: 10/24/2017 08:40:46 By T1072J1

Called dealer back on 10/26/2017 @ 11:15 A.M. SA Ross stated he will get the SA James. Instead call went back to operator who transferred call back to service. I left VM for SA James to call me with an update on the vehicle. Jay
Updated: 10/26/2017 11:24:56 By T1072J1

SA Jim contacted Star stated area TA is scheduled come out to the dealer. He will update me after TA Lucas Davis has inspected vehicle with an update. Jay
Updated: 10/27/2017 14:08:42 By T1072J1

Called dealer back on 10/31/2017 @ 9:50 A.M. SA James stated TA came out to the dealer to inspect vehicle. Vehicle is repaired after replacing TCM and shifter assembly. SA Jim has contacted customer to pick up the vehicle. I am closing the case. Jay
Updated: 10/31/2017 10:00:13 By T1072J1

sebc ta visited dealer to assist with lemon law vehicle. checked power supply to TCM and ESM both have 12v. Checked grounds and have .4 ohms to ground and no corrosion was found. put into loss of comm mode and shook all the harnesses from the pcm, pdc, to tcm star connector and esm no counts were found. checked all wiring from the tcm to the esm found under 1 ohm on all wiring. also checked private can bus between esm and tcm and found

under 1 ohm. due to the inability to duplicate the complaint the fact that the vehicle came in with the tcm offline and all wiring appearing to be good at this time. authorized tcm and esm replacement due to lemon law inspection.

Updated: 10/31/2017 19:57:16 By T5030L0

.

Updated: 11/14/2017 16:24:01 By T9253KP

Field Report

VEHICLE

Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
VIN	2C4RC1CG9 HF		Built Date	04/22/2016	Mileage	9,883
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE			
Customer Complaint	DF	DIE OUT / STALLS				
Created	10/20/2017 18:22:26	By	T5980RD			
Updated	10/26/2017 17:25:36	By	T5980RD			

CONTACT

Dealer	52912	GLENN E THOMAS DODGE CHRYSLER JEEP			Phone	(562) 426-5111
Address	2100 E SPRING ST					
City	SIGNAL HILL	State	CA	ZIP	90755 2115	
Dealer Zone	71	County	LOS ANGELES	Country	USA	
Tech	Robert Lemon					
STAR	T5980RD					

CUSTOMER CONCERN

veh shut off within 5 minutes while driving yesterday each time before stalling instrument panel went dim
Updated: 10/20/2017 18:22:26 By T5980RD

RESOLUTION

Hello Robert. This concern will be difficult to diagnose without being able to duplicate it. The best way to determine what path to take is to capture a flight recording of this concern occurring. I have shared a template to your SID. Load it into a pod and manually capture a stall occurring. If you can not duplicate the concern with in a reasonable time, suggest to have the vehicle driven by a porter or the customer until the stall occurs. Share the recording to me at ID: T5980RD Email: RDD62@Chrysler.com. If you have any issue with witech, recommend to visit and save <https://kb.fcawitech.com/> or contact the witech hotline at 1-888-witech-1. Thanks, Ray.

Updated: 10/20/2017 18:22:26 By T5980RD

Hello Robert. Any update on this vehicle? Thanks, Ray.

Updated: 10/24/2017 16:21:29 By T5980RD

Called the dealership to get an update on this vehicle. Got no response. Closing the case at this time. Thanks, Ray.

Updated: 10/26/2017 17:25:36 By T5980RD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG0	HF [REDACTED]	Built Date	10/19/2016	Mileage	1,465
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/24/2017 12:09:55	By	T5980RD
Updated	11/01/2017 16:36:20	By	T6294E0

CONTACT

Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM	Phone	(510) 656-8700	
Address	39639 BALENTINE DR				
City	NEWARK	State	CA	ZIP	94560 5377
Dealer Zone	71	County	ALAMEDA	Country	USA
Tech	Joseph Cave				
STAR	T6294E0				

CUSTOMER CONCERN

VEHICLE STALLS <i>Updated: 10/24/2017 12:09:55 By T5980RD</i> I don't have wifi hot spot capability will the micro pod still capture event <i>Updated: 10/24/2017 12:25:40 By T5980RD</i> I do not have a trigger for micro pod looked to buy one on essential tools its not listed do you have a part number for the trigger <i>Updated: 10/24/2017 13:17:30 By T5980RD</i> got adapters have road tested vehicle 300 miles has not stalled 1 time, no hesitation, nothing to capture at this time will road test over weekend <i>Updated: 10/27/2017 12:28:37 By T5980RD</i> spoke with customer they don't know exactly how fast they just state that it turns its self off, not a lot of help <i>Updated: 10/27/2017 13:11:31 By T5980RD</i>

RESOLUTION

Hello Joseph. Recommend to set the vehicle up for flight recording. I have shared a template to your SID. Load it into a pod and capture a stall event. Share the recording to me at ID: T5980RD Email: RDD62@Chrysler.com. If you have any issue with witech, recommend to visit and save https://kb.fcawitech.com/ or contact the witech hotline at 1-888-witech-1. Thanks, Ray. <i>Updated: 10/24/2017 12:09:55 By T5980RD</i> Hello Joseph. Yes, in flight recorder mode, the micro pod is standalone and does not require an internet connection. You will however require the manual trigger to start the recorder when the vehicle stalls. Thanks, Ray. <i>Updated: 10/24/2017 12:25:40 By T5980RD</i> Hello Joseph. The original trigger part number is CH9807. However, for the purposes of the micropod, you will need an RJ11 to micro USB adapter. I have not found an adapter specific to Mopar but any adapter will work. Thanks, Ray. <i>Updated: 10/24/2017 13:17:30 By T5980RD</i> Hello Joseph. Any update on this vehicle? Were you able to locate the trigger and adapter? Thanks, Ray. <i>Updated: 10/26/2017 17:21:59 By T5980RD</i>

Thanks for the update Joseph. That is unfortunate. Recommend to inquire with the customer about all the events leading up to the point of stall. How long were they driving and what type of road were they on are good to know to duplicate this concern. Thanks, Ray.

Updated: 10/27/2017 12:28:37 By T5980RD

Thanks for the update Joseph. That is unfortunate. Alright, lets see the vehicle will stall over the weekend. Thanks, Ray.

Updated: 10/27/2017 13:11:31 By T5980RD

road tested over 400 miles vehicle never stalled no warning lights or messages appeared

Updated: 11/01/2017 16:36:20 By T6294E0

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG3	HR	Built Date	05/24/2016	Mileage	5,803
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	10/24/2017 14:08:17	By	T1813DW
Updated	11/01/2017 15:30:46	By	T1813DW

CONTACT

Dealer	41874	BONIFACE-HIERS CHRYSLER DODGE JEEP	Phone	(321) 452-8181	
Address	1775 E MERRITT ISLAND CSWY				
City	MERRITT ISLAND	State	FL	ZIP	32952 2662
Dealer Zone	66	County	BREVARD	Country	USA
Tech	Walter Petrucci				
STAR	T1813DW				

CUSTOMER CONCERN

CUSTOMER STATES THAT THE VEHICLE SHUT OFF WHILE DRIVING AND WOULD NOT RESTART AND VEHICLE IS STUCK IN THE RUN POSITION AND WILL NOT GO IN TO PARK.

Updated: 10/24/2017 14:08:17 By T1813DW

UPLOAD CONFIGURATION REPORT

Updated: 10/24/2017 15:27:30 By T1813DW

UPLOAD CONFIGURATION REPORT

Updated: 10/24/2017 15:42:01 By T1813DW

vehicle scan report

Updated: 10/24/2017 16:08:09 By T1813DW

CLEAN AND TIGHTEN ALL PCM POWER AND GROUND AND BUS CONNECTORS AT BOTH ENDS.

Updated: 10/25/2017 11:27:19 By T1813DW

RESOLUTION

Are there any vehicle modifications or add-ons? Any other concerns/symptoms present? Please ATTACH a vehicle scan and a configuration report to this ticket and let me know when they have been attached. Dan

Updated: 10/24/2017 14:08:17 By T1813DW

No reports showed up and I need both, not just the config report. Please try again and review the attached walkthrough. Dan

Updated: 10/24/2017 15:27:30 By T1813DW

Please ATTACH a vehicle scan report also. I need BOTH

Updated: 10/24/2017 15:42:01 By T1813DW

Please remove, clean, and tighten all pcm power, ground, and bus connections at both ends of the circuits. Dan

Updated: 10/24/2017 16:08:09 By T1813DW

Ok thanks. Please clear the DTC's and see if any issues return. Dan

Updated: 10/25/2017 11:27:19 By T1813DW

Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket.

Updated: 10/30/2017 16:44:55 By T1813DW

Called dealer for an update. Frost. Replaced tcm and shifter.

Updated: 11/01/2017 15:30:46 By T1813DW

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG3	HF [REDACTED]	Built Date	12/13/2016	Mileage	10,824
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PTE	MOLTEN SILVER				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	10/25/2017 18:46:19	By	T2830CW
Updated	10/30/2017 11:54:51	By	T2830CW

CONTACT

Dealer	41573	NORTH OLMSTED CHRYSLER JEEP DODGE	Phone	(440) 777-8200	
Address	27500 LORAIN RD				
City	NORTH OLMSTED	State	OH	ZIP	44070 4038
Dealer Zone	42	County	CUYAHOGA	Country	USA
Tech	Adam Behal				
STAR	T2830CW				

CUSTOMER CONCERN

VAN TOWED IN. "DASH STATES ELECTRONIC BRAKE SYSTEM NEEDS SERVICE. VAN STOPPED RUNNING & WOULD NOT SHIFT OUT OF NUETRAL.

Updated: 10/25/2017 18:46:19 By T2830CW

GOOD MORNING COREY. NO AFTERMARKET PARTS OR MODIFICATIONS. YES, IT WAS TOWED INTO THE DEALERSHIP FOR THIS CONCERN.ADAM

Updated: 10/26/2017 11:46:02 By T2830CW

RESOLUTION

Adam, Are there any vehicle MODIFICATIONS or AFTERMARKET accessories? Any other concerns/symptoms present? Is the present concern the reason the vehicle came in? Corey

Updated: 10/25/2017 18:46:19 By T2830CW

Adam, Can we let the vehicle idle with the heat on and let the modules heat up than try to duplicate the concern? Corey

Updated: 10/26/2017 11:46:02 By T2830CW

Adam, Are there any updates on this vehicle? If the vehicle is repaired and has left the shop, let's close up this ticket. If you need more help, please report back with your current status by updating the ticket. Corey

Updated: 10/30/2017 08:19:56 By T2830CW

COULD NOT DUPLICATE CUSTOMER CONCERN. Technician Closure Requested

Updated: 10/30/2017 11:54:51 By T2830CW

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG9	HR [REDACTED]	Built Date	05/06/2016	Mileage	12,288
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	10/27/2017 09:52:30	By	T5980RD
Updated	11/10/2017 10:02:31	By	T2932MB

CONTACT

Dealer	68822	PINE BELT CHRYSLER JEEP, INC	Phone	(732) 901-3600	
Address	1400 ROUTE 88				
City	LAKWOOD	State	NJ	ZIP	08701 4520
Dealer Zone	32	County	OCEAN	Country	USA
Tech	Glenn Nilsen				
STAR	T2932MB				

CUSTOMER CONCERN

[TechCONNECT Reference Ticket [REDACTED] stalls
Updated: 10/27/2017 09:52:30 By T5980RD
Hi Ray, No the field agent did not give us a template . So yes please send one, Thanks. Then we will try driving it again and hopefully it will happen. How do you want to send the template?
Updated: 10/27/2017 10:41:35 By T5980RD
still driving it, no concerns yet. 218 miles total we put on it.
Updated: 10/31/2017 16:21:48 By T2932MB
we don't have any extra mini pods to loan out
Updated: 11/02/2017 09:28:52 By T2932MB
service manager talking with field agent about car
Updated: 11/08/2017 11:14:53 By T2932MB

RESOLUTION

Hello Glenn. A stall as describe is most likely due to one of two things. The vehicle may be losing a critical input or a critical component is losing its power feed. The best way to determine the cause in a non intrusive way is to capture a recording so we can see what the vehicle sees at the point of stall. Did you field agent send you a template to use? If not, I can send you a template. Thanks, Ray.
Updated: 10/27/2017 09:52:30 By T5980RD
Thanks for the update Glenn. I have shared a template labeled RU Stall to your SID. It will show up in witech under the Flight Recording tab. Since the stall does not set a DTC, you will need to manually trigger the recording with the trigger pod. If you run into any issue with witech, recommend to visit and save <https://kb.fcawitech.com/> or contact the witech hotline at 1-888-witech-1. After you capture a stall, share the recording to me at ID: T5980RD Email: RDD62@Chrysler.com. Thanks, Ray.
Updated: 10/27/2017 10:41:35 By T5980RD
Hello Glen, would be possible to return the vehicle to the custom with the flight recorder still in the vehicle and show the customer how to trigger the recording? _Mike
Updated: 10/31/2017 16:21:48 By T2932MB

Thanks for the update Glenn, Does the customer have anything plugged into the DLC that they might remove once they bring it to the dealership? Like one of those insurance pods? Or a DTC scanner pod that links to their phone?
_Mike

Updated: 11/02/2017 09:28:52 By T2932MB

Do you have an update on the case? Have you repaired the issue or do you require further assistance? If you require further assistance please update the case with any questions you have. If you have repaired the vehicle or are no longer working on it please close the case from your end and state the repairs performed. Thanks. _Mike

Updated: 11/06/2017 10:31:33 By T2932MB

Thanks Glenn, keep us posted. Thanks. _Mike

Updated: 11/08/2017 11:14:53 By T2932MB

Customer picking up vehicle

Updated: 11/10/2017 10:02:31 By T2932MB

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG9	HR [REDACTED]	Built Date	04/13/2016	Mileage	108
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	05/27/2016 16:47:18	By	T4306MB
Updated	05/31/2016 12:43:01	By	T4306MB

CONTACT

Dealer	59578	GLENDALE DODGE CHRYSLER JEEP	Phone	(818) 242-4161	
Address	900 S BRAND BLVD				
City	GLENDALE	State	CA	ZIP	91204 2108
Dealer Zone	71	County	LOS ANGELES	Country	USA
Tech	Hendrik Hartounian				
STAR	T4306MB				

CUSTOMER CONCERN

engine stalled at the stop.
Updated: 05/27/2016 16:47:18 By T4306MB

RESOLUTION

Hendrik, we have not had a report of this condition yet on the RU. Without duplication of the concern, I could only recommend to inspect that all grounds are properly attached, and that all connectors are fully connected. An inspection of the crank sensor wiring and connection to the sensor is advised. Please attach the Configuration Report to the ticket, thank you. - Mike B -

Updated: 05/27/2016 16:47:18 By T4306MB

vehicle is not in shop. I will reopen the RO if the vehicle comes back for same concern.

Updated: 05/31/2016 12:43:01 By T4306MB

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG4	HF [REDACTED]	Built Date	05/28/2016	Mileage	96
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	06/16/2016 16:28:22	By	T3083CK
Updated	06/28/2016 19:07:43	By	T7065EA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0405	EGR Position Sensor Circuit Low	T3076SB	04/14/2013 01:25:00
P0406	EGR Position Sensor Circuit High	T3076SB	04/14/2013 01:25:00
P1404	EGR Close Position Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60023	AIRPARK DODGE CHRYSLER JEEP	Phone	(480) 556-7400	
Address	7801 E FRANK LLOYD WRIGHT BLVD				
City	SCOTTSDALE	State	AZ	ZIP	85260 1002
Dealer Zone	70	County	MARICOPA	Country	USA
Tech	Thomas Pierce				
STAR	T7065EA				

PART INFORMATION

Part Number	04861968AA	Part Qty.	1
--------------------	------------	------------------	---

CUSTOMER CONCERN

CHECK ENGINE LIGHT IS ON VEHICLE STALLED
Updated: 06/16/2016 16:28:22 By T3083CK
Hi Chester. OK pulled an EGR valve off one that we are doing the PDI on. Drove the vehicle and it did not stall and has no codes. I was going to order an EGR valve, But parts says that you have to do that. The part number is 5281256AE Let me know if that isn't the way we have to do it Thanks Tom
Updated: 06/17/2016 08:40:15 By T3083CK
Thanks Chester
Updated: 06/17/2016 10:10:28 By T3083CK
Mike. when the gasket gets here I will install that one on the other vehicle and let you know. Thanks Tom
Updated: 06/17/2016 15:18:14 By T4306MB
Mike Did Chester not order the EGR valve? I'm not sure what you want me to do.
Updated: 06/17/2016 15:18:14 By T4306MB
OK very good I'll let you know Thanks Tom
Updated: 06/20/2016 16:18:33 By T4306MB
OK Installed the old EGR valve with the new gasket the vehicle still stalls check engine light is on P0405/P0406 both stored P2174 Active
Updated: 06/22/2016 10:05:25 By T4306MB
Good morning Mike I did run the EGR replacement routine to reset the zero on the EGR valve Thanks Tom

Updated: 06/24/2016 16:30:31 By T4306MB

I haven't gotten a response yet. The customer is in a rental car for 8 days already

Updated: 06/24/2016 16:30:31 By T4306MB

Replaced EGR valve and gasket this morning. Performed EGR replace routine. Drove vehicle 5 Miles no codes having vehicle driven another 10 I'll let you know. Turned Old EGR valve into parts for Fas Track

Updated: 06/27/2016 15:56:04 By T4306MB

RESOLUTION

Thomas, please substitute a known good EGR valve from another vehicle If no resolution then load test the circuits from the PCM to the EGR valve using the appropriate wattage bulb. also check for shorts to power and ground. Thanks, Chester.

Updated: 06/16/2016 16:28:22 By T3083CK

Thomas, I will contact Fast Feedback and have them order the Part for you. Thanks, Chester.

Updated: 06/17/2016 08:40:15 By T3083CK

Thomas, you are Welcome! Please keep us posted, Chester.

Updated: 06/17/2016 10:10:28 By T3083CK

Thomas, we have seen this issue due to a poor initial connection at the assembly plant, sometimes just clearing the code is all that is needed, but many times the zero reference is skewed from the partial connection, and the EGR Replaced Routine must be performed with the WiTech. Could you install the EGR valve onto the donor vehicle, perform the EGR Replaced Routine, and then see if that valve still causes the same DTC's. I have ordered a new gasket, order # is 1139**. Thanks. - Mike B -

Updated: 06/17/2016 12:24:54 By T4306MB

Thomas, no Chester did not order a valve. I would like for you to reinstall the old EGR valve and perform the EGR Replaced Routine, which is a function within the WiTech. The gasket is coming from your Facing Depot. - Mike B -

Updated: 06/17/2016 15:18:14 By T4306MB

Ok thanks.

Updated: 06/20/2016 16:18:33 By T4306MB

Ok Thomas, I just need to verify that the EGR Replaced Routine was performed with the Witech. If it was performed and the issue is still present Engineering will authorize replacement of the valve. - Mike B -

Updated: 06/22/2016 10:05:25 By T4306MB

[outbound] Codes reset after the EGR Replace Routine was performed, order placed for valve and another seal. Order # is 1139** coming from your Facing Depot. A FasTrack Request has been submitted for the old valve, ref # 54463. - Mike B -

Updated: 06/24/2016 16:30:31 By T4306MB

Thanks for the update, if you ship the vehicle back to the customer you can close the ticket. This case can always be referenced in the future if needed. Thanks. - Mike B -

Updated: 06/27/2016 15:56:04 By T4306MB

REPLACED EGR VALVE. Technician Closure Requested

Updated: 06/28/2016 19:07:43 By T7065EA

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9	HF [REDACTED]	Built Date	06/08/2016	Mileage	70
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	06/24/2016 19:36:14	By	T1183MF
Updated	07/13/2016 08:01:16	By	T1183MF

CONTACT

Dealer	45248	MITCHELL CHRYSLER DODGE	Phone	(860) 408-6005	
Address	416 HOPMEADOW ST				
City	SIMSBURY	State	CT	ZIP	06070
Dealer Zone	32	County	HARTFORD	Country	USA
Tech	William Readon				
STAR	T1183MF				

CUSTOMER CONCERN

vehicle stalls while driving NOTE: this is an Enterprise rental vehicle
Updated: 06/24/2016 19:36:14 By T1183MF
this ticket was changed from VEHICLE PERFORMANCE to GROUP 08 at the request of the star center
Updated: 06/24/2016 19:36:14 By T1183MF
will do, but please be aware i have Monday off and will not be able to get to this vehicle until Tuesday, i will report back by the end of the day Tuesday, Bill
Updated: 06/28/2016 18:43:32 By T1183MF
OK got back on this vehicle, if I grab and wiggle (firmly enough to move the pcm slightly) the lower connector with the GREY lock it stalls every time, the pcm never goes red but it stalls out and will immediately restart, the pcm itself never sets any codes for any length of time, if it ever does set a code it clears as soon as I restart the vehicle (pcm goes from yellow to blue) I suspect a crack in the pcm circuit board, do you agree? I DID remove and inspect the pcm connectors and they all appear to be in perfect condition and I see nothing the harness can rub on
Updated: 06/28/2016 18:43:32 By T1183MF
GREAT I ordered it last night and was informed today it's 5 days out so once it's in I will respond back with the results and if it's fixed close the ticket
Updated: 06/29/2016 12:40:59 By T1183MF
ordered and installed a replacement pcm, programmed pcm and installed correct vin, now get an active p0513 and a no crank, is there a procedure missing to force the pcm to learn the secret key info from the rfh? or is this a defective pcm? installing original pcm vehicle starts
Updated: 07/06/2016 15:06:13 By T0362PS
LOOKING FOR AN UPDATE FROM STAR?
Updated: 07/08/2016 08:10:12 By T1183MF

RESOLUTION

William, no similar cases found at this time. lets unplug and visually inspect PCM connector and retest. If no change, wiggle PCM connector and harness to see what effects stalling. Mark
Updated: 06/24/2016 19:36:14 By T1183MF
William, lets replace PCM and retest. Mark
Updated: 06/28/2016 18:43:32 By T1183MF

Waiting on parts

Updated: 06/29/2016 12:40:59 By T1183MF

William, thank you for the update. Mark

Updated: 06/29/2016 12:41:28 By T1183MF

Closing case at this time. If you need further STAR assistance when parts arrive you can reopen ticket._Phil

Updated: 06/30/2016 11:52:57 By T0362PS

Reassigning for further STAR assistance._Phil

Updated: 07/06/2016 15:06:13 By T0362PS

William, your ticket did not get back to me right away for some reason. We will need to program PCM in BCM and this should transfer secret key. Mark

Updated: 07/08/2016 08:10:12 By T1183MF

pcm replaced. Technician Closure Requested

Updated: 07/08/2016 13:46:37 By T7065EA

Additional information required. Confirmed Resolution

Updated: 07/11/2016 15:51:07 By T1183MF

pcm replaced, THERE IS MISSING INFO WITHIN TECHCONNECT ON THE PROCEDURE TO REPLACE THE PCM, THE PROGRAMMING STEP TO GO TO THE BCM AND RUN THE IMMOBILIZER FUNCTION IS MISSING, ONCE THE AGENT ADVISED TO RUN THIS FUNCTION THE PCM WAS ABLE TO BE COMPLETELY PROGRAMMED AND THE VEHICLE REPAIRED

Updated: 07/13/2016 08:01:16 By T1183MF

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG2	HR	Built Date	05/06/2016	Mileage	331
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref		Component Group	14 - FUEL SYSTEMS
Customer Complaint	DC	CONTAMINATION	
Created	07/25/2016 16:58:17	By	T3440M0
Updated	08/05/2016 13:19:50	By	T3440M0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P062A	Fuel Pump Control Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23507	THOMAS GARAGE INC	Phone	(740) 695-0452	
Address	67791 MALL ROAD				
City	SAINT CLAIRSVILLE	State	OH	ZIP	43950 1701
Dealer Zone	42	County	BELMONT	Country	USA
Tech	Raymond Buck				
STAR	T3440M0				

CUSTOMER CONCERN

Cust states cel is on and vehicle is stalling out

Updated: 07/25/2016 16:58:17 By T3440M0

It is unknown where the fuel came from. With there being 331 miles and a fresh full tank, we could assume the customer has already put fuel in it at least once. I haven't done anything else because I was wanting to know what your thoughts were first. I also don't know if we should be continuing if we are assuming the fuel is contaminated and causing the issues. In the diesel truck world, contaminated fuel isn't covered by FCA Warranty, correct?

Updated: 07/26/2016 10:38:19 By T3440M0

Removed fuel pump. Saw no visible dirt or debris in fuel strainer. Saw nothing in bottom of tank. Ordering fuel pump and pressure sensor. Fuel pump is showing no eta, is there any way to expedite the pump for us?

Updated: 08/01/2016 16:59:22 By T3440M0

RESOLUTION

Raymond, I would think you are definitely on the right track, but I am going to send this over to engineering for review. Hard to believe there is stuff in the fuel on a brand new vehicle, and want to see if anyone knows anything that we need to be aware of. Have you inspected to see if there is anything inside the tank yet? Thanks MikeL

Updated: 07/25/2016 16:58:17 By T3440M0

OK, we need to drain tank and see if that same sort of debris is in the pickup of the fuel pump, as that would definitely indicate contaminated fuel. As far as warranty, STAR does not advise on warranty issues. If it is determined to be contaminated fuel, you will need to discuss with your warranty administrator.

Updated: 07/26/2016 10:38:19 By T3440M0

Star cannot expedite parts. You will need to contact parts expediting.

Updated: 08/01/2016 16:59:22 By T3440M0

Waiting on parts

Updated: 08/05/2016 13:19:50 By T3440M0

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG0	HR [REDACTED]	Built Date	07/15/2016	Mileage	20
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/29/2016 12:51:06	By	T2415EB
Updated	07/29/2016 12:51:06	By	T2415EB

CONTACT

Dealer	26788	QUIRK CHRYSLER JEEP	Phone	(781) 917-1400	
Address	441 Quincy Ave				
City	Braintree	State	MA	ZIP	02184 1331
Dealer Zone	32	County	NORFOLK	Country	USA
Tech	Donald Colligan				
STAR	T2415EB				

CUSTOMER CONCERN

stalls after it gets hot
Updated: 07/29/2016 12:51:06 By T2415EB

RESOLUTION

are u kidding how is an asd problem engine related, its electrical all day long, no problems I will fix it, just like always.
Technician Closure Requested
Updated: 07/29/2016 12:51:06 By T2415EB

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG7	HR [REDACTED]	Built Date	05/28/2016	Mileage 5,250
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PW7	BRIGHT WHITE CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/08/2016 18:00:38	By	T2123RD
Updated	08/19/2016 09:03:36	By	T2123RD

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14-00	Park-By-Wire - Unintended Park Position-	T3076SB	04/14/2013 01:25:00
P1D90-00	Incorrect Gear Ratio - Clutch 2 Defective-	T3076SB	04/14/2013 01:25:00
P1D99-00	Incorrect Gear Ratio: Clutch B or E Defective-	T3076SB	04/14/2013 01:25:00
P1DAF-00	Incompatible Limp In Action Requested-	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1E23-00	INCORRECT GEAR RATIO CLUTCH 6 DEFECTIVE	T8576AN	02/14/2014 11:54:37

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	Jeremy Slaubaugh			
STAR	T2123RD			

CUSTOMER CONCERN

shuts off while driving
Updated: 08/08/2016 18:00:38 By T2123RD

i have done etc relearn and quick learn cleared codes and when go to even to try to put in reverse it slams then slips and jerks. go forward gear is a big delay and then goes and go to drive it has first and then slips jerks and slams gear then neutral out all codes come back
Updated: 08/09/2016 11:10:43 By T2123RD

RESOLUTION

Jeremy, if you clear the codes and test drive, what codes if any return? Fluid level correct per service info? are all modules up to date? Have you performed an ETC relearn and quick learn? Thanks. Rick
Updated: 08/08/2016 18:00:38 By T2123RD

Jeremy, per the 9speed tutorial, based on the P1E23 code that keeps resetting. We will need to replace the transmission assembly. If there is a lot of debris we will need to replace the cooler and flush the lines as well. Advise to look at D-16-14 for proper instruction for filling a claim on any 9speed. If you need any further assistance let us know. Thanks. Rick
Updated: 08/09/2016 11:10:43 By T2123RD

Jeremy, 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. Thanks. Rick

Updated: 08/15/2016 11:50:17 By T2123RD

Closing case due to inactivity.

Updated: 08/19/2016 09:03:36 By T2123RD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG8	HR [REDACTED]	Built Date	05/25/2016	Mileage	76
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/15/2016 16:21:04	By	T5211FW
Updated	08/22/2016 17:24:53	By	T7065EA

CONTACT

Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE	Phone	(503) 646-5111	
Address	10600 S W CANYON ROAD				
City	BEAVERTON	State	OR	ZIP	97005 1823
Dealer Zone	70	County	WASHINGTON	Country	USA
Tech	Matt Mcdonald				
STAR	T7065EA				

CUSTOMER CONCERN

STALL CHECK ENGINW LIGHT ON
Updated: 08/15/2016 16:21:04 By T5211FW
SENT SCAN AND CONFIG REPORT ALREADY??
Updated: 08/16/2016 08:28:20 By T5211FW

RESOLUTION

Hi Matt. Without any active codes set in the vehicle there isn't much we can do here. If there are no bulletins found or star cases related to the code you found, try to duplicate the concern again and attach or send in a vehicle scan, configuration, and loss of comm. report then let me know when completed to continue diagnostics. Frank.

Updated: 08/15/2016 16:21:04 By T5211FW

Ok Matt, thanks for the info. It looks like the video screens may be dropping off the communications with the VR module. Lets take a look at the XY401A, XY402A, and XY402B inline connectors to see if they are fully engaged or have any bent pins that could cause the concerns. Let me know if you find anything. Frank.

Updated: 08/16/2016 08:28:20 By T5211FW

Updated: 08/16/2016 08:45:37 By T5211FW

Matt, We are closing the ticket at this time due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please resubmit to the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. _Eric

Updated: 08/22/2016 17:24:53 By T7065EA

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EGX	HR [REDACTED]	Built Date	05/11/2016	Mileage	6,063
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	09/20/2016 18:17:38	By	T1990NP
Updated	09/23/2016 10:36:32	By	T1990NP

CONTACT

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP RAM	Phone	(561) 683-1511	
Address	6500 OKEECHOBEE BLVD				
City	WEST PALM BEACH	State	FL	ZIP	33411 2701
Dealer Zone	66	County	PALM BEACH	Country	USA
Tech	Anthony Izzo				
STAR	T1990NP				

CUSTOMER CONCERN

customer states vehicle stalls and hesitates
Updated: 09/20/2016 18:17:38 By T1990NP
I will make new template with the data you stated and resend when available. For now, I am going to close the case out. Thanks
Updated: 09/21/2016 11:19:02 By T1990NP
There are no options TCC slip RPM, Converter clutch state, or present gear. Also what does C/C diff and C/C synch stand for? Thanks
Updated: 09/21/2016 16:23:00 By T1990NP
Was off yesterday the transmission data you want to see is not in Witech2 either.
Updated: 09/23/2016 10:36:32 By T1990NP

RESOLUTION

Anthony, 1 recording is blank w/no data and the other doesn't have a stall event on it. - The lowest RPM is 1032 and the throttle only moved 2% = very light throttle. However without trans info I am unable to verify what the MAP is responding to for hesitation concern. You can load up a custom template with up to 100 items. If available, include: RPM, MAP, TPS, or Throttle blade %, APPS, VSS, Purge, Coil burn time, fuel adaptives, INJ P/W, Spark advance, Knock sensors, BAT+, IGN sense, TCC slip RPM, Converter clutch state, present gear, C/C diff, C/C synch, PCM timer, ST/LT fuel adaptives, all O2 & VVT data(desired and actual). Thank you, Neil
Updated: 09/20/2016 18:17:38 By T1990NP
Anthony, thanks for the update. I am closing case on my end. Neil
Updated: 09/21/2016 11:19:02 By T1990NP
Called Anthony as requested. He states he is using W/T 1. Advise to try W/T 2 & he states each tech only has their own and he can't send it on the road for a few days and be without it. Advise to see if you can borrow from another tech. Also can you please review with another tech/forman/S/Mgr for available PIDs for recording to verify if requested trans info is available? However the main issue to focus on at h its point is to have S/A get more detailed concern info(any difference cold/hot?, how long does vehicle need to be driven? accell/decel/steady speed?, what speed?, after fuel fill/less than ¼ tank/hilly terrain?, does it run rough just before stall or when restarted?, any fuel odor?, any other telltale lights or dash messages? does it always restart right away?, ...) to help duplicate concern. After conferring w/FFB group, driveability & trans M/Cs; there are known issues for these concerns. C/C diff = cam/crank difference in degrees. C/C synch = cam/crank synch status. Thank you, Neil

Updated: 09/21/2016 16:23:00 By T1990NP

Anthony, thanks for the update. I don't need the trans data as Trans group M/C says there are no stalling or hesitation issues caused by (speed trans unless there are trans DTCs. Thank you, Neil

Updated: 09/23/2016 10:36:32 By T1990NP

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG7	HR [REDACTED]	Built Date	07/06/2016	Mileage	187
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PTE	MOLTEN SILVER				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/30/2016 10:51:40	By	T1183MF
Updated	09/30/2016 16:57:00	By	T1183MF

CONTACT

Dealer	67092	HOLZHAUER AUTO&TRK SLS IN	Phone	(618) 327-8837	
Address	17933 HOLZHAUER AUTOMALL DR				
City	NASHVILLE	State	IL	ZIP	62263 3413
Dealer Zone	51	County	WASHINGTON	Country	USA
Tech	Matthew Hamblin				
STAR	T1183MF				

CUSTOMER CONCERN

vehicle shuts off when driving. can restart again easily.

Updated: 09/30/2016 10:51:40 By T1183MF

customer may have been bumping ignition switch with knee

Updated: 09/30/2016 10:51:40 By T1183MF

well I pulled two different units from the new car lot, and they both act the same way as the customer vehicle. Shuts off when accelerating and pressing the kin ignition switch. Seems like the operation should prevent shut down when driving. Could this be a software issue that has not been caught/resolved yet?

Updated: 09/30/2016 12:03:14 By T1183MF

RESOLUTION

Matthew, lets unplug and visually inspect KIN module connector. If no problem found, lets swap KIN module following MODULE, Keyless Ignition Node from a like vehicle and recheck vehicle operation. Mark

Updated: 09/30/2016 10:51:40 By T1183MF

Matthew, since both like vehicles stall under same conditions as customer vehicle it is considered normal operation. But we would need more information from the customer- is push start button getting accidently pressed or not? How often vehicle stalls? Mark

Updated: 09/30/2016 12:03:14 By T1183MF

found to be normal operation

Updated: 09/30/2016 16:57:00 By T1183MF

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG2	HF [REDACTED]	Built Date	07/06/2016	Mileage 61
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PTE	MOLTEN SILVER			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	10/11/2016 08:26:46	By	T2320JW
Updated	10/25/2016 11:42:11	By	T8373VN

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	State	ZIP	<input type="text"/>
Dealer Zone	County	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T8373VN		

CUSTOMER CONCERN

vehicle stalled while driving, does not start
Updated: 10/11/2016 08:26:46 By T2320JW

BCM is red on topology, I attached a scan report and I don't see signs of lightning damage
Updated: 10/11/2016 09:31:46 By T2320JW

CAN IHS + 2.6v CAN IHS - 2.4v CAN C BUS + goes from 2.7v to 0v CAN C BUS - 2.3v
Updated: 10/13/2016 08:38:04 By T2320JW

replaced the BCM but I'm unable to get it to configure
Updated: 10/18/2016 09:38:54 By T1885JH

using witech 2. part number is 68222875AD
Updated: 10/18/2016 10:52:18 By T1885JH

it will do step 1 of the process which is configuring the PCM and RFH but will not do the next step, have tried multiple times. with witech 2 it would do step 1 then when trying step 2 would not go through because key would not turn on to wake PCM up. if I plug old BCM in vehicle starts and runs and all module active but will still intermittently stall and not start. old BCM part number is 68222875AE. don't know if it matters that the one I received from parts is and old version
Updated: 10/18/2016 12:12:43 By T1885JH

got the AE version of the BCM and still having same issue. witech 1 will only do step 1 of the reconfigure. witech 2 will do step when and when trying to do step 2 will not go through because the PCM is not active, I'm unable to turn the ignition on
Updated: 10/21/2016 11:10:35 By T8373VN

checked pin tension and tightened. vehicle will run for about an hour with old BCM in then BUS will go down and vehicle will not run
Updated: 10/24/2016 12:00:59 By T8373VN

right now the vehicle is not running. I have no voltage at both pins in the DLC
Updated: 10/24/2016 14:09:44 By T8373VN

60 ohms
Updated: 10/24/2016 16:09:01 By T8373VN

removing star connector for electric power steering brings the BUS back

Updated: 10/25/2016 08:55:14 By T8373VN

RESOLUTION

Hello Carl, is the BCM showing up on topology and are you able to generate a scan and configuration report? Does the vehicle show any signs of lightning damage? Let me know. Thanks, - James W.

Updated: 10/11/2016 08:26:46 By T2320JW

Hello Carl, I did not receive the reports but they probably didn't send because of the BCM being red. Can you cut the CAN C and CAN IHS wires at the BCM (~3 inches from connector) and see what your voltages are coming out of the BCM for (+) and (-) on each. Let me know what you find. Thanks, - James W.

Updated: 10/11/2016 09:31:46 By T2320JW

Hello Carl, at the BCM the CAN C (+) is fluctuating from 2.7 to 0v? I would advise load testing the powers and grounds to the BCM and if all are good then I would suggest BCM replacement. Let me know what you find. Thanks, - James W

Updated: 10/13/2016 08:38:04 By T2320JW

Hello Carl please provide an update. If the vehicle is repaired, please note what repaired the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next business 24 hours. If no response is received within the next 24 hours, we will need to close the case. I have up to 15 days to reopen it. All previous and future tickets are tied to the VIN so we can pick up where we left off. You're welcome to open another technical assistance request as needed. Thanks, - James W

Updated: 10/17/2016 08:20:01 By T2320JW

Carl, Are you using WITECH 1 to configure the new BCM? What is the part number of the new BCM? Let me know. Thanks -Josh

Updated: 10/18/2016 09:38:54 By T1885JH

Carl, Let's try using WITECH 1 to configure the BCM. Let me know how it goes. Thanks -Josh

Updated: 10/18/2016 10:52:18 By T1885JH

Carl, The older version of the part may be the holdup. Let's see if we can get the latest version of this part and try that. Keep me posted. Thanks -Josh

Updated: 10/18/2016 12:12:43 By T1885JH

Carl, Joshua is out of the office today and I will be assisting you with the concern. As I read through the case notes you stated that before the BCM was replaced there were voltage changes on CAN C + from 2.7 to 0 volts, and that when you reinstalled the original BCM the vehicle starts and runs but stalls and won't restart. I am wanting to make certain that the connection on D45 pin 25 at the BCM is tight and not causing our voltage concern. Can we unpin it and tighten it? Vince

Updated: 10/21/2016 11:10:35 By T8373VN

Carl, so with the old BCM installed after you run the vehicle the Bus fails and we cannot communicate with any modules? Can we get a voltage reading at pins 6 and 14 at the DLC when the concern occurs? While the vehicle is operating correctly can we try a Loss Comm and wiggle test? Vince

Updated: 10/24/2016 12:00:59 By T8373VN

Carl, so let's try and perform a termination resistance test. With the battery disconnected what is the Ohms resistance reading at pins 6 and 14 of the DLC? Vince

Updated: 10/24/2016 14:09:44 By T8373VN

Carl, so let's see if we test for voltage, or monitor with the scan tool, as we start to disconnect modules one at a time from the Star Connectors can we bring the Bus back online and identify the module, or circuit that is bringing it down? Vince

Updated: 10/24/2016 16:09:01 By T8373VN

Carl, ok so if we have checked the CAN Bus wires to the EPS, and then check powers and grounds, if all test ok replace the EPS. Vince

Updated: 10/25/2016 08:55:14 By T8373VN

poor ground connection at EPS

Updated: 10/25/2016 11:42:11 By T8373VN

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9	HR5 [REDACTED]	Built Date	05/18/2016	Mileage	5,632
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	10/12/2016 17:54:34	By	T0902JT
Updated	06/08/2017 07:52:59	By	T0078SG

CONTACT

Dealer	26550	BOB BAKER CHRYSLER JEEP DODGE	Phone	(760) 720-5337	
Address	5555 CAR COUNTRY DR				
City	CARLSBAD	State	CA	ZIP	92008 4311
Dealer Zone	71	County	SAN DIEGO	Country	USA
Tech	Carlos Lopez				
STAR	T5706JS				

CUSTOMER CONCERN

CUSTOMER STATED VEHICLE WILL NOT START AND DIED WHILE DRIVING NO RESPONSE FROM VEHICLE

Updated: 10/12/2016 17:54:34 By T0902JT

AT THIS TIME WHEN CONNECTED SCAN TOOL ALL THE MODULES POPPED UP INSPECTED WIRING AND FOUND THAT THE PCM CONNECTOR WAS NOT CONNECTED CORRECTLY AT THIS TIME FIXED IT AND PLACED BACK INTO PLACE BUT VEHICLE IS STILL ACTING UP AND WILL NOT TURN ON AND THEN IN RUN POSITION WILL NOT TURN BACK OFF AND VEHICLE STATES THAT PCM IS NOT VALID WITH THE VEHICLE AT THIS TIME STILL TRYING TO COMMUNICATE WITH VEHICLE WILL NOT DO ANY THING AT ONE POINT THERE WERE O DTC'S FOR A MINUTE THEN ALL THESE CODES CAME BACK VEHICLE WILL STILL NOT START

Updated: 10/14/2016 17:01:22 By T0902JT

OKAY I SENT THE REPORTS OF THE VEHICLE

Updated: 10/17/2016 15:35:00 By T0902JT

OKAY I SENT YOU THE VEHICLE SCAN REPORT

Updated: 10/18/2016 16:36:55 By T0902JT

COULD NOT PERFORM PCM REPLACE PROCEDURE AT THIS TIME THEN TESTED THE GROUND AND POWER AT THE DLC AND WERE ABOUT 2.50 VOLTS

Updated: 10/19/2016 11:31:34 By T0902JT

OKAY THANK YOU PART IS ON ORDER WILL KEEP YOU UPDATED

Updated: 10/19/2016 15:09:48 By T0902JT

REPLACED PCM AND NOTHING CHANGED AT THIS TIME VEHICLE IS STILL ACTING UP AND WILL NOT START AND WHEN I TRIED TO PERFORM PCM VIN VERIFICATION IT GIVES ME A NEGATIVE RESPONSE MESSAGE ALSO VEHICLE DOES NOT RECOGNIZE VIN

Updated: 10/21/2016 09:47:02 By T0902JT

I AM USING THE WITECH 1

Updated: 10/21/2016 12:26:39 By T0902JT

ACTUALLY I AM USING A WITECH 2

Updated: 10/21/2016 12:26:39 By T0902JT

ACTUALLY I AM USING A WITECH 2

Updated: 10/21/2016 12:26:39 By T0902JT

JUST USING THE FIRST VIRSION OF IT AND NOT THE INTERNET STYLE VERSION

Updated: 10/21/2016 12:26:39 By T0902JT

OKAY I WAS ABLE TO PROGRAM NEW PCM AND NOW I HAVE CODES LOSS OF COMMUNICATION WITH TCM AND IN THE THE TCM STATES THAT THE TCM IS NOT PROGRAMMED AND KEEP TRYING TO PROGRAM TCM AND UPDATE IT BUT IT STATES THAT THE ECU HAS FAILED AND UNABLE TO UPDATE

Updated: 10/21/2016 12:26:39 By T0902JT

WHAT DO YOU MEAN CONTACT WITECH ? THE TCM WILL NOT UPDATE FOR THE ECU IS FAILING

Updated: 10/21/2016 14:00:39 By T0902JT

UPDATED MICROPOD UP TO 17.03 AND ATTEMPTED TO UPDATE TCM AND PROGRAM IT AND IT KEEPS SAYING ECU FAILED AND INTERNAL FAILURE STILL DOING THE SAME THING

Updated: 10/21/2016 15:59:57 By T0902JT

OKAY I CHECKED THE POWER AND GROUND AT THIS TIME TCM CONNECTORS AND THEY ARE GOOD I AM ORDERING A TCM AT THIS TIME

Updated: 10/24/2016 17:13:40 By T0902JT

CAN I REQUEST FOR A FIELD TECH TO COME OUT OR DO I JUST HAVE TO CALL THEM ?

Updated: 10/25/2016 11:31:06 By T0902JT

NO IT DID NOT I DONT KNOW WHY I CANNOT UPDATE THE TCM OR PROGRAM IT TO THE VIN IVE BEEN DISCONNECTING AND RE CONNECTING CONNECTORS AND THE PDC AND STILL NOTHING

Updated: 10/25/2016 13:51:50 By T0902JT

IS THERE A SPECIFIC SPOT YOU WANT ME TO CHECK BUS VOLTAGE OR JUST CHECK IT AT THIS THE TCM ? AND THE TCM SHOULD BE CONNECTED CORRECT ?

Updated: 10/27/2016 12:52:22 By T0902JT

IS THERE A SPECIFIC SPOT YOU WANT ME TO CHECK BUS VOLTAGE OR JUST CHECK IT AT THIS THE TCM ? AND THE TCM SHOULD BE CONNECTED CORRECT ?

Updated: 10/27/2016 12:52:22 By T0902JT

SO I CHECKED AT TCM AND DLC BOTH CANS AND ONE READS 2.2 VOLTS AND THE OTHER 2.8 VOLTS AT BOTH ENDS SO VOLTAGE IS GOOD AND I KNOW I HAVE GOOD GROUND AS WELL

Updated: 10/27/2016 15:53:52 By T0902JT

I AM WAITING FOR A MASTER CONSULTANT TO REACH OUT TO ME

Updated: 11/01/2016 12:08:30 By T0902JT

IVE TRIED WITH BOTH DIFFERENT TYPES OF MICRO PODS AND WILL NOT UPDATE WITH EITHER ONE

Updated: 11/01/2016 13:33:21 By T5036BE

YES

Updated: 11/02/2016 12:24:18 By T5036BE

OKAY BUSES ARE TO SPECS AND THERE IS POWER AND GROUND WILL ORDER ANOTHER TCM AT THIS TIME

Updated: 11/02/2016 14:29:34 By T5036BE

OKAY I REPLACED TCM AND STILL NOTHING WOULD YOU BE ABLE TO PROGRAM A TCM TO THIS VIN AND MAYBE THAT WOULD WORK ?

Updated: 11/04/2016 13:07:06 By T5036BE

OKAY I REPLACED TCM AND STILL NOTHING WOULD YOU BE ABLE TO PROGRAM A TCM TO THIS VIN AND MAYBE THAT WOULD WORK ?

Updated: 11/04/2016 13:07:06 By T5036BE

I CHECKED THE B + CIRCUIT AND IT IS GOOD IT HAS POWER AND BATTERY IS NOT FULLY CHARGED BUT WHEN I CHECK WITH THE GR8 IT STATES THAT THE BATTERY IS GOOD ALSO T IS AT 11.9 VOLTS AT THIS TIME I INSPECTED ALL CABLES AND WIRING AND DO NOT SEE ANY VISIBLE DAMAGE TO ANYTHING

Updated: 11/07/2016 13:50:52 By T5036BE

OKAY I SENT YOU THE NEWEST SCAN REPORT THIS IS WHERE I AM AT

Updated: 11/10/2016 19:37:13 By T5036BE

OKAY I CHECKED THE POWER AND GROUND AND BUS VOLTAGES AND ONE BUS I AT 2.2 VOLTS AND THE OTHER WAS AT 2.8 VOLTS AND MY GROUND WAS TO SPECS AND MY POWER WAS TO SPECS AT THIS TIME

Updated: 11/11/2016 11:22:02 By T5036BE

OKAY I APPLIED DIALECTIC GREASE TO CONNECTORS AND CHARGED BATTERY UP TO 13 VOLTS AND STILL NOT STARTING AT THIS TIME STILL NEED TO DISCONNECT CONNECTOR AT TRANSMISSION AND TRY TO UPDATE THE TCM WILL KEEP YOU UPDATED

Updated: 11/15/2016 12:34:39 By T2123RD

TRIED TO UPDATE THE TCM WITH THE CONNECTOR DISCONNECTED AT THE TRANSMISSION AND STILL WOULD NOT UPDATE AT THIS TIME

Updated: 11/15/2016 12:50:04 By T2123RD

STILL WORKING ON VEHICLE AT THIS TIME JEFF CAME AND WAS UPDATE THE TCM WITH HIS SPECIAL TOOLS NOW THE BLOWER MOTOR IS NOT WORKING AND CHECK ENGINE LIGHT IS ON

Updated: 12/01/2016 13:51:13 By T8442KS

WE GOT THE TCM TO UPDATE AND HAD TO PERFORM VALVE SOLENOID LEARN AND QUICK LEARN PROCEDURE AND VEHICLE IS OPERATING AS DESIGNED AT THIS TIME AND THE BLOWER MOTOR THE PDC WAS BAD REPLACED PDC AND BLOWER MOTOR IS WORKING NOW

Updated: 12/05/2016 10:12:22 By T8442KS

SO CUSTOMER RETURNED WITH VEHICLE AND STALLED OUT ON THEM TWO TIMES WHEN DRIVING AND THERE WAS NO FAULT CODES IS IT POSSIBLE THE PCM IS INTERNALLY FAILING AT TTMS

Updated: 01/05/2017 09:02:20 By T8442KS

OKAY WILL PUT THE FLIGHT RECORDER ON IT AND TRY TO DUPLICATE IT

Updated: 01/09/2017 10:38:50 By T8442KS

JUST AN UPDATE TEST DRIVING VEHICLE TO CATCH WITH FLIGHT RECORDER

Updated: 01/18/2017 09:02:48 By T8442KS

RESOLUTION

Carlos, At this time it is suggested to disconnect all of the modules from the Can C star connectors and except the BCM, The DLC and the RF Hub. and see if you can communicate with the vehicle. Let me know what you find-Justin

Updated: 10/12/2016 17:54:34 By T0902JT

Carlos, At this time it is suggested to attach a vehicle scan report and config report to the ticket. Let me know when they are attached.-Justin

Updated: 10/14/2016 17:01:22 By T0902JT

Carlos, I need the full Scan report for the vehicle. If you need to email it please send it to justin.thornburg@fcagroup.com -Thanks -Justin

Updated: 10/17/2016 15:35:00 By T0902JT

Spoke to Carlos, I indicated that at this time it is suggested to verify his bus voltages on the can bus. Also it is suggested to perform a PCM replace procedure on the PCM. if the concern is still present it is suggested to replace the PCM. Let me know what you find-Justin

Updated: 10/18/2016 16:36:55 By T0902JT

Carlos, At this time it is suggested to go ahead and replace the PCM and reevaluate the concern. Let me know what you find-Justin

Updated: 10/19/2016 11:31:34 By T0902JT

Let me know what you find-Justin

Updated: 10/19/2016 15:09:48 By T0902JT

Carlos, Are you using Witech1 or 2?-Justin

Updated: 10/21/2016 09:47:02 By T0902JT

Carlos, At this time it is suggested to contact Witech for why it is failing. Let me know what you find-Justin

Updated: 10/21/2016 12:26:39 By T0902JT

Spoke to Carlos, He indicated that after getting the PCM to program the TCM is not communicating. I indicated that at this time it is suggested to verify that the Micro Pod is up to date. Let me know what you find-Justin

Updated: 10/21/2016 14:00:39 By T0902JT

Carlos, verify that the powers and grounds are good if there are no concerns replace the TCM. Let me know what you find-Justin

Updated: 10/21/2016 15:59:57 By T0902JT

Carlos, Thank you for the update. Let me know what you find-Justin

Updated: 10/24/2016 17:13:40 By T0902JT

Carlos, Did the TCM correct the concern?-Justin

Updated: 10/25/2016 11:31:06 By T0902JT

Carlos put the original TCM back in the vehicle. What are your bus voltages? Let me know what you find-Justin

Updated: 10/25/2016 13:51:50 By T0902JT

Carlos, Lets check it at the DLC and at the TCM. With it connected and without. Let me know what you find-Justin

Updated: 10/27/2016 12:52:22 By T0902JT

Carlos, At this time I am escalating the ticket to the master consultant for further research. He will contact you shortly. Thanks-Justin

Updated: 10/27/2016 15:53:52 By T0902JT

Escalating to the master consultant for further diagnostics. Sorry-Justin

Updated: 11/01/2016 12:08:30 By T0902JT

Carlos. My name is Brian and I am taking over your ticket and will be assisting you in repairing it. The dialog is a little unclear. Please use the WITECH 1 and the micro pod 2, set up to run with the WITECH 1 the attempt to program the TCM. We have found that the current release of the WITECH 2 has some module programming issues. Let me know what you find. Thanks, Brian.

Updated: 11/01/2016 12:25:43 By T5036BE

Sorry Carlos. Did you use the Micro pod 2 with WITECH 1-? Let me know, Brian.

Updated: 11/01/2016 13:33:21 By T5036BE

Carlos. If the TCM still not communicating? If it's not, and you have tested the power, ground and bus voltages to the TCM, replace the TCM again. Please keep me posted. Thanks, Brian.

Updated: 11/02/2016 12:24:18 By T5036BE

Okay Carlos, thanks for the update. Let me know if you need anything. Brian.

Updated: 11/02/2016 14:29:34 By T5036BE

Carlos. With all of the lo voltage codes; we should go over all grounds, battery connections and positive battery cable connection. Also make sure that our battery is fully charged. Do you still have the original TCM? Also with the ignition on, test for B+ at the TCM connector's pin 9, the F1 circuit. Brian.

Updated: 11/04/2016 13:07:06 By T5036BE

Carlos. Let's charge the battery. Clear the codes then see where we are. If it still is a no start, please send in a NEW scan report. Thanks, Brian.

Updated: 11/07/2016 13:50:52 By T5036BE

Carlos. We need to test the power, grounds and bus voltages at the TCM connector. Please let me know what the voltages you find are. Thanks, Brian.

Updated: 11/10/2016 19:37:13 By T5036BE

Carlos. At this point I will escalate this ticket to the next level. No need to respond to this message, you will be contacted. Thanks, Brian.

Updated: 11/11/2016 11:22:02 By T5036BE

STAR (trans agent) called to assist. Spoke with Carlos. Stated the vehicle came in with a dead bus, he found the connector going to the PCM was not fully connected. Stated he fixed the connector and then the PCM and TCM would not take a flash update. Stated he replaced the PCM and it worked as it should, flashed no problem. Still could not flash the TCM and still would not start. Stated he replaced the TCM with part number 68315880AA and still would not take a flash. He has tested the wiring several times and can find no fault in the wires. Carlos, lets apply a light coat of dielectric grease to the TCM and transmission connectors. Lets also connect a battery charger and get the voltage over 13 volts and retry. If that does not work, then unplug the connector at the transmission assembly and attempt to flash the TCM again(honestly I have never tried this before, but I don't think we can hurt it any more). Let us know how it goes. Thanks. Rick

Updated: 11/11/2016 12:37:13 By T2123RD

Carlos, what happened when you tried what we had talked about? Thanks. Rick

Updated: 11/15/2016 11:14:18 By T2123RD

Carlos, thanks for the update. Let us know how it goes. Rick

Updated: 11/15/2016 12:34:39 By T2123RD

Carlos, I am escalating this case to my master consultant to have it re-escalated up. Please do not reply to the case until someone has reached out to you thru the case, unless you have not had a response in 24 hours. Thanks. Rick

Updated: 11/15/2016 12:50:04 By T2123RD

Carlos grab a fresh scan report name it something that gets my attention,attach to the case then resubmit.

Updated: 11/15/2016 13:30:06 By T8442KS

Great! What codes set? Can you get a scan report and attach to the case? The other stuff is ok now?

Updated: 12/01/2016 13:51:13 By T8442KS

Good you can close this case now if you want.

Updated: 12/05/2016 10:12:22 By T8442KS

I recommend getting a data recorder on it and try to duplicate or give it to the customer to duplicate.

Updated: 01/05/2017 09:02:20 By T8442KS

Good, sounds like a plan.

Updated: 01/09/2017 10:38:50 By T8442KS

OK, let me know when duplicated and you have a recording. I'll only need a few, 2 or 3.

Updated: 01/18/2017 09:02:48 By T8442KS

Dealer replaced PDC. Dealer staff should contact Tech Advisor is more assistance required

Updated: 05/01/2017 15:04:23 By T5706JS

.

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG0	HR [REDACTED]	Built Date	08/18/2016	Mileage	191
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	MA	MISSFIRE	
Created	11/04/2016 13:31:55	By	T4756RH
Updated	11/10/2016 08:18:44	By	T4756RH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0300	Multiple Cylinder Mis-Fire	T1118KR	04/14/2013 01:25:46

CONTACT

Dealer	60334	CHAMPION CHRYSLER JEEP DODGE	Phone	(517) 703-2300
Address	6525 W SAGINAW HWY			
City	LANSING	State	MI	ZIP 48917 1109
Dealer Zone	42	County	EATON	Country USA
Tech	Louis KOEPPEN			
STAR	T4756RH			

CUSTOMER CONCERN

runs rough and stall
Updated: 11/04/2016 13:31:55 By T4756RH
 fuel pressure in spec checked for vacuum leaks none found watched O2 sensors all reading properly at this time no miss fires showed up on test drive
Updated: 11/04/2016 15:48:15 By T4756RH

RESOLUTION

Louis, The FF data shows the ST fuel adaptive at -25 on bank 1....What's been checked so far? Please let me know, Rich H.
Updated: 11/04/2016 13:31:55 By T4756RH
 Louis, Whatever was going was happening on Bank 1....Make sure the engine oil level is full and run the oil control valve cleaning routine a few times maybe there was a possible sticking oil control valve plunger for one of the phasers on bank 1. Thanks, Rich H.
Updated: 11/04/2016 15:48:15 By T4756RH
 Louis, 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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks, Rich H.
Updated: 11/08/2016 08:13:03 By T4756RH
 Louis, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thanks, Rich H.
Updated: 11/10/2016 08:18:44 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EGX	HR [REDACTED]	Built Date	05/11/2016	Mileage	8,345
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	GA	START AND STALL	
Created	11/10/2016 10:21:54	By	T8371DP
Updated	11/14/2016 11:04:08	By	T8371DP

CONTACT

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP RAM	Phone	(561) 683-1511	
Address	6500 OKEECHOBEE BLVD				
City	WEST PALM BEACH	State	FL	ZIP	33411 2701
Dealer Zone	66	County	PALM BEACH	Country	USA
Tech	MARK SUDIK				
STAR	T8371DP				

CUSTOMER CONCERN

INTERMIT STALLING
Updated: 11/10/2016 10:21:54 By T8371DP
SENT OFF BY EMAIL AND WITECH UPLOAD LINK
Updated: 11/11/2016 11:22:29 By T8371DP

RESOLUTION

Hello Mark, You can send the flight recording to Dustin.Pitman@fcagroup.com. Also do you have any more information about the condition? What is the temp of the engine , what is the load on the engine, does it happen often or is there one thing that needs to be done to make it happen? Are there any codes in the vehicle? Does it always start right back up? Does it stumble or have any symptom before it stalls? Let me know and I will look for your flight recording. Thanks -Dustin

Updated: 11/10/2016 10:21:54 By T8371DP

Hello Mark, I was able to view all 7 recordings sent through wi-tech. I do not see any time in any recording where the engine stalls. Were you able to capture the event of the stall? If you were then please send in that recording. We will need that recording to proceed with the diagnostic. Thanks -Dustin

Updated: 11/11/2016 11:22:29 By T8371DP

Technician requested closure: COULD NOT VERIFY

Updated: 11/14/2016 11:04:08 By T8371DP

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG0	HF [REDACTED]	Built Date	06/15/2016	Mileage	1,432
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	11/10/2016 12:33:39	By	T9918RM
Updated	12/09/2016 17:53:31	By	T2346DM

CONTACT

Dealer	05475	STERNBERG CHRYSLER CENTER INC	Phone	(812) 482-5125	
Address	1781 HIGHWAY 231				
City	JASPER	State	IN	ZIP	47546 8123
Dealer Zone	51	County	DUBOIS	Country	USA
Tech	MICHAEL GOGEL				
STAR	T9918RM				

CUSTOMER CONCERN

Van shut off while driving as if the key was turned off. Customer coasted to a stop and restarted with no further problem

Updated: 11/10/2016 12:33:39 By T9918RM

RESOLUTION

Michael, Without a duplication or failure there is nowhere to go with this issue. Verify the connectors and wiring to the component. The following items are from other cases we have seen. Found circuit P280 (GN/BG) shorted to ground at the G933A Ground stud c-pillar left side. Repaired bent terminal 14 in connector Y551A, circuit Q85 BG/WH. Can IHS loss of communication. Found interior right c-pillar panel had pinched harness near star connector shorting IHS to ground. Seat harness Circuit P178 GN/GY wire (RR heated seat control). Connector XY422A Inline body right/Seat 2nd row. Pin 4, wire damaged at seat connector. Visually inspect for pinched wires at the 2nd row seat belt anchor. Found the right rear seat heater control circuit (P178 GR/GY) open at the right side folding seat cable, right rear corner under trim ring. Repaired bent terminal 15 in connector Y431, circuit P280 GN/BG. Check if circuit P178 GN/GY is properly attached to the terminal, connector D2402a. This is the connector at the seat cushion. Many of these DTC's can be caused by an obstruction in the path of the folding seat or it's latch strikers. Check the connector in the back for the 3rd row folding seats, make sure the connector is fully seated. Most of these will involve an inspection of the seat and connectors to the third row seating. I pulled only the ones related to your codes. Please advise. Thanks, Ron

Updated: 11/10/2016 12:33:39 By T9918RM

N.P.F.

Updated: 11/10/2016 14:04:55 By T9918RM

Additional information required. Tech updated info...customer says when engine stalled and would not start, there was a noted lack of power to the cluster although interior lamps and power door locks worked. Second time condition occurred, customer parked veh, turned engine off, went into store. When she came out to vehicle, power locks worked but there was no crank and IP did not wake up with ign on. Sent tech recording template to use when attempting to get recordings of condition.

Updated: 12/09/2016 17:53:31 By T2346DM

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG5	HR [REDACTED]	Built Date	10/13/2016	Mileage	12
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	07 - COOLING
Customer Complaint	65	LEAKS	
Created	11/29/2016 16:33:24	By	T3759DD
Updated	12/05/2016 11:00:50	By	T3759DD

CONTACT

Dealer	26892	FRISCO CHRYSLER DODGE JEEP RAM	Phone	(469) 888-4788	
Address	9640 STATE HWY 121				
City	FRISCO	State	TX	ZIP	75035 6069
Dealer Zone	63	County	COLLIN	Country	USA
Tech	David Freeman				
STAR	T3759DD				

CUSTOMER CONCERN

oil is milky
Updated: 11/29/2016 16:33:24 By T3759DD
 I pulled the oil pan and filled cooling system. The leak appears to be at the front timing cover. The milky mixture substance is everywhere in the engine and I talked to tech that performed pdi. He said van shut down during test drive and started running bad. Should I go ahead with repair or submit engine replacement to powertrain? My main concern is having other issues surface in a few months after purchase.
Updated: 11/30/2016 10:23:10 By T3759DD

RESOLUTION

David, It will be necessary to locate the source of the cooling system leak. Please access TechConnect and follow>07 - Cooling>Diagnosis and Testing >Cooling Diagnosis and Testing (LEAK TESTING). Please let me know what you find ~DeAndre. D
Updated: 11/29/2016 16:33:24 By T3759DD
 David, Thanks for the update and I understand your concern. Please submit for long block replacement through digital imaging. Please let me know if they approve the request. Thanks ~DeAndre. D
Updated: 11/30/2016 10:23:10 By T3759DD
 Hi, 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 48 business hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you ~DeAndre. D
Updated: 12/05/2016 08:56:04 By T3759DD
 got authorization to replace engine
Updated: 12/05/2016 11:00:50 By T3759DD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG0	HR	Built Date	05/16/2016	Mileage	178
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/12/2016 14:05:29	By	T5002D1
Updated	12/15/2016 09:35:13	By	T5002D1

CONTACT

Dealer	60663	PLAZA CHRYSLER DODGE JEEP RAM OF	Phone	(803) 534-5251	
Address	2801 SAINT MATTHEWS RD				
City	ORANGEBURG	State	SC	ZIP	29118 1439
Dealer Zone	66	County	ORANGEBURG	Country	USA
Tech	Dennis Ferguson				
STAR	T5002D1				

CUSTOMER CONCERN

running rough stalled twice but restarted. no dtcs or updates
Updated: 12/12/2016 14:05:29 By T5002D1
verified proper reinstallment,did have code for b2, verified proper pin tension and connection
Updated: 12/12/2016 15:24:32 By T5002D1

RESOLUTION

Dennis, make sure that everything was properly reinstalled after the work was performed. If it was, check the engine for vacuum leaks and double check for aftermarket components (I have seen customers go straight from the dealer to the aftermarket store after buying the vehicle). I see that the B2 cam sensor was replaced, was there a code? Did you check the sensor wiring and all related terminals? If not, do that. If you do not find anything, perform a phaser cleaning procedure 5 to 6 time each. Then perform a capacitive discharge and an ETC relearn. Thanks, DougM.
Updated: 12/12/2016 14:05:29 By T5002D1
Thanks for the update Dennis, keep me posted. DougM.
Updated: 12/12/2016 15:24:32 By T5002D1
Please resubmit if more assistance is needed. Otherwise, close the ticket with the repair information. We are required to close the ticket if there is no response in 48 hours. Thanks, DougM.
Updated: 12/15/2016 08:38:51 By T5002D1
perform phaser performed compasive discharge, relearned throttle control, road tested and verified operation.
Updated: 12/15/2016 09:35:13 By T5002D1

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG3	HR007700	Built Date	04/01/2016	Mileage 1,362
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	12/12/2016 18:04:40	By	T7774B0
Updated	12/22/2016 12:02:14	By	T0362PS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P000A	Bank 1 Camshaft 1 Position Slow Response	T3076SB	04/14/2013 01:25:00
P0017	Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 2	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	64176	SOUR LAKE MOTOR CO INC	Phone	(409) 287-3536
Address	170 HIGHWAY 105 E			
City	SOUR LAKE	State	TX	ZIP 77659 7760
Dealer Zone	63	County	HARDIN	Country USA
Tech	john ivie			
STAR	T0362PS			

CUSTOMER CONCERN

mil on dies while driving
 Updated: 12/12/2016 18:04:40 By T7774B0

RESOLUTION

John, please perform a cam crank relearn and retest. If no resolution, please take a recording of ALL CAM AND CRANK DATA available. Please note and compare actual/desired/sync and difference of all cams and note anything abnormal about that camshafts desired and actual position @ idle and 3k rpm driving. -Brett

Updated: 12/12/2016 18:04:40 By T7774B0

Any updates on this case? If more help is needed let star center know. If it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so within 48 hours. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance. -Brett

Updated: 12/15/2016 19:36:12 By T7774B0

Any updates on this case? If more help is needed let star center know. If it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so within 48 hours. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance. -Brett

Updated: 12/19/2016 12:54:11 By T7774B0

John, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric

Updated: 12/20/2016 14:56:43 By T7065EA

rt bank cam actuators was the failure, but I also replaced the rt bank phasers and control valves as per parts bulletin

Updated: 12/22/2016 12:02:14 By T0362PS

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG8	HR [REDACTED]	Built Date	05/18/2016	Mileage 6,557
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PW7	BRIGHT WHITE CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	12/28/2016 11:16:20	By	T3437MT
Updated	01/04/2017 15:45:36	By	T3437MT

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1414	Implausible/Missing ECU Network Configuration Data	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	26755	CLASSIC CHRYSLER DODGE JEEP	Phone	(903) 793-6791
Address	1102 Walton Dr			
City	TEXARKANA	State	TX	ZIP 75501
Dealer Zone	63	County	BOWIE	Country USA
Tech	Arnold Smith			
STAR	T3437MT			

CUSTOMER CONCERN

died going down road and check engine light came on towed in to dealership started and pulled in with bunch stored dtcs

Updated: 12/28/2016 11:16:20 By T3437MT

just emailed reports gonna test the pins now

Updated: 12/30/2016 15:36:27 By T3437MT

pin 33 2.3 pin 57 2.75 all grounds and voltages on connectr 1 look good and tested good

Updated: 12/30/2016 16:03:47 By T3437MT

resent reports

Updated: 12/30/2016 16:03:47 By T3437MT

found no shorts and not been able to duplicate it not acking up at all

Updated: 01/04/2017 15:14:55 By T3437MT

RESOLUTION

Arnold, are there any aftermarket installations on this vehicle? Are any codes active? Please send in a VEHICLE SCAN REPORT and CONFIGURATION REPORT to the star support center. You can also send them as a PDF via email to (mt1407@chrysler.com). Let me know once you have sent them. Then disconnect the PCM C1 connector and key on, measure bus voltages pin 33 to ground and pin 57 to ground, what are they? Then test power and grounds to PCM. Thanks, Maureen

Updated: 12/28/2016 11:16:20 By T3437MT

Arnold, have reports been sent? What did you find at the PCM? 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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Maureen

Updated: 12/29/2016 13:46:18 By T3437MT

Arnold, reports have not come through yet, please resend. Let me know at the PCM, bus voltages and load test and inspect grounds. Thanks, Maureen

Updated: 12/30/2016 15:36:27 By T3437MT

Arnold, thanks for the reports. You will need to duplicate this issue and be able to see what's happening and view data in order to find a direction to go in. Let me know when you are able to duplicate this. When in a failed state, recheck bus voltages at PCM and DLC (pin 6 to ground and pin 14 to ground). Keep me posted, Maureen

Updated: 12/30/2016 16:03:47 By T3437MT

Arnold, any luck duplicating the concern? 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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Maureen

Updated: 01/02/2017 16:29:29 By T3437MT

Arnold, You will need to duplicate this issue and be able to see what's happening and view data in order to find a direction to go in. Let me know when you are able to duplicate this. If the vehicle is returned to the customer and is no longer at the dealership, then please close out this ticket. If they come back for this issue again, either reopen this ticket or open a new ticket and reference this one and we can continue. Thanks, Maureen

Updated: 01/04/2017 15:14:55 By T3437MT

Technician requested closure: found no wiring problems reflashed modules as well

Updated: 01/04/2017 15:45:36 By T3437MT

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG9	HR [REDACTED]	Built Date	04/06/2016	Mileage 5,232
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	01/05/2017 09:32:56	By	T7002ES
Updated	01/13/2017 09:53:18	By	T7002ES

CONTACT

Dealer	44179	TRANSITOWNE DODGE CHRYSLER JEEP		Phone	(716) 634-8000
Address	7408 TRANSIT RD				
City	WILLIAMSVILLE	State	NY	ZIP	14221 6019
Dealer Zone	32	County	ERIE	Country	USA
Tech	Kevin Kraft				
STAR	T7002ES				

CUSTOMER CONCERN

****Special Handling - I2R**** H Restriction Jennifer Serena Transitowne Dodge Chrysler Jeep Of Williamsville 44179 SA Kevin -716-634-8000 Radio INOP, ABS/traction light/throttle/CEL (flashes), stalls, wont move Customer demanding a replacement vehicle
Updated: 01/05/2017 09:32:56 By T7002ES

RESOLUTION

Attempted to contact SA Kevin to no avail, left message and contact number on VM.
Updated: 01/05/2017 09:32:56 By T7002ES
 Spoke with SA Kevin in regards to the concern. Provided contact number for technical assistance.
Updated: 01/05/2017 13:29:54 By T7002ES
 Attempted to contact SA Kevin to no avail, left message and contact number on SA Joe Chambers VM.
Updated: 01/09/2017 08:55:03 By T7002ES
 Attempted to contact SA Kevin to no avail, left message and contact number on VM.
Updated: 01/11/2017 10:44:29 By T7002ES
 Attempted to contact SA Kevin to no avail, no answer. Closing case due to inactivity.
Updated: 01/12/2017 08:56:17 By T7002ES
 .
Updated: 01/13/2017 09:53:18 By T7002ES

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG6H		Built Date	12/01/2016	Mileage	298
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	01/13/2017 14:20:15	By	T8372R0
Updated	01/18/2017 10:54:36	By	T8372R0

CONTACT

Dealer	59548	STOCKTON DODGE CHRYSLER JEEP RAM	Phone	(209) 956-1920	
Address	3333 AUTO CENTER CIR				
City	STOCKTON	State	CA	ZIP	95212 2837
Dealer Zone	71	County	SAN JOAQUIN	Country	USA
Tech	Gerardo Soriano				
STAR	T8372R0				

CUSTOMER CONCERN

<p>STALLED 2 TIMESWHILE DRIVING ALL LIGHTS ON DASH CAME ON AND CHECK ENGINE LIGHT IS ON <i>Updated: 01/13/2017 14:20:15 By T8372R0</i></p> <p>checked these connectors all seem ok did get more info from customer when it stalled on him he coasted to side of road then he put in park and went to start it and no crank or nothing let it sit for 20 minutes then it started right up <i>Updated: 01/13/2017 18:17:09 By T8372R0</i></p> <p>PERFORMED WIGGLE TEST ON ON PCM CONNEC TORS WHILE WATCHING AND STILL NOTHING ALL OK ,PERFORMED LIGHT TAP ON POWER DISTRIBUTION CENTER CAR STALLED AND CODES COME BACK AFTER RESETING.PERFORMED THIS ABOUT 4 TIMES AND GET IT TO ACT UP REMOVED POERDISTRIBUTION CENTER AND INSPECTED CONNECTORS ALL LOOK GOOD CHECKED PIN BY PIN AND ALL OK <i>Updated: 01/16/2017 14:06:27 By T8372R0</i></p> <p>OK I WILL DOULBLE CHECK THEM AGAIN <i>Updated: 01/16/2017 14:19:59 By T8372R0</i></p>
--

RESOLUTION

<p>Gerardo, since we have no active codes lets check some connectors, please check for clean, seated, pin-fit/tension and water/corrosion intrusion. XY301A, XY315A, XY200A, XY402B, AND XY106A. Keep me posted thanks, Ron <i>Updated: 01/13/2017 14:20:15 By T8372R0</i></p> <p>Gerardo, lets check the PCM connectors and give a good wiggle test while watching the codes to see if they go active, I see a couple of cases with a lot of the same codes that PCM was replaced. Keep me posted thanks, Ron <i>Updated: 01/13/2017 18:17:09 By T8372R0</i></p> <p>Gerardo, we need to be sure that we don't have a pin-fit problem, if you confident that ALL pins are tight with good drag I would replace the PDC. Keep me posted thanks, Ron <i>Updated: 01/16/2017 14:06:27 By T8372R0</i></p> <p>Very good sir, keep me posted thanks, Ron <i>Updated: 01/16/2017 14:19:59 By T8372R0</i></p> <p>found pin2 on connector 3 in pdc was spread open causing loose connection resecurd pin and connector rechecked no more stalling or check engine light Technician Closure Requested <i>Updated: 01/18/2017 10:54:36 By T8372R0</i></p>
--

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG6H		Built Date	12/01/2016	Mileage	150
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	PP	POOR PERFORMANCE	
Created	01/16/2017 15:29:37	By	T7002ES
Updated	01/19/2017 08:57:44	By	T7002ES

CONTACT

Dealer	59548	STOCKTON DODGE CHRYSLER JEEP RAM	Phone	(209) 956-1920	
Address	3333 AUTO CENTER CIR				
City	STOCKTON	State	CA	ZIP	95212 2837
Dealer Zone	71	County	SAN JOAQUIN	Country	USA
Tech	Gerardo Soriano				
STAR	T7002ES				

CUSTOMER CONCERN

CAIR number [REDACTED] VIN : H [REDACTED] Customer : Estrada Condition Drivability: Intermittent NO START/ Cuts Out/ Stalls History: PDC was just replaced, Customer picked up and Customer advised vehicle simply died. Location of vehicle: Stockton Dodge 209-956-1920, ask for tech Gerardo Soriano/ Advisor is Jaime
Updated: 01/16/2017 15:29:37 By T7002ES

RESOLUTION

Attempted to contact Gerardo to no avail, was advised he is at lunch. Left message and contact number with service department.
Updated: 01/16/2017 15:29:37 By T7002ES
Case closed due to vehicle repaired per MFY.
Updated: 01/19/2017 08:57:44 By T7002ES

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG9	HR3 [REDACTED]	Built Date	06/01/2016	Mileage	5,587
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	01/25/2017 14:50:56	By	T4306MB
Updated	02/09/2017 12:22:37	By	T7065EA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0300	Multiple Cylinder Mis-Fire	T1118KR	04/14/2013 01:25:46

CONTACT

Dealer	44334	SOUTH CHICAGO DODGE CHRYSLER		Phone	(773) 476-7800
Address	7340 S WESTERN AVE				
City	CHICAGO	State	IL	ZIP	60636 3639
Dealer Zone	51	County	COOK	Country	USA
Tech	Joshua Van Allen				
STAR	T7065EA				

CUSTOMER CONCERN

mil on loses power stalls out
Updated: 01/25/2017 14:50:56 By T4306MB

ok thanks I took the plenum off just to check the solenoids I also took a fuel sample all ok any thing else before I put the plenum back on
Updated: 01/25/2017 15:07:21 By T4306MB

ok thank you for your time
Updated: 01/25/2017 15:30:24 By T4306MB

sorry sent reports to wrong star case
Updated: 01/26/2017 08:09:32 By T4306MB

new tech working... William...on vehicle miss fire code is present due to p000c as to test oil psi was below 14 psi. actual was 12 psi so i performed oil change. pressure is at 20 psi. so I precede to run test as to test I Exchange the VVT Intake Solenoid 2/1 with the VVT Intake Solenoid 1/1 code stay with 2/1 so as to step 8 I should replace cam phaser your thoughts?
Updated: 01/26/2017 14:01:30 By T4306MB

exhaust cam 2 desired 119.9 actual 120.5.....exhaust cam 1 desired 117.2 actual 117.3..... intake cam 1 desired 148.8 actual 148.5.....intake cam 2 desired 147.6 actual 147.8... crank difference exhaust cam 1 -6.3,... exhaust cam 2 2.4,..... intake cam 1 -0.8,..... intake cam 2 -3.5... in park rev at 1500rpm duty cycle for exhaust cams both 0.0000 intake cams 47.0000 at 3000rpm exhaust read 47.0000 same as intake
Updated: 01/26/2017 14:44:23 By T4306MB

ok problem. our flight recorder is not working at this time. so I test drove again at 2000 rpm.... duty cycle exhaust cam 1 is reading 48.000, exhaust can 2 is reading 58.000,. intake cam 1 52.000, can 2 75.000. then after a bit both exhaust can duty cycle reading drop out and vehicle mil comes on
Updated: 01/26/2017 15:47:38 By T4306MB

also on start up im hearing chain noise right head but goes away after a few seconds but if you shut off and restart after 5 min you can here it again. then if left run sounds like a rocker like something whacking back and forth like a diesel

Updated: 01/26/2017 15:47:38 By T4306MB

mike I did I can use my mobile to run a template do you know where I can find how to set up the template for this thanks

Updated: 01/27/2017 08:12:50 By T4306MB

I recorded with pilot but cant tell heads from tails on what I'm looking at plus you can only see four things at a time

Updated: 01/27/2017 16:45:08 By T4306MB

ok

Updated: 01/27/2017 18:31:04 By T1182BM

I need an email and id to send template

Updated: 01/30/2017 17:05:35 By T1182BM

sorry just an e mail address

Updated: 01/30/2017 17:05:35 By T1182BM

sorry I need both id and email

Updated: 01/30/2017 17:05:35 By T1182BM

its asking for user id to send e mail

Updated: 01/30/2017 19:08:09 By T1182BM

sent e mail

Updated: 01/30/2017 19:08:09 By T1182BM

is there a time frame when someone can get back to me?

Updated: 01/31/2017 16:25:53 By T4306MB

they where sent by email twice to MB2264@Chrysler.com from a different technician id number s68542d

Updated: 02/01/2017 08:36:36 By T4306MB

i resent it to this e mail Michael.budry@fcagroup.com. again

Updated: 02/01/2017 10:15:04 By T4306MB

YES , if you bring rpms up roughly to 3000 and let it idle back down it will miss fire and also right side cam area is rattling

Updated: 02/01/2017 12:09:09 By T4306MB

RESOLUTION

Joshua, if you haven't already, you will have to drive it and see what cylinders are misfiring on the misfire monitor. Also, since this engine has Variable Valve Lift, it is critical to know under what conditions does the engine misfire. - Mike B -

Updated: 01/25/2017 14:50:56 By T4306MB

Joshua, checking the solenoids was good. I can't think of anything without knowing what cylinders are missing. If you find that the rear two cylinders of either bank are the offending cylinders, you will want to perform the VVL Service Test with the WiTech. - Mike B -

Updated: 01/25/2017 15:07:21 By T4306MB

No problem, that's why we're here. Let me know what you see. - Mike B -

Updated: 01/25/2017 15:30:24 By T4306MB

I will remove them, no big deal. Let me know what you see on the misfire monitor. - Mike B -

Updated: 01/26/2017 08:09:32 By T4306MB

William, seeing the oil pressure that low is odd, we may have to circle back around to that. But first, let's look at the Intake Cam 2 Position Desired, Intake Cam 2 Position Actual, Intake Cam 2/Crank Difference, and Intake Cam 2 Duty Cycle. Also include the same data for the other 3 cams, so we have something to compare to. If you don't see anything out at idle; you may have to make a recording while road testing. Let me know what you see, or upload/attach the recordings. - Mike B -

Updated: 01/26/2017 14:01:30 By T4306MB

William, since I am not seeing anything that would trip the P000c, I recommend driving it, with a flight recorder if necessary. Hopefully during normal driving we'll see the condition occur, knowing when and how far out-of-phase the cam goes, and how long the cam takes to return to lock-pin after phasing is key to figuring out the possible cause. The best way to see the cam going out-of-phase is to use the graph mode; when using WiTech 2 the desired and actual data can be combined onto the same graph, making it really easy to see when one off from the other. - Mike B -

Updated: 01/26/2017 14:44:23 By T4306MB

William, if the noise could be described as a rattle than I would suspect the phaser is making noise. So the duty cycle should just be looked at to know when the actual cam position is changing. Do the same road test you did, but watch

what the Intake Cam 2 Desired Position, and the Intake Cam 2 Actual Position are doing at the time the MIL lights, or the code goes pending/active, which is what it seems is occurring when the duty cycle drops to zero. If one of the cams goes out-of-phase the PCM will stop phasing the cams. It definitely looks like the cam is going out-of-phase just from the duty cycle information, but now lets see how far the cam is going out. - Mike B -

Updated: 01/26/2017 15:47:38 By T4306MB

Joshua, you can find information regarding the templates, and recordings, in the WiTech Knowledge Base, found under the Help heading on the WiTech application. - Mike B -

Updated: 01/27/2017 08:12:50 By T4306MB

Joshua, what were the results of the VVL Service Test?

Updated: 01/27/2017 16:45:08 By T4306MB

Sorry, I clicked the wrong case, disregard my last reply. If you share the recordings with me I can take a look at them and see if anything is askew. My T-id is T4306MB and email is MB2264@Chrysler.com. If you used WiTech 1 you can upload them to support, and then let me know that you did. - Mike B -

Updated: 01/27/2017 16:48:30 By T4306MB

Joshua. You only need respond to a ticket once you have updated information. Thanks. BrianMC

Updated: 01/27/2017 18:31:04 By T1182BM

Hello Joshua. Mikes E-Mail is MB2264@Chrysler.com. E mail him the information and he will respond to you tomorrow. Thanks. BrianMC.

Updated: 01/30/2017 17:05:35 By T1182BM

Hello Joshua. Mike's user ID is T4306MB. Mike will check you recordings and get back to you in the morning. Thank you. BrianMC.

Updated: 01/30/2017 19:08:09 By T1182BM

Reassigning and resending.

Updated: 01/31/2017 13:00:09 By T1182BM

Joshua, I never received any recordings on WiTech 2. - Mike B -

Updated: 01/31/2017 16:25:53 By T4306MB

Joshua, for some reason the emails are not coming thru to me. You have to put my user ID in the recipient box, my ID is t4306mb. You can also try using this email: Michael.budry@fcagroup.com. Maybe you should also try to send it to your own email so you can see if it's coming thru. If it come thru to your email you can then just forward that email to me. - Mike B -

Updated: 02/01/2017 08:36:36 By T4306MB

I got it this time. Let me review it and I'll reply shortly.

Updated: 02/01/2017 10:15:04 By T4306MB

William, I don't see any of the cams lagging from the desired position in the recording. Did any of the concerns duplicate since the oil was changed? - Mike B -

Updated: 02/01/2017 10:42:04 By T4306MB

William, if you're hearing the phaser rattle, I would inspect the front of the heads and make sure the oil galley bolts are tight. If the oil galley bolts are tight, I would replace the phaser and OCV and retest. - Mike B -

Updated: 02/01/2017 12:09:09 By T4306MB

Hi, 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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed.

Thank you. – FCA STAR Center

Updated: 02/07/2017 12:24:00 By T4306MB

Joshua, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric

Updated: 02/09/2017 12:22:37 By T7065EA

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9	HF [REDACTED]	Built Date	06/16/2017	Mileage	113
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	07/19/2017 13:23:53	By	T2932MB
Updated	07/21/2017 08:24:05	By	T2415EB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0339	Crankshaft Position Sensor Intermittent	T3076SB	04/14/2013 01:25:00
P0345	Camshaft Position Sensor Circuit - Bank 2 Sensor 1	T3076SB	04/14/2013 01:25:00
P0365	Camshaft Position Sensor Circuit - Bank 1 Sensor 2	T3076SB	04/14/2013 01:25:00
P0390	Camshaft Position Sensor Circuit - Bank 2 Sensor 2	T3076SB	04/14/2013 01:25:00
U0418	Implausible Data Received From Brake System Control Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF	Phone	(516) 868-4400	
Address	3614 SUNRISE HWY				
City	WANTAGH	State	NY	ZIP	11793 4051
Dealer Zone	32	County	NASSAU	Country	USA
Tech	George Fries				
STAR	T2415EB				

CUSTOMER CONCERN

vehicle shuts off while driving, loss of power/pickup, hard to restart, came in with no powertrain dtc's
Updated: 07/19/2017 13:23:53 By T2932MB

RESOLUTION

George called in looking for assistance with DTC's. P0339 is most likely causing the other codes. He had checked the connectors and wiring and wiggle tested wires. He is going to lab scope the crankshaft sensor to see if it is dropping out. I suggested a flight recording of the stall to see if we can catch anything. Let me know the result of the lab scope. We can go from there with setting up a flight recording. Thank you. _Mike

Updated: 07/19/2017 13:23:53 By T2932MB

replacing the crank sensor

Updated: 07/21/2017 08:24:05 By T2415EB

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9	HR [REDACTED]	Built Date	04/27/2017	Mileage	5,743
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	07/21/2017 13:45:11	By	T1813DW
Updated	07/21/2017 16:31:59	By	T1813DW

CONTACT

Dealer	45120	NAPERVILLE CHRYSLER JEEP DODGE RAM		Phone	(630) 505-8282
Address	1565 W OGDEN AVE				
City	NAPERVILLE	State	IL	ZIP	60540 3906
Dealer Zone	51	County	DU PAGE	Country	USA
Tech	Stefan Kleine				
STAR	T1813DW				

CUSTOMER CONCERN

customer states MIL on vehicle, stalled like key was shut off and all the center stack functions were inop
Updated: 07/21/2017 13:45:11 By T1813DW

RESOLUTION

Have you been able to verify the concern, is it active? Are there any vehicle modifications or add-ons? Any other concerns/symptoms present? Dan
Updated: 07/21/2017 13:45:11 By T1813DW
Tech states: tightened battery terminal
Updated: 07/21/2017 16:31:59 By T1813DW

Field Report

VEHICLE

Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
VIN	2C4RC1CG4	HR [REDACTED]	Built Date	04/29/2016	Mileage	9,548
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	07/24/2017 16:48:26	By	T2932MB
Updated	07/25/2017 15:55:10	By	T2932MB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P018C	Fuel Pressure Sensor Circuit Low	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60710	South Shore Chrysler Dodge Jeep Ra	Phone	(516) 371-1500	
Address	550 BURNSIDE AVE				
City	INWOOD	State	NY	ZIP	11096 1237
Dealer Zone	32	County	NASSAU	Country	USA
Tech	Michael Chiarello				
STAR	T2932MB				

CUSTOMER CONCERN

customer states that vehicle stalls randomly while driving, 50mph
Updated: 07/24/2017 16:48:26 By T2932MB
yes I have. the fuel pressure sensor was faulty. I don't believe that is the cause of the stalling.
Updated: 07/25/2017 10:06:10 By T2932MB
the code is no longer active. no I haven't been able to duplicate the concern yet and the fuel rail pressure is where it should be, in spec.
Updated: 07/25/2017 10:18:22 By T2932MB

RESOLUTION

Hello Michael, have you followed the diagnostic flow chart for the code? If so what were your results? _Mike
Updated: 07/24/2017 16:48:26 By T2932MB
Thanks Michael, so the P018c is no longer active as shown in the scan report? Have you been able to duplicate the stalling? What does the fuel rail pressure read? _Mike
Updated: 07/25/2017 10:06:10 By T2932MB
Thanks Michael, I have no related cases for this concern. The best thing we can do is try and duplicate the concern with a flight recorder hooked up so we can get as much data as we can. Have the flight recorder setup up with a manual trigger because we may not have a DTC. _Mike
Updated: 07/25/2017 10:18:22 By T2932MB
Technician Requested Closure:could not duplicate. the customer is driving the vehicle with a recorder set up
Updated: 07/25/2017 15:55:10 By T2932MB

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG3	HR [REDACTED]	Built Date	01/31/2017	Mileage	19,384
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	07/25/2017 13:33:23	By	T3175BD
Updated	08/09/2017 16:06:16	By	T3175BD

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
U0402-00	Implausible Data Received From TCM -	T3076SB	04/14/2013 01:25:00
U145D-00	Implausible Data Received From TCM On D-PT-	T3076SB	04/14/2013 01:25:00
U1465-00	Implausible Driver Shift Request Signal Received-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	66997	BENDER CHRYSLER DODGE JEEP	Phone	(575) 762-4511	
Address	3400 MABRY DR				
City	CLOVIS	State	NM	ZIP	88101 9200
Dealer Zone	70	County	CURRY	Country	USA
Tech	Nicholas Branfield				
STAR	T3175BD				

CUSTOMER CONCERN

STALLS/DIES ON AUTOSTART. MUST TURN VEHICLE COMPLETELY OFF. IF KEY POSITION LEFT IN RUN, VEHICLE WILL GAUGE SWEEP AND MOMENTARILY LOSE POWER TO CLUSTER. IF KEY CYCLED OFF, WILL START NORMALLY

Updated: 07/25/2017 13:33:23 By T3175BD

all codes contained in the report have returned on all test drives before and after the repair attempt. forgot to note both batteries have been tested and resulted in excess of their respective ratings. I have the printouts somewhere if you want specific numbers. will review that star case in the meantime

Updated: 07/25/2017 14:01:21 By T3175BD

just peeked at the star case, didn't expect it to be so short. the internal performance was set in the shifter module, not pcm. came back when cleared and when shifter was replaced.

Updated: 07/25/2017 14:01:21 By T3175BD

went thru the brake pedal + cycling of e brake procedure and code cleared. tried to start vehicle, noticed battery charge was low and would not start. battery b state of charge reset along with improper powerdown which makes sense as there was an interruption of power. ran gr-8 tester on larger battery, after test and charge completed, it passed with 1066cca vs spec of 650. this is nearly double charge of battery rating - is this thing just building up some kind of huge surface charge that it's not retaining? smaller battery checks 335 vs 200 rating.

Updated: 07/25/2017 16:59:49 By T3175BD

how long should I wait before retest? and assuming a similar vehicle tests closer to its rating, does that mean this battery is bad?

Updated: 07/25/2017 17:06:50 By T3175BD

ok - I'm pretty stupid. didn't realize this was an agm battery, and tested it as a regular battery. so I think we just supercharged it by testing it as a regular flooded battery. I pulled a new pacifica off the lot and with the mini warranty

tester it had 850 amps vs 650 rating. put on gr8 and correctly identified as agm, still wants to charge for up to 130 minutes, so I'm starting to think that isn't our problem. HOWEVER, after sitting all night our original 1066 cca was still available in the problem vehicle. hooked up all batteries, and when I tried to start it, it acted like the battery was low amped - cluster flickers like its trying to start, gauges sweep, etc. does this infinitely when key is left in run from first attempt. put key in off, starts fine.

Updated: 07/26/2017 11:01:24 By T3175BD

we suspected so too - all battery connections are good, and all grounds we could immediately find were good, are there any specific ones that have been a problem to your knowledge or any other possible suspects?

Updated: 07/26/2017 11:25:45 By T3175BD

just wanted to pass on findings on another vehicle, when set correctly the gr8 charged another pacifica battery to 916 amps, so I guess our findings were normal.

Updated: 07/26/2017 13:14:15 By T3175BD

did you find any specific areas to check?

Updated: 07/28/2017 12:35:53 By T3175BD

haven't done anything since our last communication. unless it fixed itself, there has been unfortunately no change.

Updated: 07/28/2017 13:45:39 By T3175BD

is it the ASD relay? or start/stop relay? I searched 'power control relay' but I seem to get everything but that in the results.

Updated: 08/01/2017 10:27:40 By T3175BD

traded stop/start relay with rear blower - no new relay in stock. first start failed in the same manner as before. hooked up to witech to check codes, had all the same codes as before. noticed witech was believing battery voltage was about 11.8 or so, so I checked batteries again with the mini gr8 (no charge capabilities) and found that both batteries checked approximately 12.5v independently and had appropriate amperage. wondering why the discrepancy? also, the batteries had been charged and disconnected since our last major communication and all voltage was retained since that time.

Updated: 08/01/2017 11:35:46 By T3175BD

I assume you are still working with the team, just saying hi to keep the case alive.

Updated: 08/08/2017 10:57:34 By T3175BD

went thru the diagnostics this morning. found a few things that seem to be backwards in the diag charts, specifically step 3, it asks 'is the fuse open' and if no, it tells you to replace the open fuse. think the yes and no answers were switched there. step 7 is the same - if voltage drop is less than 0.2v they want you to clean battery cables?? anyway, when I got to step 9, checking negative cable ground I found the problem. I guess when I was checking grounds before, either I lost the cable and checked the wrong ground, or didn't try hard enough to move it, but the battery negative was a little loose. had to get a mirror to follow the cable and not lose it. started up correctly after I tightened it, and I drove for 20 miles or so and stopped long enough to trigger autostart at every stop with no incident.

Updated: 08/09/2017 14:02:26 By T3175BD

RESOLUTION

Nicholas, thanks for the reports. I am looking into this concern for you, and will get back to you. Thanks, Brandon

Updated: 07/25/2017 13:33:23 By T3175BD

Nicholas, After clearing codes and test driving, what codes have returned? Have we been able to duplicate the customers concern? If the published diagnostics have been followed, then please review STAR Case: [REDACTED]. Let me know what you think and/or find. Thanks, Brandon

Updated: 07/25/2017 13:39:43 By T3175BD

Nicholas, please run the diagnostics for code, C2222-68-IMPROPER POWERDOWN - EVENT INFORMATION in Sec: 28 - DTC-Based Diagnostics/MODULE, Antilock Brake (ABS)/Diagnosis and Testing. let me know where that leads us. Thanks, Brandon

Updated: 07/25/2017 14:01:21 By T3175BD

Nicholas, let the batteries rest, and retest. Maybe, test a like model vehicle to verify that the GR-8 is correct. Brandon

Updated: 07/25/2017 16:59:49 By T3175BD

Nicholas, maybe an hour or two. Yes, if there still very high compared to a like model and part number, then replace them. Brandon

Updated: 07/25/2017 17:06:50 By T3175BD

Nicholas, check our connections at the batteries. Make sure there are no loose terminals and/or nuts. It sound like we have a poor connection somewhere. Brandon

Updated: 07/26/2017 11:01:24 By T3175BD

Also, check our under hood grounds.

Updated: 07/26/2017 11:02:21 By T3175BD

Nicholas, I am researching this concern and will get back to you. Thanks, Brandon

Updated: 07/26/2017 11:25:45 By T3175BD

Nicholas, thank you.

Updated: 07/26/2017 13:14:15 By T3175BD

Nicholas, this case is still being reviewed by the Master Consultant. One, question: Are there any codes setting at this point? Thank you for your patience on this, Brandon

Updated: 07/28/2017 12:35:53 By T3175BD

Nicholas, thanks.

Updated: 07/28/2017 13:45:39 By T3175BD

*** Update on concern *** Technician has been able to duplicate both concerns. Please, review scan reports for codes setting. Vehicle has two concerns: 1) when attempting to start vehicle, intermittently the vehicle will not start. Acts like a dead battery, gauges sweep, dash light flicker, and "relay like" fast clicking noise. After you cycle key starts fine. 2) When driving the vehicle in Start/Stop mode, and coming to a stop, the vehicle will not restart intermittently. Acts like a dead battery, gauges sweep, dash light flicker, and "relay like" fast clicking noise. After cycling the key, vehicle starts up fine. When Start/Stop is disabled using the switch on the dash, there are no concern or duplication.

Updated: 07/31/2017 14:05:16 By T3175BD

Nicholas, code P00FD-00 Battery "B" State Of Charge Performance is what I am researching. We may have an issue with the Power Control Relay (PCR). Lets replace the Power Control Relay (PCR) with a known good relay, and recheck operation. Brandon

Updated: 08/01/2017 09:21:39 By T3175BD

Nicholas, Start/Stop Relay.

Updated: 08/01/2017 10:27:40 By T3175BD

Nicholas, I am continuing to review this case with the team. I will get back to you as soon as I have a course of action. Thanks, Brandon

Updated: 08/01/2017 11:35:46 By T3175BD

Nicholas, I have attached the missing diagnostics for code, P00FD Battery "B" State of Charge Performance. Please, run these diagnostics and let me know what you find. Thanks, Brandon

Updated: 08/08/2017 10:57:34 By T3175BD

STAR called Nicholas to discuss his findings. Technician stated that upon, performing the diagnostics for code, P00FD-00 technician found ground G909A to be loose. Technician tightened ground nut, cleared codes and test drove vehicle to verify the repair. Vehicle is performing as designed at this time. Please close this ticket out on your end. Thanks, Brandon

Updated: 08/09/2017 14:02:26 By T3175BD

FOUND LOOSE FRAME GROUND FOR NEGATIVE BATTERY CABLE

Updated: 08/09/2017 16:06:16 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EGX	HR5 [REDACTED]	Built Date	08/27/2016	Mileage	18,840
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	07/27/2017 19:08:25	By	T3440M0
Updated	08/08/2017 12:17:13	By	T3440M0

CONTACT

Dealer	26904	AUTONATION CHRYSLER DODGE JEEP	Phone	(251) 478-5252	
Address	3118 GOVERNMENT BLVD				
City	MOBILE	State	AL	ZIP	36606 2612
Dealer Zone	66	County	MOBILE	Country	USA
Tech	Chris Musick				
STAR	T3440M0				

CUSTOMER CONCERN

customer states check engine light came on while driving, message came up to place in park. when he did it died out. starter kept turning but would not restart. tried several times to restart vehicle but did not want to start.

Updated: 07/27/2017 19:08:25 By T3440M0

according to customer yes issue has only happened one time. We have yet been able to duplicate customer concern even after driving vehicle over 145miles and letting sit at idle for extended periods. we cannot find any DTCs related to concern either. I have attached a full report for this vehicle. freeze frame, configuration and Scan reports.

Updated: 08/01/2017 08:19:27 By T3440M0

RESOLUTION

Chris, did this only happen the one time? Can you please upload Vehicle Scan Report, Configuration Report and Freeze Frame? Are there any aftermarket components installed on the vehicle? Thanks MikeL

Updated: 07/27/2017 19:08:25 By T3440M0

There are no known issues for this concern. Recommend getting as much information as possible from the customer about when and how this happens, so you have the best chance to duplicate the concern for proper diagnosis. With no codes and without duplicating, it is going to be impossible to properly diagnose. If extremely intermittent, recommend to set up customer with flight recorder so we can see exactly what is going on.

Updated: 08/01/2017 08:19:27 By T3440M0

Chris, do you still need assistance from STAR on this case? If so, 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 48 hours. If no response is received within 48 hours, we will close the case. Thanks, MikeL

Updated: 08/04/2017 11:35:06 By T3440M0

Case is being closed for inactivity. If you need further assistance, please submit a new ticket.

Updated: 08/08/2017 12:17:13 By T3440M0

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG0	HR [REDACTED]	Built Date	06/15/2016	Mileage	28,196
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	25 - EMISSION CONTROL
Customer Complaint	ML	MIL ON	
Created	08/02/2017 18:39:24	By	T3498BM
Updated	08/04/2017 13:41:51	By	T4609SC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0456	Evap System Small Leak	T3076SB	04/14/2013 01:25:00

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	Ivan Salazar				
STAR	T4609SC				

CUSTOMER CONCERN

CUSTOMER OPENED CAC CASE CHECK HAS HAPPENED 3 TIMES VAN WILL NOT ACCELERATE RPMS WILL GO UP BUT CAR WILL NOT MOVE ALSO LAST TIME CAR STALLED OUT. THE D ON DASH WILL FLASH CHECK ENGINE LIGHT IS ON NOW

Updated: 08/02/2017 18:39:24 By T3498BM

RESOLUTION

Hi Ivan. Ivan this may not be a trans issue. It may be raw fuel getting into the canister (causing a stall). Check for this, and see SOL cases [REDACTED] and [REDACTED] Brian

Updated: 08/02/2017 18:39:24 By T3498BM

Daniel called to discuss case. Car has not stalled since 7/20/17 and will not duplicate. Vehicle has a broken fuel filler neck. Even if there is no raw fuel or carbon tracking as noted in the STAR cases the EVAP leak still needs to be repaired. It could be causing drivability concerns. Also over filling the tank could flood the EVAP system causing a concern as noted. Let's coach the customer to stop filling when the handle first clicks off. The 3.6 engine is also sensitive to engine oil level. Lets check the oil to see if it's low. Thanks Steve.

Updated: 08/04/2017 13:41:51 By T4609SC

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG0	HR [REDACTED]	Built Date	06/14/2016	Mileage	15,883
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	08/04/2017 19:37:28	By	T1061AD
Updated	08/09/2017 10:59:47	By	T1061AD

CONTACT

Dealer	45603	LARRY H MILLER CHRYSLER JEEP	Phone	(520) 327-5561	
Address	7800 E 22ND STREET				
City	TUCSON	State	AZ	ZIP	85710 8528
Dealer Zone	70	County	PIMA	Country	USA
Tech	Victor Armas-lozano				
STAR	T1061AD				

CUSTOMER CONCERN

vehicle dies while driving
Updated: 08/04/2017 19:37:28 By T1061AD
sorry for the late response the purge solenoid is not stuck open and don't see any signs of raw fuel in the evap system will get the fuel pressure readings for you in a bit
Updated: 08/07/2017 19:53:49 By T1061AD
fuel psi is at 57 and holding
Updated: 08/08/2017 11:17:24 By T1061AD

RESOLUTION

Victor, Please provide me the fuel pressure reading on the vehicle. Also check the evap system for signs of raw fuel and remove the purge solenoid tell me if it is stuck open. Thank you Austin.
Updated: 08/04/2017 19:37:28 By T1061AD
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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Austin.
Updated: 08/07/2017 18:13:56 By T1061AD
Victor, Thank you for the update. Also perform a fuel quality test and volume test for 20secs. Thank you Austin.
Updated: 08/07/2017 19:53:49 By T1061AD
Victor, Please active the purge solenoid while the vehicle is running and tell me if the vehicle dies or stumbles when the purge is run. Thank you Austin.
Updated: 08/08/2017 11:17:24 By T1061AD
technician requested closure. could not duplicate and customer took vehicle will reopen case if vehicle comes back
Updated: 08/09/2017 10:59:47 By T1061AD

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG0	HF [REDACTED]	Built Date	08/12/2016	Mileage	10,836
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/05/2017 12:27:34	By	T3498BM
Updated	08/17/2017 17:57:26	By	T5036BE

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B18BA-12	Window Control-Circuit Short to Battery	T3076SB	04/14/2013 01:25:00
B224F-54	Door Module Internal-Missing Calibration	T3076SB	04/14/2013 01:25:00
B22A9-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
B2860-15	Door Ambient Light Control-Circuit Short to Battery or Open	T3076SB	04/14/2013 01:25:00
C2100-16	Battery Voltage Low - Circuit Voltage Below Threshold	T3076SB	04/14/2013 01:25:00
C2101-17	Battery Voltage High - Circuit Voltage Above Threshold	T3076SB	04/14/2013 01:25:00
C212A-85	System Voltage - Signal Above Allowable Range	T3076SB	04/14/2013 01:25:00
C2222-00	Improper Powerdown-	T3076SB	04/14/2013 01:25:00
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
P1614-00	ECU Reset/Recovery Occurred-	T3076SB	04/14/2013 01:25:00
P1C8B-17	Battery Voltage-Circuit Voltage Above Threshold	T3076SB	04/14/2013 01:25:00
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
U0415	Implausible Data Received from ABS	T3076SB	04/14/2013 01:25:00
U11BB-00	Lost Communication with Heated Washer Fluid Module-	T3076SB	04/14/2013 01:25:00
U145D-00	Implausible Data Received From TCM On D-PT-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	26951	DUPAGE CHRYSLER DODGE JEEP RAM	Phone	(630) 446-1400
Address	433 E NORTH AVE			
City	GLENDALE HEIGHTS	State	IL	ZIP 60139 3507
Dealer Zone	51	County	DU PAGE	Country USA
Tech	Kenneth Lew			
STAR	T5036BE			

CUSTOMER CONCERN

Vehicle loses power and shuts off while driving
Updated: 08/05/2017 12:27:34 By T3498BM

I attached the scan report. Every time the vehicle dies it sets different codes. The C222-68 is the only code that appears every single time.
Updated: 08/07/2017 10:45:53 By T3498BM

the only one consistent every time is the abs c222-68. sometimes i'll get a whole list like a sent you. sometimes it's just the abs code.
Updated: 08/07/2017 13:02:36 By T3498BM

yes I actually did see that. however, the code is being set while the vehicle is being driven. the engine stalls and vehicle loses battery power while in motion. We've released it twice to the customer after putting 50 miles on it. Both times the customer puts another 50-100 miles on it and returns saying it shut off again. I'm looking for some direction as to what could be causing a complete power failure.

Updated: 08/08/2017 14:41:30 By T8875JB

RESOLUTION

Hi Ken. Ken can you attach the scan report with the code - Brian

Updated: 08/05/2017 12:27:34 By T3498BM

Ken that is plenty of codes. Do all codes return once cleared? If not, exactly which ones do? - Brian

Updated: 08/07/2017 10:45:53 By T3498BM

Ken, did you see SOL case [REDACTED] - Brian

Updated: 08/07/2017 13:02:36 By T3498BM

Kenneth, sorry for the delay Brian is not in today. I am requesting the Master Consultants to review this ticket. I will update with their advisement. Thanks, ~Jeff

Updated: 08/08/2017 14:41:30 By T8875JB

Kenneth, lets take a step back and review the basics. Advise to inspect the battery terminals and load test the battery with a GR8. Let me know the results. ~Jeff

Updated: 08/08/2017 14:49:21 By T8875JB

Kenneth, this ticket has been escalated, no need to reply to this message. Thanks, Brian.

Updated: 08/08/2017 15:16:24 By T5036BE

Hi Kenneth, my name is Brian, I'm one of the MC's at the Star center. I'll be assisting you with this one. I would like to start with the voltage codes. Please run the following check and let me know all of the data you find in the checks. With the engine running at 1500 RPM, and with the headlamps on and the HVAC on high blower; look at the PCM data for desired/target voltage, generator duty cycle and then with a DMM, measure actual voltage at the battery, voltage at the generators sense circuit. Next; use the DMM set in the Hertz range and measure the actual duty of the generators field control circuit. Please let me know what you find for each one of these. Thanks, Brian.

Updated: 08/08/2017 15:19:32 By T5036BE

Kenneth, any update for this case? Please let me know. Thanks, Brian.

Updated: 08/14/2017 14:45:49 By T5036BE

This ticket has been closed due to no response from the dealer.

Updated: 08/17/2017 17:57:26 By T5036BE

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG7	HR [REDACTED]	Built Date	07/04/2016	Mileage	11,558
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	08/09/2017 14:32:44	By	T5880SL
Updated	09/20/2017 12:55:34	By	T0078SG

CONTACT

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM	Phone	(954) 861-6200	
Address	5901 MADISON AVE				
City	TAMARAC	State	FL	ZIP	33321 6412
Dealer Zone	66	County	BROWARD	Country	USA
Tech	MICHAEL FUHRER				
STAR	T5880SL				

CUSTOMER CONCERN

[TechCONNECT Reference Ticket # [REDACTED] FIRST CONCERN: LEFT SLIDING DOOR WILL REOPEN WHEN CLOSEING AND MAKES GRINDING NOISE, SECOND CONCERN: CUSTOMER STATES INTERMITTENTLY STALLS WHILE DRIVING OR IDLING.

Updated: 08/09/2017 14:32:44 By T5880SL

Hi, ECU is same as vehicle scan report I attached. VRM not a concern see star case [REDACTED] Customer bring all key fobs in and will have the show concern. Thanks For Your help so far. Mike

Updated: 08/09/2017 17:51:35 By T5880SL

yes the customer did bring in the other key, no concerns. right tech adviser had me replace all spark plugs just for that reason. thank you

Updated: 08/21/2017 13:07:55 By T5880SL

RESOLUTION

This has a loss of comm with VRM? I don't see how U11BB-00 is relevant to these concerns. I don't see a vehicle scan report attached. Would you please attach one, Michael? Do you have both key fobs? If not, I would get them both and see if you have a button sticking on one of the fobs, or even a switch inside the vehicle, that is opening the liftgate after it closes. Can you duplicate the grinding noise? It looks to me that the flash in TSB 18-069-17 might be helpful for the stalling depending on what codes are in the PCM. If you are STILL unable to duplicate these concerns as in the previous cases with STAR and ECS, ask the customer to demonstrate their concerns. We can't fix it if it isn't broken, obviously. I can usually help with diag time if you need it, but make sure it's documented on the RO.

Updated: 08/09/2017 14:32:44 By T5880SL

Ok, then, no codes are active or stored. I'm not sure wh [REDACTED] is relevant if there are no codes. Anyway, the customer has to show you what it's doing. Do they have anything in the luggage area (blanket, tarp, etc.) that could be triggering one of the pinch sensors? Does this only happen in extreme hot weather? Can you look at PLGM data to see if cinching is disabled?

Updated: 08/09/2017 17:51:35 By T5880SL

Mike, did the customer bring in the fobs for you to test? Did you get any grinding noise or stalling? Maybe the customer can show you that too...

Updated: 08/14/2017 10:44:50 By T5880SL

unable to duplicate concern

Updated: 08/15/2017 10:12:46 By T5880SL

Additional information required. sebc ta visited dealer for final repair attempt on lemon law case. hinge rollers replaced now operating as designed. Unable to duplicate stalling complaint suspect bad plug causing a voltage spike taking down the PCM and leaving no codes associated with stalling event. Authorized all plugs to be replaced.

Updated: 08/21/2017 08:33:47 By T5030L0

You're welcome. I'm glad your TA was able to assist you.

Updated: 08/21/2017 13:07:55 By T5880SL

UNABLE TO DUPLACATE

Updated: 08/23/2017 16:07:47 By T5880SL

.

Updated: 09/20/2017 12:55:34 By T0078SG

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG3	HR	Built Date	09/06/2016	Mileage	9,270
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	08/14/2017 15:29:21	By	T3083CK
Updated	10/20/2017 13:26:55	By	T9253KP

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0300	Multiple Cylinder Mis-Fire	T1118KR	04/14/2013 01:25:46
B15AA-00	Lost Low Voltage Differential Signal Connection w/Display 1	T1882RP	08/23/2016 11:09:50
B15AB-00	Lost Low Voltage Differential Signal Connection w/Display 2	T1882RP	08/23/2016 11:11:03
B15AD-00	Lost Low Voltage Differential Signal Connection w/Media Port 1	T1882RP	08/23/2016 11:12:22

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	John Szot				
STAR	T4912RM				

CUSTOMER CONCERN

STALLING WHEN TURNING

Updated: 08/14/2017 15:29:21 By T3083CK

Attempting to program and install PCM, step 9 of installation instructions fails, it states "BCM not locked will not perform requested task, go to RFH and perform BCM Mobilizer Replace. Tech goes to BCM function as instructed and it states BCM not locked. Please advise.

Updated: 08/18/2017 11:51:45 By T5880SL

Also attempted to program key fobs and it asks "Admin Key or Key Sense Key" tech tried Key Sense Key and received negative response. No one know what Admin Key or Key Sense Key means. Please advise

Updated: 08/18/2017 11:51:45 By T5880SL

Called Randy Malone first to see if he had any experience with something like this, after speaking with him he said he will call back. I will reach out to him again and then call WiTech if he has no answer. Thanks

Updated: 08/24/2017 17:20:54 By T5880SL

It looks promising, but we want to put some more miles on it before we call it fixed.

Updated: 08/29/2017 10:43:00 By T5880SL

Tech though other ticket was closed. Customer stated that vehicle sputtered at stop, customer placed gear selector in neutral to keep engine running, Check Engine lamp was flashing during event, Check Engine lamp on steady now with DTCs B154F-00 from AMP and P0300 from PCM. Unrelated codes that have been there since the first repair are from VRM and they are: B15AA, B15AB, B15AD, B15AE.

Updated: 09/01/2017 16:05:51 By T5880SL

Updated TA that vehicle still is acting up. will now check crank sensor circuit.

Updated: 09/12/2017 17:25:21 By T5880SL

RESOLUTION

John, your ticket has been escalated to our Enhanced Customer Service Team, you should hear from a team member shortly, Chester.

Updated: 08/14/2017 15:29:21 By T3083CK

Please attach a vehicle scan report to this case and email the data recording to SL703@chrysler.com. Thanks! Steve

Updated: 08/14/2017 16:59:06 By T5880SL

Added special codes

Updated: 08/14/2017 17:00:10 By T5880SL

Added VSR

Updated: 08/14/2017 18:24:07 By T5880SL

It looks like baro is dropping out when it stalls. KOEO the baro should always be almost 5 volts. Let's check connections on the powertrain harness at the MAP for spread, pushed out or corroded pins. If ok, check the powertrain harness for signs of chafing and check for shorts in the 5 volt reference F856 circuit. If no issues are found, replace the MAP.

Updated: 08/14/2017 19:00:05 By T5880SL

John, my direct line is (248)488-3697. Per our phone conversation a few minutes ago, we agreed that since this vehicle is still stalling without setting any codes in the PCM, that the PCM needs to be replaced, assuming that there are no pin fit issues at the module. If the PCM is on backorder, please let me know the part number and order number and I can request assistance from Parts Expediting.

Updated: 08/17/2017 10:53:02 By T5880SL

John, if there is any question, and I don't believe there will be, I entered DM notes authorizing the MAP and PCM replacements.

Updated: 08/17/2017 11:01:14 By T5880SL

John, I'm looking into it now.

Updated: 08/18/2017 11:51:45 By T5880SL

Have you called WiTech yet? That's where I would start. I'm still trying to get some more from my contacts here.

Updated: 08/18/2017 13:27:34 By T5880SL

John, I found no additional information on this issue. I know that calls to WiTech can be long. Please document your diagnostic time, including phone calls, so that I can get it paid.

Updated: 08/21/2017 12:40:41 By T5880SL

John, did you call WiTech? I'd like to pay you for your time diagnosing this and your call to WiTech, but I will need to close this case if I don't hear from you.

Updated: 08/24/2017 12:50:43 By T5880SL

I thought I had called Randy on this one. I must be thinking of a case I have with Suburban. Thanks for letting me know.

Updated: 08/24/2017 17:20:54 By T5880SL

John, I received an email this morning from EAW2, stating that he was able to lock the BCM manually with the engineering tool, and then you were able to finish the immobilizer routine. Vehicle starts and runs. Do you need further assistance? Does it still stall? Steve

Updated: 08/28/2017 10:24:17 By T5880SL

Excellent! Please let me know when you are ready to return it to the customer. I can help with diag time, if you have the number of hours documented on the RO.

Updated: 08/29/2017 10:43:00 By T5880SL

John, is this vehicle fixed and returned to the customer?

Updated: 09/01/2017 11:03:56 By T5880SL

Why is there another ticket on this? Is it for a different concern?

Updated: 09/01/2017 15:00:25 By T5880SL

Now that I have the codes from the other ticket on this vehicle. we need to have P0300 diagnosis performed. Let's look at S161800021.

Updated: 09/01/2017 16:05:51 By T5880SL

Please send data recordings to SL703@chrysler.com Thanks.

Updated: 09/01/2017 16:11:24 By T5880SL

John per our phone conversation (for documentation purposes), the T23 recall was performed. Replacement PCM was updated and the EGR valve was replaced. Customer had left with the vehicle, but returned stating that the CEL was on again. You stated that your TA is coming to visit your dealer tomorrow. Please let me know the results of his visit. Steve

Updated: 09/05/2017 17:51:27 By T5880SL

Have you gotten a fuel sample? Might be worth it to check.

Updated: 09/05/2017 17:57:44 By T5880SL

Called TA and LVM requesting a call back with results of his visit to your dealer.

Updated: 09/08/2017 11:24:12 By T5880SL

Emailed TA rwm10 and he emailed me back about this vehicle. He states that it has a miss on #2 cylinder. Under hard acceleration, #4 and #6 also misfire. TA provided direction.

Updated: 09/08/2017 17:32:35 By T5880SL

These are the circuits from the PCM to the ANC for buffered crank position. Per my phone conversation with Randy, he would like you to de-pin these two circuits (PCM might be easiest to access) to see if that affects the misfires when you stab the throttle. PCM, C1 pin 29, circuit X478 (Buffered Crank Position +) to Dash/IP inline connector (XY301A pin 44) to the Active Noise Cancellation module, C3 pin 1. PCM C1 pin 24 circuit X479 (Buffered Crank Position -) to Dash/IP inline connector (XY301A pin 45) to ANC C3 pin 9. These are B/G and B/DG.

Updated: 09/12/2017 15:50:27 By T5880SL

Please back out the pins in the PCM C1 pins 29 and 24. Then see if the issue is still present.

Updated: 09/12/2017 17:25:21 By T5880SL

Redi forwarded to me the email you sent him. My email is SL703@chrysler.com. Randy and I discussed this vehicle at length yesterday. For documentation purposes: Parts replaced on even bank; PCM, Both Phasers, Both Oil Control Valves, Both Camshafts

Updated: 09/13/2017 10:54:54 By T5880SL

John, per our phone conversation, you stated that you had talked with Randy again and you reinstalled the original PCM and the engine is apparently running fine. Please let me know the results of your test drive.

Updated: 09/18/2017 10:50:18 By T5880SL

Thanks for calling, John. Documenting here that this vehicle was test driven about 40 miles on a road test and you want to test drive it further before releasing it to the customer.

Updated: 09/18/2017 16:35:03 By T5880SL

John, is this ready to go back to the customer? If so, let me know how much diagnostic time there is documented on the RO. Thanks. Steve

Updated: 09/20/2017 16:08:48 By T5880SL

Concerns. rough idle, stalling??? cause, never been able to duplicate stalling. but was able to duplicate rough idle. found that when I stab throttle #2, 4,6, cyl would miss fire. But did find that dealer replaced PCM when this occurred. replaced PCM with original, PCM, Once that was done, miss fire went away, Add dealer replace 2/1 cam phasers, oil control valves, and cams. Today I drove vehicle 45+ miles with a data recorder, I had no concerns with vehicle. I having dealer test drive threw out the day. and if no concern return to customer. all in all replacement PCM that was defective mislead all forward diag.

Updated: 09/25/2017 15:40:49 By T4912RM

.

Updated: 10/20/2017 13:26:55 By T9253KP

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG3	HR [REDACTED]	Built Date	09/16/2016	Mileage	1,773
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	08/18/2017 08:37:06	By	T3175BD
Updated	09/11/2017 08:46:36	By	T3175BD

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P062A	Fuel Pump Control Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44509	RICK HENDRICK DODGE CHRYSLER JEEP		Phone	(843) 763-8400
Address	1468 SAVANNAH HIGHWAY				
City	CHARLESTON	State	SC	ZIP	29407 7821
Dealer Zone	66	County	CHARLESTON	Country	USA
Tech	Tyler Lake				
STAR	T3175BD				

CUSTOMER CONCERN

CUSTOMER IS GETTING CHECK ENGINE LIGHT P062A VEHICLE STALLING.

Updated: 08/18/2017 08:37:06 By T3175BD

FUEL PRESSURE IS 60 PSI I HAVE NOT BEEN ABLE TO GET VEHICLE TO STALL MYSELF TAKES A COUPLE OF HUNDRED MILES. BUT IT DOES STALL WITH CUSTOMER AND THAT IS WHEN THE CHECK ENGINE LIGHT COMES ON.

Updated: 08/18/2017 09:10:47 By T3175BD

I HAVE ALREADY VERIFIED PINS 4 5 22 IN INLINE CONNECTOR. I ALSO VERIFIED FUEL PUMP AND FUEL PUMP CONTROL MODULE PINS AND GROUND IS TIGHT AND SECURED

Updated: 08/18/2017 09:23:06 By T3175BD

PARTS WILL BE HERE IN THE MORNING

Updated: 08/22/2017 14:30:36 By T3175BD

SORRY IT TOOK SO LONG TO GET BACK I INSTALLED THE FUEL PUMP MODULE CUSTOMER TOOK VEHICLE IT MADE IT 150 MILES CHECK ENGINE LIGHT RETURNED VEHICLE BEGAN STALLING AGAIN

Updated: 09/05/2017 09:03:47 By T3175BD

RESOLUTION

Tyler, is the vehicle still stalling or is just the code setting? Have we been able to get the code active? What is our fuel pressure? Brandon

Updated: 08/18/2017 08:37:06 By T3175BD

Tyler, before we condemn another fuel pump we need to verify our wiring. Take a look at inline connector Y401A Verify pins-4, 5, and 22 to have good connections. Also, verify ground G921A to be tight. Let me know what you find. Thanks, Brandon

Updated: 08/18/2017 09:10:47 By T3175BD

Tyler, ok thanks. If you have followed the published diagnostic to replacing the fuel pump control module, then lets replace the control module. If that does not fix the concern then please replace the fuel pump again. Let me know what you think. Thanks, Brandon

Updated: 08/18/2017 09:23:06 By T3175BD

Tyler, do we have an update on this vehicle? Please, let me know where we are at with the repair. Thanks, Brandon

Updated: 08/22/2017 08:39:50 By T3175BD

Tyler, thanks for the update. Keep me posted. Thanks, Brandon

Updated: 08/22/2017 14:30:36 By T3175BD

Tyler, is this vehicle still at the dealer? If so, could you please resubmit with an update. If the vehicle is no longer there, or there is no further assistance needed, please close this ticket out on your end. Thank you, Brandon

Updated: 08/25/2017 11:49:10 By T3175BD

Tyler, Ok I am going to look into this concern and get back to you. Thanks, Brandon

Updated: 09/05/2017 09:03:47 By T3175BD

Tyler, at this point, if we are confident in the wiring and the module has been replaced per diagnostics, please replace the fuel Pump and recheck operation. Thanks, Brandon

Updated: 09/05/2017 11:27:49 By T3175BD

Tyler, do we have an update on this vehicle? Please, let me know where we are at with the repair. Thanks, Brandon

Updated: 09/06/2017 15:29:30 By T3175BD

Tyler, this case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen this ticket, create a new ticket, or call STAR for further assistance. Thank you, Brandon

Updated: 09/11/2017 08:46:36 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG1	HF	Built Date	03/21/2017	Mileage	303
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	08/18/2017 08:39:20	By	T3175BD
Updated	08/22/2017 09:51:48	By	T3175BD

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	T3175BD				

CUSTOMER CONCERN

car lost power while driving would not restart
Updated: 08/18/2017 08:39:20 By T3175BD

RESOLUTION

Michael, with no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Brandon

Updated: 08/18/2017 08:39:20 By T3175BD

Michael, do we have an update on this vehicle, have we been able to duplicate the concern? Please, let me know where we are at with the repair. Thanks, Brandon

Updated: 08/22/2017 08:53:22 By T3175BD

could not duplicate concern

Updated: 08/22/2017 09:51:48 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG8	HF [REDACTED]	Built Date	04/04/2017	Mileage	10,303
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/22/2017 09:08:57	By	T8372R0
Updated	09/18/2017 15:38:41	By	T8372R0

CONTACT

Dealer	68182	TUNKHANNOCK AUTO MART INC	Phone	(570) 836-2266	
Address	509 HUNTER HWY				
City	TUNKHANNOCK	State	PA	ZIP	18657 7983
Dealer Zone	35	County	WYOMING	Country	USA
Tech	Andrew Lanning				
STAR	T8372R0				

CUSTOMER CONCERN

Customer states auto start stop light is on needs service

Updated: 08/22/2017 09:08:57 By T8372R0

yes there is still an issue. the codes go stored after a couple key cycles. I can get the car to stop and shut down just fine but when I go to lift my foot off the brake and go it hits the starter for maybe a second and then nothing.

Updated: 08/23/2017 08:48:44 By T8372R0

Was out for a few days will try and update later today

Updated: 08/28/2017 12:15:04 By T8372R0

can get the codes to active U1514-87 followed diag, updated pcm module and tested again still returned upon failure to restart after start/stop event. performed diag for abs code also and it passed as no problem there, the calibration sends it stored every time. Did notice something maybe you can help with as I cant find any information on it. the IPC comes up as driver door open intermittently on the cluster (I honestly didn't catch it before) but the driver door module, pcm, and ipc all list the door as closed. any ideas? cluster problem?

Updated: 08/28/2017 15:31:11 By T8372R0

cluster lists the door as closed. Im good to order a cluster then?

Updated: 08/28/2017 16:11:33 By T8372R0

waiting on part to come in

Updated: 08/30/2017 10:26:52 By T8372R0

Installed cluster no longer reading door open as before. relearned the IBS and attempted to do start/stop. same problem as before. found jumper wires from after market sunroof in fuse box. contacting customer to find out more

Updated: 09/01/2017 09:17:00 By T8372R0

performed capacitor drain and tested no effect on problem. tried reflashing PCM and now have new set of codes. attached new report

Updated: 09/01/2017 15:32:42 By T8372R0

Have not been able to search to that star case it says not found

Updated: 09/05/2017 12:25:43 By T8372R0

Thats the same star case number

Updated: 09/06/2017 13:42:21 By T8372R0

sorry, never mind

Updated: 09/06/2017 13:42:21 By T8372R0

Am still working on that star case

Updated: 09/08/2017 09:59:15 By T8372R0

Am still working on the relearn had to start again with it

Updated: 09/12/2017 15:46:34 By T8372R0

Will have an update tomorrow

Updated: 09/14/2017 16:44:46 By T8372R0

customer took keys end of last week to retrieve personal items will update once I have the keys again

Updated: 09/18/2017 15:38:41 By T8372R0

RESOLUTION

Andrew, just so we are clear, do we still have an issue with the stop/start? If so, what message are we getting as the codes in this report are stored. Please advise thanks, Ron

Updated: 08/22/2017 09:08:57 By T8372R0

Andrew, lets see if we can get these codes active so we can go through diagnostics and go from there thanks, Ron

Updated: 08/23/2017 08:48:44 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 08/25/2017 09:56:56 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 08/28/2017 08:54:43 By T8372R0

Ok Andrew, thanks for the update and keep me posted thanks, Ron

Updated: 08/28/2017 12:15:04 By T8372R0

Andrew, when you see the ajar light, check in the cluster data and see if it is showing ajar or not. If not, then we know for sure the cluster is the issue. If it does show ajar then it is usually the sending module that is the issue. Please advise thanks, Ron

Updated: 08/28/2017 15:31:11 By T8372R0

That's what I would do sir. Keep me posted thanks, Ron

Updated: 08/28/2017 16:11:33 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 08/30/2017 09:34:11 By T8372R0

Thanks for the update Andrew! Keep me posted thanks, Ron

Updated: 08/30/2017 10:26:52 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 09/01/2017 08:09:27 By T8372R0

Ok Andrew, you might want to perform a capacitor drain after removing the circuits for the sunroof and try again. Keep me posted thanks, Ron

Updated: 09/01/2017 09:17:00 By T8372R0

Andrew, are you following the information in this star case S1408000348 to the letter to learn the IBS? If not, we need to and see where that gets us. I would do that after we do a configuration restore on the vehicle and see where we are at thanks, Ron

Updated: 09/01/2017 15:32:42 By T8372R0

Andrew, sorry about that I gave uoi the number incorrectly, try this one S1408000384 thanks, Ron

Updated: 09/05/2017 12:25:43 By T8372R0

All good Andrew, keep me posted thanks, Ron

Updated: 09/06/2017 13:42:21 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 09/08/2017 08:58:24 By T8372R0

Ok Andrew, keep me posted thanks, Ron

Updated: 09/08/2017 09:59:15 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 09/11/2017 12:13:09 By T8372R0

Ok Andrew thanks! keep me posted, Ron

Updated: 09/12/2017 15:46:34 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 09/14/2017 09:07:38 By T8372R0

Thanks Andrew! Ron

Updated: 09/14/2017 16:44:46 By T8372R0

Andrew, have not heard from you in a couple days and just checking to see if we have had any progress with this vehicle? Please advise thanks, Ron

Updated: 09/18/2017 10:28:23 By T8372R0

Vehicle not at dealer

Updated: 09/18/2017 15:38:41 By T8372R0

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG5	HR [REDACTED]	Built Date	04/05/2017	Mileage	1,034
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW2	TUSK WHITE				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	NP	LOW / LACK OF POWER	
Created	08/22/2017 13:27:26	By	T1990NP
Updated	08/25/2017 17:09:11	By	T1990NP

CONTACT

Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP RAM	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	Joe Stowe				
STAR	T1990NP				

CUSTOMER CONCERN

STOPPED AT A LIGHT AND WOULDN'T ACCELERATE AFTER GREEN

Updated: 08/22/2017 13:27:26 By T1990NP

JUST WANT TO UNDERSTAND IF START STOP CAN BE SHUT DOWN BY SYSTEM DUE TO THE CODES I SENT YOU. CANT FIND INFO ON IT

Updated: 08/22/2017 15:45:21 By T1990NP

THANK YOU

Updated: 08/22/2017 16:55:49 By T1990NP

PERFORMED SOFTWARE UPDATE AS YOU SUGGESTED AND TEST DROVE AGAIN, NOW ESS IS WORKING PROPERLY. SO APPARENTLY THOSE CODES AND MODULES BEING OFF THE BUS DO NOT SHUT THE SYSTEM DOWN, THANK YOU

Updated: 08/23/2017 11:30:00 By T1990NP

RESOLUTION

Joe, an inop STOP/START is a different/unrelated concern than lack of accel customer complaint, but you can find the diag/parameters in group 29 - Non-DTC Diagnostics > Starting > Diagnosis and Testing > START STOP- GASOLINE ENGINE. Thanks, Neil

Updated: 08/22/2017 13:27:26 By T1990NP

Joe, I am waiting for a reply from engineering, & will respond again when I find out. Thanks, Neil

Updated: 08/22/2017 15:45:21 By T1990NP

Joe, Engineering states: PCM has not been upgraded to AF level yet. The ESS is finicky about OCC & is also a possibility, but I won't get a further reply concerning investigation until tomorrow. Meanwhile I would update the PCM to see if it has any effect because there are engine enhancements per TSB # 18-069-17. Also, look at is what the EVIC message on the ESS screen says, which may point towards which sub-system is preventing the vehicle from using ESS. Thanks, Neil

Updated: 08/22/2017 16:55:49 By T1990NP

Joe, thanks for the update. I am still waiting for further Engineering reply, but I will pass on the PCM update results. If you need more assistance, resubmit or call me. Otherwise, please close the ticket after you verify repair. Neil .

Updated: 08/23/2017 11:30:00 By T1990NP

Joe, please close ticket if all is well since PCM update. Thanks, Neil

Updated: 08/24/2017 13:19:46 By T1990NP

Called to verify repair per Engineering request concerning PCM update. S/A states vehicle was released to customer. Joe, please close ticket on your end since it's fixed. I am closing on ours. Thanks, Neil

Updated: 08/24/2017 13:52:20 By T1990NP

PCM UPDATE

Updated: 08/25/2017 17:09:11 By T1990NP

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9	HR [REDACTED]	Built Date	01/26/2017	Mileage	14,769
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	08/25/2017 17:51:23	By	T1990NP
Updated	08/30/2017 15:43:31	By	T1990NP

CONTACT

Dealer	41423	MARTY CANCILA DODGE CHRYSLER JEEP	Phone	(314) 831-3300	
Address	2175 NORTH LINDBERGH BLVD				
City	FLORISSANT	State	MO	ZIP	63033 2029
Dealer Zone	51	County	ST LOUIS	Country	USA
Tech	John Gotch				
STAR	T1990NP				

CUSTOMER CONCERN

died at stop sign
Updated: 08/25/2017 17:51:23 By T1990NP

RESOLUTION

John, B154F-00 is not related to a die out. Since we can't duplicate concern; have S/A get more detailed concern info (any difference cold/hot?, how long does vehicle need to be driven? accel/decel/steady speed?, what speed?, after fuel fill/less than ¼ tank/hilly terrain?, does it run rough just before stall or when restarted?, any fuel odor?, is STOP/START OFF" message in the instrument cluster display? , any other telltale lights or dash messages?, ...) to help duplicate concern. There are detailed enable ESS conditions in group 29 - Non-DTC Diagnostics > Starting > Diagnosis and Testing > START STOP-GASOLINE ENGINE. Thanks, Neil

Updated: 08/25/2017 17:51:23 By T1990NP

John, just checking on repair status; is this vehicle still at shop? (If so, do you need more assistance? If so, let me know) If not at shop, &/or if fixed; please close the case on your end (w/details). If you are waiting for parts, document p/n#(also if backordered) and I will code the case accordingly. Thank you, Neil

Updated: 08/29/2017 17:25:42 By T1990NP

crank sensor "it was leaking oil into elec connector "changed that out and car has not had a problem ?yet?hopefully it wont ,thank you for your help

Updated: 08/30/2017 15:43:31 By T1990NP

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BGX	HR [REDACTED]	Built Date	04/26/2016	Mileage 8,278
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/28/2017 11:32:06	By	T0555BB
Updated	08/30/2017 14:12:33	By	T0555BB

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0919	P0919-00-GEAR SHIFT POSITION CONTROL ERROR	T8576AN	01/31/2014 14:24:13

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	Mike Hogg			
STAR	T0555BB			

CUSTOMER CONCERN

dies out
Updated: 08/28/2017 11:32:06 By T0555BB
documents attached
Updated: 08/28/2017 11:50:37 By T0555BB
uploaded sorry about that
Updated: 08/28/2017 12:09:17 By T0555BB
chased active code p0919 found esm shorted ordered part,on back order veh still not repaired
Updated: 08/30/2017 14:12:33 By T0555BB

RESOLUTION

Mike, Please attach a scan report and configuration report. Are there any aftermarket or Mopar accessories installed on the vehicle? -Brian
Updated: 08/28/2017 11:32:06 By T0555BB
Mike, There are no reports attached to this ticket. Be sure to select "Upload" when attaching the reports. -Brian
Updated: 08/28/2017 11:50:37 By T0555BB
Mike, Thank you for the reports. It is recommended to address an active DTC. If P0919 is active, it is recommended to perform the diagnostics for this DTC and repair as necessary per the results. -Brian
Updated: 08/28/2017 12:09:17 By T0555BB
Mike, Please provide an update. -Brian
Updated: 08/30/2017 12:23:25 By T0555BB
Mike, Thank you for the update. Since we are waiting on parts, I need to close the ticket. If additional assistance is needed, this ticket can be reopened within two weeks. -Brian
Updated: 08/30/2017 14:12:33 By T0555BB

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG2	HR [REDACTED]	Built Date	08/17/2016	Mileage 8,718
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PTE	MOLTEN SILVER			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/30/2017 14:48:53	By	T5211FW
Updated	09/01/2017 16:53:51	By	T5211FW

CONTACT

Dealer	27028	WEST COVINA CHRYSLER DODGE JEEP RA	Phone	(626) 858-7202
Address	298 N AZUSA AVE			
City	WEST COVINA	State	CA	ZIP 91791 1343
Dealer Zone	71	County	LOS ANGELES	Country USA
Tech	Max Sandoval			
STAR	T5211FW			

CUSTOMER CONCERN

CUSTOMER STATS THE VEHICLE WILL GO BLACK ON THE CLUSTER AND RADIO AND CAN NOT SHIFT TO PARK

Updated: 08/30/2017 14:48:53 By T5211FW

YES THE ENTIER CLUSTER AND THE RADIO. I AM GOING TO SET UP THE FLIGHT RECORD. AND SEE IF I CAN DUPLICATE THE ISSUE . FOR THE FUEL PRESSURE SENSOR I REPLACE THE SENSOR THIS FIX THE STALLING FUEL ISSUE CONCERN . I WILL CALL BACK

Updated: 08/30/2017 15:25:29 By T5211FW

IS THIS A VEHICLE THAT IS UPDATE REMOTELY AT THE RADIO OR RFH . AND IF IT IS CAN THE CLUSTER BE AFFECTED????

Updated: 08/30/2017 15:25:29 By T5211FW

RESOLUTION

Hi Max. Is the entire cluster going black when the concern happens or just the EVIC or other section of that component? Have you found any other codes in the vehicle at any time? What needs to be done to get the cluster to light up again? Frank.

Updated: 08/30/2017 14:48:53 By T5211FW

Ok Max, thanks for that info. If the entire cluster is going dark, along with the radio, the components are likely losing their power or ground supplies. If we had a bus concern, the cluster would light up like a Christmas tree and the wipers would be running not to mention multiple codes setting. I searched and found that the cluster and radio share the same PDC C3 connector and the XY301A inline connector for the power feeds so we likely have an intermittent open at the C3 or the XY301A. Lets check both of those for loose connections or pin fit concerns and see if any are found. Let me know what you find Max. Frank.

Updated: 08/30/2017 15:25:29 By T5211FW

PERFORM ALL INSPECTION ON PDC AND C3 CONNECTOR . I DO NOT KNOW IF THE VEHICLE IS FIX . THE VEHICLE WAS RETURNED TO CUSTOMER FOR THE WEEKEND Technician Closure Requested

Updated: 09/01/2017 16:53:51 By T5211FW

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
VIN	2C4RC1DG2	HR [REDACTED]	Built Date	05/24/2017	Mileage 6,313
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	09/07/2017 12:05:01	By	T1145NE
Updated	09/15/2017 10:51:09	By	T1145NE

CONTACT

Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FIAT	Phone	(951) 676-0010
Address	26845 YNEZ RD			
City	TEMECULA	State	CA	ZIP 92591 4695
Dealer Zone	71	County	RIVERSIDE	Country USA
Tech	Maxwell Kerstens			
STAR	T1145NE			

CUSTOMER CONCERN

Customer states that vehicle stalled while at a stop and warning light on dash came on
Updated: 09/07/2017 12:05:01 By T1145NE
H
Updated: 09/07/2017 12:05:01 By T1145NE
Ticket is already submitted in group 8E, attached are vehicle scan and config reports
Updated: 09/07/2017 12:05:01 By T1145NE

RESOLUTION

Maxwell looking at the scan report the only active DTC is the C2222-68. With this DTC active what are the results of the published diagnostics for this DTC? There is also a star online case for this DTC. S1605000004. Check the PDC and PDC connections for any issues. Pay close attention to the (F941) FUSED RUN/START CONTROL OUTPUT CIRCUIT FOR AN OPEN OR SHORT CIRCUIT. C3 connector at the PDC.-Nate
Updated: 09/07/2017 12:05:01 By T1145NE
Maxwell please update the case? we have not heard back from you in five days. If no response is received in the next 24 hours the case will be closed.-Nate
Updated: 09/12/2017 13:43:21 By T1145NE
Case is being closed due to no response.-Nate
Updated: 09/15/2017 10:51:09 By T1145NE

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BGX	HF [REDACTED]	Built Date	09/23/2016	Mileage	16,439
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	09/14/2017 11:57:45	By	T5644RZ
Updated	09/15/2017 09:26:29	By	T5644RZ

CONTACT

Dealer	44831	SZOTT M-59 DODGE, LLC	Phone	(248) 887-3222	
Address	2565 HIGHLAND				
City	HIGHLAND	State	MI	ZIP	48356 2725
Dealer Zone	42	County	OAKLAND	Country	USA
Tech	Timothy Slider				
STAR	T5644RZ				

CUSTOMER CONCERN

"shift into park" message displayed on ip, cel is on. after shifting into park and shut off engine, vehicle will not crank or start up. after about 10 mins vehicle will start.

Updated: 09/14/2017 11:57:45 By T5644RZ

RESOLUTION

Hello Timothy, let's perform a capacitive discharge procedure(leave the vehicle disconnected for 10-15 minutes) and re-configure the vehicle in an attempt to clean up any LOGIC LOCKED modules or SKEWED data that may be contributing to this failure. If no positive results are observed I will need a configuration report attached to this ticket. Let me know, Rich

Updated: 09/14/2017 11:57:45 By T5644RZ

battery disconnect

Updated: 09/15/2017 09:26:29 By T5644RZ

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG6	HR [REDACTED]	Built Date	05/26/2017	Mileage	2,939
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	09 - ENGINE
Customer Complaint	OL	OIL LEAK	
Created	09/18/2017 12:34:50	By	T1182BM
Updated	09/27/2017 14:06:26	By	T1182BM

CONTACT

Dealer	44463	FALLS CHRYSLER JEEP DODGE	Phone	(330) 929-3066	
Address	4100 STATE RD				
City	CUYAHOGA FALLS	State	OH	ZIP	44223 2612
Dealer Zone	42	County	SUMMIT	Country	USA
Tech	Betsy Moles				
STAR	T1182BM				

CUSTOMER CONCERN

****Special Handling - I2R**** James & Carol Kane Falls Chrysler Jeep Dodge 44463 SA Betsy Moles Stalled, no acceleration, overheated, oil leak Customer demanding a replacement vehicle
Updated: 09/18/2017 12:34:50 By T1182BM

RESOLUTION

I called the dealer. I spoke with SA Betsy, who transferred me to tech Norm. Norm stated that the vehicle came in with an oil leak. during the diagnosis, the serp belt shredded, possibly due to oil contamination. Oil dye had been added to the engine. Norm will continue with his diag and update me on Tuesday. Thank you. BrianMC.

Updated: 09/18/2017 12:34:50 By T1182BM

I called the dealer. I spoke with SA Betsy. Betsy stated that Norm is currently on lunch. When he returns, she will get an update and call me back. Thank you. BrianMC.

Updated: 09/20/2017 12:49:36 By T1182BM

I called the dealer. I spoke with Betsy and she stated that the dealer is currently waiting on parts. Betsy could not provide details other than the parts on order are, a belt, alternator and a vale cover. Betsy will have Norm call in and provide details of the inspection. Thank you. BrianMC.

Updated: 09/22/2017 11:46:50 By T1182BM

I called the dealer. I spoke with Betsy. Betsy did not have any update for me, and stated that she would have SF Norm call and provide an update. Thank you. BrianMC.

Updated: 09/25/2017 13:34:14 By T1182BM

I called the dealer. I spoke with SA Betsy. Betsy stated that the vehicle has been repaired and is ready for the vehicle to be picked up. Betsy reported that the cylinder head cover was leaking onto the serpentine belt causing the belt to fail and cause damage to the alternator. The oil leak has been corrected, the belt and alternator replaced and the vehicle has been retested several times, to verify the repair. I am closing this case. Thank you. BrianMC.

Updated: 09/27/2017 14:06:26 By T1182BM

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG5	HR	Built Date	06/09/2016	Mileage	33,741
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	09/18/2017 16:42:47	By	T5644RZ
Updated	09/20/2017 12:46:25	By	T5644RZ

CONTACT

Dealer	45119	CHAMPION CHRYSLER JEEP DODGE RAM	Phone	(317) 872-6200	
Address	4505 W 96TH ST				
City	INDIANAPOLIS	State	IN	ZIP	46268 3107
Dealer Zone	42	County	MARION	Country	USA
Tech	Mark Rubin				
STAR	T5644RZ				

CUSTOMER CONCERN

VEHICLE SHUT OFF 1 TIME WHILE DRIVING, CLUSTER AND RADIO SCREEN WENT BLACK, GAUGES JUMPED, RIGHT FRONT WINDOW ROLLED DOWN BY ITSELF. THESE ISSUES HAVE HAPPENED 4 TIMES IN THE LAST 10 DAYS.

Updated: 09/18/2017 16:42:47 By T5644RZ

HI RICH,, DO YOU WANT THE BATTERY TERMINALS SHORTED TOGETHER FOR THE 10-15 MINS, OR JUST DISCONNECTED? THANKS,, MARK R.

Updated: 09/19/2017 10:13:08 By T5644RZ

HI RICH,, I PERFORMED THE DISCHARGE PROCEDURE. THE ANC CODE WENT STORED, AND NOW THERE ARE NO CODES IN ANY MODULE. I WILL LET YOU RESPOND. IF THERES NOTHING ELSE YOU'D LIKE ME TO DO, I WILL TEST DRIVE THE VEHICLE, AND REPORT BACK TO YOU,, MARK R.

Updated: 09/19/2017 14:00:19 By T5644RZ

HI RICH,, TEST DROVE THE VEHICLE,, ALLOWED TO COLD SOAK,, AND DROVE IT AGAIN (20 MILES TOTAL),, HAD NO ISSUES. NONE OF THE CONCERNS HAPPENED. I RETURNED THE VEHICLE TO THE CUSTOMER, AND WILL REOPEN THE CASE IF IT RETURNS.. THANKS FOR THE HELP,, MARK R.

Updated: 09/20/2017 11:44:09 By T5644RZ

RESOLUTION

Hello Mark,let's perform a capacitive discharge procedure(leave the vehicle disconnected for 10-15 minutes) and re-configure the vehicle in an attempt to clean up any LOGIC LOCKED modules or SKEWED data that may be contributing to this failure. Let me know, Rich

Updated: 09/18/2017 16:42:47 By T5644RZ

Disconnected is fine Mark, keep me posted. Rich

Updated: 09/19/2017 10:13:08 By T5644RZ

Mark those are desired results, let me know the results of the road test. Rich

Updated: 09/19/2017 14:00:19 By T5644RZ

Excellent Mark, let's close this ticket. Have a good one, Rich

Updated: 09/20/2017 11:44:09 By T5644RZ

PERFORMED 15 MIN CAPACITIVE DISCHARGE

Updated: 09/20/2017 12:46:25 By T5644RZ

Field Report

VEHICLE

Model Year	2018	Body	RUCR53	CHRYSLER PACIFICA TOURING PLUS WAGON	
VIN	2C4RC1FG6JR		Built Date	08/25/2017	Mileage 7
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine					
Transmission					
Color					

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	MIL		MIL ON
Created	09/19/2017 10:06:25	By	T3440M0
Updated	10/02/2017 14:40:57	By	T6294E0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P000A	Bank 1 Camshaft 1 Position Slow Response	T3076SB	04/14/2013 01:25:00
P0017	Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 2	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60434	BINGHAMTON CHRYSLER JEEP DODGE,		Phone	(607) 771-7100
Address	1279 UPPER FRONT ST				
City	BINGHAMTON	State	NY	ZIP	13901 1012
Dealer Zone	32	County	BROOME	Country	USA
Tech	Kasim TALOVIC				
STAR	T6294E0				

CUSTOMER CONCERN

WONT STAY RUNNING
 Updated: 09/19/2017 10:06:25 By T3440M0

RESOLUTION

Kasim, – I have shared a template with your S-ID via WiTech 2. Please log into WiTech with pod hooked to vehicle, and make sure all codes are cleared. Next, go into "Flight Recording" under utilities, and select the template named "Cam Slow Response" and hit the play button, this should load the pod into recording mode. The trigger is set to record as soon as the code goes active, pending or stored; so all you will need to do is drive the vehicle and get the light to come back on. The template is set to record 60 seconds before and 30 seconds after the trigger point, so you will need to feel the stalling condition happen, and with a few seconds after hit the trigger for a manual recording. Once we have a recording, you will need to exit the recording mode and then go into "Flight Recording Viewer". Now select the recording that you just made by clicking on the check mark box at the right of screen, this will highlight your recording. Next, at the top of the screen is a button that says Share. Click the share button, and a window should pop up; my User Name is T3440M0 (2 zeros not Os) and email is ML1722@chrysler.com . Next click "+add" and then "Send". Do not delete your recording until you know I got it or it will delete on my end also. Thanks Mikel

Updated: 09/19/2017 10:06:25 By T3440M0

OK, I was able to view recordings and the data for the cam / crank difference on the bank 1 (passenger side) intake came is a 69 degree difference right at start. So there a couple of things to check here. First I would recommend to pull the VVA solenoid on the front of the head for the bank 1 intake cam. hold the solenoid so that the pin that faces the engine normally is facing downward. The pin should be fully extended and you should be able to push it all the way back in with your finger to make sure it is not stuck. Gravity should allow the pin to come back down. makes sure the pin is not sticking or binding in the solenoid. Next make sure that the spoil valve is not stuck in the OCV. The button in the middle of the bolt should be flush with the bolt and by manually pushing in on the button, it should spring back without any sticking or binding travelling in either direction. If the button is flush to the bolt head, next start the engine with the solenoid still removed and look at the data for the cam / crank difference on bank 1 intake. Is it still stuck around 69 degrees? Thanks Mikel

Updated: 09/19/2017 14:00:44 By T3440M0

Kasim, do you still need assistance from STAR on this case? If so, please provide an update. If the vehicle is repaired or the vehicle has left the dealership, please update and close the ticket. Thanks, MikeL

Updated: 09/25/2017 09:31:21 By T3440M0

Called dealer for update, SA John states vehicle owned by dealer, states replaced VVT valve and bracket, states no further STAR assistance needed. Advised closing case, with instruction to contact STAR center for assistance at any time. -Edna

Updated: 10/02/2017 14:40:57 By T6294E0

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG4	HF [REDACTED]	Built Date	12/23/2016	Mileage	8,733
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW2	TUSK WHITE				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/01/2017 18:36:20	By	T1061AD
Updated	11/06/2017 11:33:24	By	T1061AD

CONTACT

Dealer	45478	GILLMAN CHRYSLER JEEP DODGE	Phone	(713) 776-4900	
Address	10585 W SAM HOUSTON PKWY S				
City	HOUSTON	State	TX	ZIP	77099 2844
Dealer Zone	63	County	HARRIS	Country	USA
Tech	Adrian Solorio				
STAR	T1061AD				

CUSTOMER CONCERN

vehicle stalled on customer while waiting on a red light

Updated: 11/01/2017 18:36:20 By T1061AD

FUEL PRESSURE IS 60 PSI AND FUEL VOLUME IS 150 mL IN 20 SECONDS

Updated: 11/02/2017 12:05:08 By T1061AD

I ATTACHED THE PICTURE...WHAT IS THE SPEC FOR FUEL VOLUME?? AND IS THIS A COMMON ISSUE OCCURRING ON 2017 PACIFICA'S??? I HAVE SEEN AT LEAST TWO MORE WITH SIMILAR ISSUE AND THEY HAVE BEEN RELEASED TO CUSTOMERS FOR BEING UNABLE TO DUPLICATE

Updated: 11/02/2017 12:25:40 By T1061AD

RESOLUTION

Adrian, Please check the EVAP system, for signs of raw fuel. Also please provide me the fuel pressure and fuel volume amount recovered in 20 seconds. Thank you Austin.

Updated: 11/01/2017 18:36:20 By T1061AD

Adrian, Fuel volume is too low. Please replace the fuel pump. Also make sure there is no debris in the fuel tank and no clogged fuel lines. Also send me a picture of a fuel sample to AD2500@chrysler.com Thank you Austin

Updated: 11/02/2017 12:05:08 By T1061AD

Adrian, The fuel volume should be around 417 ml on the 3.6l. I have seen this issue before but it is not a common problem. Thank you Austin.

Updated: 11/02/2017 12:25:40 By T1061AD

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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Austin.

Updated: 11/03/2017 12:22:37 By T1061AD

technician requested closure. replaced fuel pump

Updated: 11/06/2017 11:33:24 By T1061AD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG3	HF [REDACTED]	Built Date	10/31/2016	Mileage	10,780
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	11/03/2017 18:45:12	By	T5644RZ
Updated	11/20/2017 12:02:59	By	T5030L0

CONTACT

Dealer	56904	DADELAND DODGE CHRYSLER JEEP	Phone	(305) 278-9994	
Address	16501 SOUTH DIXIE HIGHWAY				
City	MIAMI	State	FL	ZIP	33157 3443
Dealer Zone	66	County	MIAMI DADE	Country	USA
Tech	CHRIS SORRELL				
STAR	T5644RZ				

CUSTOMER CONCERN

ENGINE STALLS
<i>Updated: 11/03/2017 18:45:12 By T5644RZ</i>

RESOLUTION

<p>Hello Chris, let's perform a capacitive discharge procedure(leave the vehicle disconnected for 10-15 minutes) and re-configure the vehicle in an attempt to clean up any LOGIC LOCKED modules or SKEWED data that may be contributing to this failure. If no positive results are observed I will need a scan and a configuration report attached to this ticket. Let me know, Rich</p> <p><i>Updated: 11/03/2017 18:45:12 By T5644RZ</i></p> <p>Just looking for an update Chris, Rich</p> <p><i>Updated: 11/06/2017 10:58:59 By T5644RZ</i></p> <p>Just looking for an update Chris, Rich</p> <p><i>Updated: 11/07/2017 11:35:41 By T5644RZ</i></p> <p>Let's close this case Chris, It will store to the vin and we will be able to reference it if needed, Thanks Rich</p> <p><i>Updated: 11/08/2017 17:20:13 By T5644RZ</i></p> <p>Additional information required. sebc ta was requested to communicate what was found on this vehicle. they found a loose ground under the battery tray g917a.</p> <p><i>Updated: 11/20/2017 12:02:59 By T5030L0</i></p>

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DGX	HR [REDACTED]	Built Date	03/30/2017	Mileage	601
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/06/2017 16:54:14	By	T5002D1
Updated	11/09/2017 08:02:43	By	T5002D1

CONTACT

Dealer	45373	QUIRK CHRYSLER DODGE JEEP OF	Phone	(207) 338-1300	
Address	244 MAIN ST				
City	BELFAST	State	ME	ZIP	04915 6565
Dealer Zone	32	County	WALDO	Country	USA
Tech	Arthur Stentiford				
STAR	T5002D1				

CUSTOMER CONCERN

Check engine light is on. When driving vehicle, gages went awry, the engine stalled out and would not restart, and transmission would not shift.

Updated: 11/06/2017 16:54:14 By T5002D1

Check engine light is on. When driving vehicle, gages went awry, the engine stalled out and would not restart, and transmission would not shift.

Updated: 11/06/2017 16:54:14 By T5002D1

RESOLUTION

Arthur, with all of the u-codes you have, there may be a major power or ground connection issue. Make sure the battery cables are clean and tight and check all underhood connectors and grounds. Check the connectors and terminals at the PDC and PCM. I found no common cases or other information on this concern. With the set of codes that you have, I recommend opening a ticket in the electrical group (08). Thanks, DougM.

Updated: 11/06/2017 16:54:14 By T5002D1

Good morning Arthur. Please resubmit and let me know if you are making progress or need further assistance. If the vehicle is repaired or no longer at the dealer, please close the ticket. It can be reopened for 14 days if the customer returns. Thanks, DougM.

Updated: 11/07/2017 11:24:28 By T5002D1

case submitted to group 08

Updated: 11/09/2017 08:02:43 By T5002D1

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DGX	HF [REDACTED]	Built Date	03/30/2017	Mileage	611
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/07/2017 08:37:45	By	T3175BD
Updated	11/14/2017 09:34:17	By	T3175BD

CONTACT

Dealer	45373	QUIRK CHRYSLER DODGE JEEP OF	Phone	(207) 338-1300	
Address	244 MAIN ST				
City	BELFAST	State	ME	ZIP	04915 6565
Dealer Zone	32	County	WALDO	Country	USA
Tech	Arthur Stentiford				
STAR	T3175BD				

CUSTOMER CONCERN

Check engine light is on. When driving vehicle, gages went awry, the engine stalled out and would not restart, and transmission would not shift. Check engine light is on. When driving vehicle, gages went awry, the engine stalled out and would not restart, and transmission would not shift

Updated: 11/07/2017 08:37:45 By T3175BD

I have checked engine compartment grounds and have not found any loose, I also inspected wiring, connectors, and pins per star cases [REDACTED] and [REDACTED] and no issues were found. ant other sugestions

Updated: 11/09/2017 08:29:15 By T3175BD

Some more info from customer they were driving down the road and lights on the dash started flashing then the engine stalled they had a hard time steering and stopping the vehicle. The customer was unable to restart the car did restart when the tow truck driver showed up. they moved the car up to the tow truck and shut it off and would not restart.

Updated: 11/09/2017 14:10:02 By T3175BD

Inspected star connector connection above the glove box checked pin fit with test pin, inspected for signs of heat and pushed out pins, I also wiggled the wiring near and around the star connectors with the vehicle running, no issues found and no codes have returned

Updated: 11/10/2017 09:16:16 By T3175BD

RESOLUTION

Arthur, please review STAR Case [REDACTED] and [REDACTED] We need to inspect the under hood grounds also, to be sure they are tight. Let me know what you find. Thanks, Brandon

Updated: 11/07/2017 08:37:45 By T3175BD

Arthur, very good. Then we will need to start with the basic testing of the Bus System. The Star connectors for Can C IHS will need to be tested first. Can we verify proper connector installation, damaged connector locks, corrosion, and other signs of water intrusion Bent terminals, heat stress (terminal may be discolored due to excessive current draw). Terminals that have been pushed back into the connector cavity.(not fully seated). And we need to test terminal's using a drag test on each connector to verify proper terminal tension. Let me know what you find. Thanks, Brandon

Updated: 11/09/2017 08:29:15 By T3175BD

Thank you Arthur. Let me know what you find with your checks. Brandon

Updated: 11/09/2017 14:10:02 By T3175BD

Arthur, at this point, with no duplication please verify that the modules are all up to date, clear codes and test drive. Let me know if any codes and/or the concern reoccurs. Thanks, Brandon

Updated: 11/10/2017 09:16:16 By T3175BD

Arthur, is this vehicle still at the dealer? If so, could you please resubmit with an update. If the vehicle is no longer there, or there is no further assistance needed, please close this ticket out on your end. Thank you, Brandon

Updated: 11/14/2017 09:27:19 By T3175BD

was unable to duplicate customer concern

Updated: 11/14/2017 09:34:17 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG9	HR [REDACTED]	Built Date	12/02/2016	Mileage	9,069
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	11/07/2017 09:46:44	By	T3175BD
Updated	11/08/2017 15:48:18	By	T3175BD

CONTACT

Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, LLC	Phone	(847) 882-8400		
Address	208 W GOLF RD					
City	SCHAUMBURG	State	IL	ZIP	60195 3606	
Dealer Zone	51	County	COOK	Country	USA	
Tech	David Ferguson					
STAR	T3175BD					

CUSTOMER CONCERN

DIES OUT 4 TIMES WILL SAY PUT IN PARK ON DISPLAY AND RESTART
Updated: 11/07/2017 09:46:44 By T3175BD

RESOLUTION

David, with no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Brandon

Updated: 11/07/2017 09:46:44 By T3175BD

TEST DROVE OVERNIGHT COULD NOT DUPLICATE SERVICE WRITER DID NOT OK TO KEEP DRIVING.

Updated: 11/08/2017 15:48:18 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DGX	HR [REDACTED]	Built Date	03/15/2017	Mileage	621
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	11/08/2017 11:36:17	By	T5644RZ
Updated	11/13/2017 11:39:14	By	T5644RZ

CONTACT

Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE	Phone	(614) 888-2331	
Address	1888 MORSE RD				
City	COLUMBUS	State	OH	ZIP	43229 6604
Dealer Zone	42	County	FRANKLIN	Country	USA
Tech	Robert Smith				
STAR	T5644RZ				

CUSTOMER CONCERN

CUSTOMER SAID THE DASH LIGHTS LIT UP AND "FREAKED OUT". THE STOP START WAS COMING ON AND OFF WHILE DRIVING. THE RADIO SCREEN WENT BLACK. THE BRAKES STOPPED WORKING. THE VAN WOULD NOT TURN OFF AND EVENTUALLY STALLED ON THE ROAD.

Updated: 11/08/2017 11:36:17 By T5644RZ

RESOLUTION

Hello Robert, are we able to duplicate ANY of this? let's perform a capacitive discharge procedure(leave the vehicle disconnected for 10-15 minutes) and re-configure the vehicle in an attempt to clean up any LOGIC LOCKED modules or SKEWED data that may be contributing to this failure. If no positive results are observed I will need a scan and a configuration report attached to this ticket. Let me know, Rich

Updated: 11/08/2017 11:36:17 By T5644RZ

Just looking for an update Robert, Rich

Updated: 11/09/2017 11:59:22 By T5644RZ

Just looking for an update Robert, Rich

Updated: 11/10/2017 10:06:28 By T5644RZ

Let's close this case Robert, It will store to the vin and we will be able to reference it if needed, Thanks Rich

Updated: 11/13/2017 11:39:14 By T5644RZ

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GGX	HR [REDACTED]	Built Date	06/06/2017	Mileage	31
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	NP	LOW / LACK OF POWER	
Created	11/08/2017 15:47:30	By	T3759DD
Updated	11/22/2017 09:12:28	By	T3759DD

CONTACT

Dealer	66933	NEUWIRTH CHRYSLER DODGE JEEP RAM F	Phone	(910) 799-1815	
Address	219 S COLLEGE RD				
City	WILMINGTON	State	NC	ZIP	28403 1609
Dealer Zone	66	County	NEW HANOVER	Country	USA
Tech	Zackary Rose				
STAR	T3759DD				

CUSTOMER CONCERN

Customer states engine losing torque and power

Updated: 11/08/2017 15:47:30 By T3759DD

Looking for a update on the Pacifica

Updated: 11/10/2017 15:47:54 By T3759DD

Sorry, have wrapped up with work. I will have flight recording sent to you by the end of the day and will contact you via phone

Updated: 11/16/2017 11:01:37 By T3759DD

I apologize for the inconsistent contact with you guys, will have data today and will call you guys by phone

Updated: 11/21/2017 11:50:50 By T3759DD

having difficulty with witech right at this moment, will update when I get it to record.

Updated: 11/22/2017 09:12:28 By T3759DD

RESOLUTION

Inbound call from technician Zachary Rose. Zachary called in and stated the vehicle in question was an unsold unit but had an issue with lack of power above 45 mph or when accelerating aggressively. Zack stated if you got the RPMs up to about 3,000 it will act up every time. Zack stated when the concern would occur the vehicle would fail to shift until the RPM reached about 6,000-7,000 rpms. Zachary did not have the fuel pressure readings but did confirm fuel pressure was sufficient and did not drop. Zachary stated the map sensor data was reading about 30 in/hg and when compared to a known good unit, the comparison vehicle was reading the same for map vacuum. Zachary stated the vehicle would have an odor like a hot exhaust. Zachary suspected the converter may be clogged but found both converters to be around 500 degrees and when remove the O2 sensor before Cats, it made no difference in performance. Zachary also confirmed when he removed the upper and lower intake; he found what is believed to be excessive fuel all over the valves. Zachary as discussed over the, I would like for you to capture a recording of this event and share the recording with T3759DD. My email address is DD1300@chrysler.com. I will have the template for you shortly. ~DeAndre. D

Updated: 11/08/2017 15:47:30 By T3759DD

Zachary, The template has been sent.

Updated: 11/08/2017 16:06:23 By T3759DD

Zachary, Sorry for the long response time, I was reviewing the recordings with the Master Consultant. As we discussed I can clearly see the stall and see where you were at wide open throttle and the transmission shifted at a higher RPM than expected. In the data I see a spot where the engine was running lean and then when the lack of power was occurring the engine was running rich, the PCM was taking away fuel? At this time, we recommended draining all the fuel from the tank and filling with known good fuel. It would be helpful to see some transmission data like what gear the vehicle is in and also TCC slip because it is not clear from the recordings why the vehicle stalled. If the vehicle still acts up after putting fresh fuel in the tank, we will need to confirm exactly what fuel pressure is when the vehicle exhibits the lack of power/acceleration ~DeAndre. D

Updated: 11/10/2017 15:47:54 By T3759DD

Hello, I'm reaching out to get an update on the vehicle in question. If no further assistance is needed, please close this ticket on your end. ~DeAndre. D

Updated: 11/14/2017 09:23:59 By T3759DD

Zachary, Ok, I'll be waiting to hear back.

Updated: 11/16/2017 11:01:37 By T3759DD

Zachary, I'm closing the ticket at this time due to inconsistent contact with Star.

Updated: 11/20/2017 10:09:53 By T3759DD

Zachary, No problem, I'll be waiting to hear back. ~DeAndre. D

Updated: 11/21/2017 11:50:50 By T3759DD

Zachary, We still need to also confirm exactly what fuel pressure is when the concern occurs. I'll be waiting to hear back from you. ~DeAndre. D

Updated: 11/22/2017 09:12:28 By T3759DD

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG4	HR [REDACTED]	Built Date	08/01/2017	Mileage	213
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	11/16/2017 10:31:07	By	T5644RZ
Updated	11/20/2017 15:23:07	By	T5644RZ

CONTACT

Dealer	27027	ROBBINS CHRYSLER DODGE JEEP RAM FI	Phone	(785) 537-0357	
Address	3100 ANDERSON AVE				
City	MANHATTAN	State	KS	ZIP	66503 2810
Dealer Zone	74	County	RILEY	Country	USA
Tech	Brett Hendrickson				
STAR	T5644RZ				

CUSTOMER CONCERN

VEHICLE DIES WHILE DRIVING. CLUSTER SAYS SERVICE START/STOP. ACTIVE CODE P0688 ASD/MAIN RELAY SENSE CIRCUIT.

Updated: 11/16/2017 10:31:07 By T5644RZ

RESOLUTION

Hello Brett, let's perform a capacitive discharge procedure (leave the vehicle disconnected for 10-15 minutes) and re-configure the vehicle in an attempt to clean up any LOGIC LOCKED modules or SKEWED data that may be contributing to this failure. If no positive results are observed I will need a scan and a configuration report attached to this ticket. Let me know, Rich

Updated: 11/16/2017 10:31:07 By T5644RZ

Just looking for an update Brett, Rich

Updated: 11/17/2017 10:03:57 By T5644RZ

Just looking for an update Brett, Rich

Updated: 11/20/2017 09:19:50 By T5644RZ

Let's close this case Brett, It will store to the vin and we will be able to reference it if further assistance is needed, Thanks Rich

Updated: 11/20/2017 15:23:07 By T5644RZ

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG9	HR [REDACTED]	Built Date	01/18/2017	Mileage	6,000
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	11/16/2017 15:31:21	By	T8068S0
Updated	11/17/2017 15:50:03	By	T8068S0

CONTACT

Dealer	60543	HALEY CHRYSLER DODGE JEEP RAM	Phone	(804) 663-5337	
Address	5400 S LABURNUM AVE				
City	RICHMOND	State	VA	ZIP	23231 4416
Dealer Zone	35	County	HENRICO	Country	USA
Tech	Patrick Crossland				
STAR	T8068S0				

CUSTOMER CONCERN

Customer has expressed an ongoing technical concern with their vehicle that has not yet been resolved which is necessitating this escalation. Dealer requires technical assistance for LOSS OF ALL ENGINE POWER/COMPLETE SHUT DOWN WHILE DRIVING.

Updated: 11/16/2017 15:31:21 By T8068S0

RESOLUTION

TS called SA\Mike, left voice mail to call back.

Updated: 11/16/2017 15:31:21 By T8068S0

Patrick called in and states that he was able to duplicate once and DTC's and followed the flow chart for this and after cycling ignition the DTC went stored. Tech states that after driving for short time lost throttle and other's. Tech states he is diagnosing at this time. Advised tech to send me a scan and configure report to me to attach to this case. Tech does not have scan report at this time. Advised to duplicate and call back.

Updated: 11/17/2017 10:20:05 By T8068S0

Tech called back and states he is not able to duplicate the concern at this time. Tech states that after disconnecting the PCM connector to install the interface that the concern has not returns. possibly the issue was a connection or pin fit issue. Advised tech to release the vehicle to the customer at this time. Closing case.

Updated: 11/17/2017 15:50:03 By T8068S0

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG8H		Built Date	04/19/2017	Mileage	6,458
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/20/2017 16:44:25	By	T4756RH
Updated	11/24/2017 11:13:27	By	T4756RH

CONTACT

Dealer	42835	DICK SCOTT CHRYSLER DODGE JEEP RAM		Phone	(734) 451-2110
Address	684 ANN ARBOR RD W				
City	PLYMOUTH	State	MI	ZIP	48170 2230
Dealer Zone	42	County	WAYNE	Country	USA
Tech	Ronald Jarosiewicz				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagger Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1EG8HR [REDACTED]
 Updated: 11/20/2017 16:44:25 By T4756RH

RESOLUTION

Star returned a call back to the dealer to speak with Robert. Was transferred to S/A Roberts Voicemail. Star Center left V/M for Robert asking that he please call back a.s.a.p. I provided my contact information in the V/M. Rich H.
 Updated: 11/20/2017 16:44:25 By T4756RH

Star returned a call back to the dealer and spoke with Rob the S/A, Rob put Star in touch with Ron the technician. Ron stated that there were no fault codes active or stored. Customer comments on engine stalling intermittently on take off after vehicle was stopped for traffic light. Star requested Ron email a vehicle scan and configuration report. Ron will inspect for any signs of aftermarket accessories, get a fuel sample, will inspect all engine compartment grounds, will wiggle and pull test the under hood wiring harness at various locations. Ron will also check to be sure all under hood connectors are fully seated. Ron will also road test the vehicle to see if the stalling can be duplicated. I provided Ron with email address and contact information. Rich H.

Updated: 11/21/2017 08:58:42 By T4756RH

Star attached Configuration Report tech sent into Star Center.

Updated: 11/21/2017 09:03:16 By T4756RH

Inbound call from Rob Goodlow the S/A. Rob stated that his technician Ron has road tested this vehicle 15 miles with no occurrences of engine stall or die out. The technician Ron has stated that he completed the engineering diagnostic check list and found no aftermarket accessories, fuel sample was taken it did not appear to be contaminated or have excessive alcohol was under 10%. No fault codes in any of the modules. Ron found no issues with any of the under hood grounds. The wiring harness was wiggle and pull tested and all connectors were fully seated. Rob also indicated that the customer has only experienced the engine stall die out condition 2x's within the 6400 miles the vehicle has been driven by the customer. One occurrence was while the engine was at operating temperature while idling waiting in a fast food drive thru. The second occurrence was when the engine was at operating temperature while waiting at a stop light and the customer indicated that the engine was difficult to restart after it shut off. Star advised Rob to please review and complete the survey/questionnaire with the customer and email it back to me. Star advised Rob the next step would be to attempt to capture a data recording. Rich H.

Updated: 11/21/2017 14:28:41 By T4756RH

Star: Waiting on flight recording template or pod from engineering.

Updated: 11/24/2017 09:54:57 By T4756RH

Star: Called dealer spoke with Rob. Advised that since this has ESS system sales code (ERC) it does not qualify for the flagging project. Advised Rob if the concern could be not be duplicated release the vehicle back to the customer. If needed install flight recorder, Advised Rob the Technician can create a Star Technical assistance request if needed. Rich H.

Updated: 11/24/2017 11:13:27 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG8	HR6 [REDACTED]	Built Date	01/13/2017	Mileage	7,928
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/20/2017 17:10:46	By	T4756RH
Updated	11/21/2017 11:43:00	By	T4756RH

CONTACT

Dealer	66908	GARY MATHEWS CHRYSLER DODGE JEEP R		Phone	(931) 552-7100
Address	1100 NEW ASHLAND CITY RD				
City	CLARKSVILLE	State	TN	ZIP	37040 4299
Dealer Zone	66	County	MONTGOMERY	Country	USA
Tech	Michael Russell				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG8HR [REDACTED]
Updated: 11/20/2017 17:10:46 By T4756RH

RESOLUTION

Star returned a call back to the dealer and spoke with Mike the S/A. Mike stated that the vehicle is no longer at the dealership at the time of the call. The dealerships Quality Control person test drove the vehicle with the customer, the customers allegations of the engine stalling when taking off from a hill could not be duplicated on the road test. I provided my contact information to Mike the S/A in case the vehicle returns for the same concern. Rich H.

Updated: 11/20/2017 17:10:46 By T4756RH

Star: Closing ECCI case. Vehicle no longer at the dealer.

Updated: 11/21/2017 11:43:00 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG4	HR [REDACTED]	Built Date	06/16/2016	Mileage	7,015
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/21/2017 11:40:55	By	T4756RH
Updated	11/29/2017 12:41:06	By	T6294E0

CONTACT

Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC	Phone	(407) 306-9400	
Address	9051 EAST COLONIAL DRIVE				
City	ORLANDO	State	FL	ZIP	32817 4176
Dealer Zone	66	County	ORANGE	Country	USA
Tech	Tommy Gallagher				
STAR	T6294E0				

CUSTOMER CONCERN

Vehicle Flagging Project * 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG4HR [REDACTED] Customer Comments: Customer States engine stalls mostly in the morning once stalled on a complete stop most of the time while pulling or backing out of driveway but all very low speed check and advise.

Updated: 11/21/2017 11:40:55 By T4756RH

RESOLUTION

Star returned a call back to the dealer, Spoke with Service manager Tommy. Tommy indicated that they have been contacted by Franc O. & Tim M. from FCA. Dealer waiting for data recorder from engineering. Customer has completed survey sheet which will be emailed back to Tim M. per Tommy the service manager. I provided my contact information to the service manager in case technician required any assistance. Dealer has not assigned a tech to this vehicle yet. Rich H.

Updated: 11/21/2017 11:40:55 By T4756RH

Star: Tim M. sent email that he will handle this one.

Updated: 11/22/2017 13:54:36 By T4756RH

RO states "MULTI POINT VEHICLE INSPECTION CUSTOMER REQUESTS ALTERNATE TRANSPORTATION CUSTOMER BRINGING IN VEHICLE TO HAVE DATA RECORDER INSTALLED, RECORDER BEING SENT BY FCA ENGINEERING. CUSTOMER STATES ENGINE STALLS MOSTLY IN THE MORNING STALLED ONCE ON A COMPLETE STOP MOST OF THE TIME WHILE PULLING OR BACKING OUT OF DRIVEWAY NIT ALL VERY LOW SPEEDS CHECK AND ADVISE CUSTOMER STATES ENGINE LIGHT IS ON AT THIS TIME CHECK AND ADVISE Cause: INSPECTION RENTAL RETURNED AS REQUESTED BY CHRYSLER LEAKING Correction: PERFORM MULTI POINT VEHICLE INSPECTION RENTAL SUPPLIED INSTALLED FLIGHT RECORDER REPLACED PURGE SOLENOID "-Closing case, Edna

Updated: 11/29/2017 12:41:06 By T6294E0

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG5	HF [REDACTED]	Built Date	03/09/2017	Mileage	456
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/21/2017 18:43:53	By	T1061AD
Updated	11/24/2017 16:37:58	By	T1061AD

CONTACT

Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE	Phone	(949) 472-7400	
Address	40 AUTO CENTER DRIVE				
City	IRVINE	State	CA	ZIP	92618 2802
Dealer Zone	71	County	ORANGE	Country	USA
Tech	Taylor Brooks				
STAR	T1061AD				

CUSTOMER CONCERN

THE VEHICLE WILL STALL AND OR RUN ROUGH WHEN PARKED ON A STEEP DRIVE WAY. THE CUSTOMER WILL STOP AT A GATE AND THEN TRY AND ACCELERATE FROM A STOP WHEN THE CONDITION OCCURS. STATES THAT THE VEHICLE WILL EITHER SPIN THE TIRES, CHUG AND HESITATE, OR STALL WHILE ATTEMPTING TO ACCELERATE FROM A STOP ON THE DRIVEWAY.

Updated: 11/21/2017 18:43:53 By T1061AD

RESOLUTION

Taylor, Please provide me the fuel pressure then shut the vehicle off and provide me the fuel decay in 10 mins. Then perform a fuel volume test and provide me the amount recovered in 20 secs. Also check the evap system for signs of raw fuel. Thank you Austin

Updated: 11/21/2017 18:43:53 By T1061AD

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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you, Austin.

Updated: 11/22/2017 17:32:59 By T1061AD

We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank you Austin.

Updated: 11/24/2017 16:37:58 By T1061AD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG5	HF	Built Date	08/12/2016	Mileage	11,455
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/22/2017 11:32:56	By	T4756RH
Updated	12/04/2017 09:19:54	By	T4756RH

CONTACT

Dealer	67962	PLANET DODGE CHRYSLER JEEP	Phone	(305) 470-8000	
Address	9975 N W 12TH STREET				
City	MIAMI	State	FL	ZIP	33172 2762
Dealer Zone	66	County	MIAMI DADE	Country	USA
Tech	John Kelly				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG5HF General Concern #1
Customer Comments: Customer States ENGINE STALLS OUT WHILE DRIVING
Updated: 11/22/2017 11:32:56 By T4756RH

RESOLUTION

Star returned a call back to John the S/A at the dealer, the vehicle has yet to be assigned to a technician. John stated that it may not be assigned to a tech until Friday 11/24 or Monday 11/27 of next week. I provided John with my contact information and asked that he have his technician call me when the vehicle is brought in for diagnosis. Rich H.

Updated: 11/22/2017 11:32:56 By T4756RH

Star returned a call back to the dealer to speak with S/A John Kelly, the dealerships operator advised that John was not available so I asked to speak with the Service manager and was placed on hold, the operator returned & stated that the S/M was not available either. Left message with the operator asking to please have either the S/A or S/M please call me back a.s.a.p. I identified myself as being from Star Center and provided the operator with my contact information. Rich H.

Updated: 11/24/2017 14:17:37 By T4756RH

Inbound call from S/M Joe. Joe stated that the vehicle has not yet been dispatched to a technician and will not be dispatched out until Monday 11/27. Joe stated that he would have his technician call me when its brought in. Dealer does have my contact information. Rich H.

Updated: 11/24/2017 14:31:31 By T4756RH

Outbound call to Service manager Joseph Benitez. The operator stated that Joseph would call Star back. I provided the operator with my contact information and customer/vehicle information. Rich H.

Updated: 11/28/2017 09:24:17 By T4756RH

Star: Dealer never contacted Star even after numerous attempts with outbound calls to the S/A and S/M. Mark L. will reach out to BC. Closing ECCL case.

Updated: 12/04/2017 09:19:54 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG6	HR [REDACTED]	Built Date	10/26/2016	Mileage	16,653
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	11/22/2017 12:05:36	By	T4756RH
Updated	11/22/2017 18:37:47	By	T4756RH

CONTACT

Dealer	68377	VERO BEACH CHRYSLER JEEP DODGE RAM	Phone	(772) 567-6633	
Address	855 S US HIGHWAY 1				
City	VERO BEACH	State	FL	ZIP	32962 4704
Dealer Zone	66	County	INDIAN RIVER	Country	USA
Tech	James Byrnes				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG6HF [REDACTED] Indicator/Warning Lights - Customer States engine light on Customer Comments: Customer States vehicle stalled Customer restarted vehicle and vehicle went into limp mode

Updated: 11/22/2017 12:05:36 By T4756RH

RESOLUTION

Star returned a call back to the dealer to speak with the Service manager and James the technician. James has not performed any checks at, has not had a chance to see what type of fault codes are stored or active if any. I provided James with contact number he will call back when he has some for information. Rich H.

Updated: 11/22/2017 12:05:36 By T4756RH

Inbound call from technician James. James did confirm while on the line that the negative battery cable was very loose, the second it was disturbed by hand the vehicle did shut off. James will re-secure the negative battery cable connection and re-evaluate the vehicle for stalling. Rich H.

Updated: 11/22/2017 12:53:40 By T4756RH

Star: Does not meet criteria for flagging project since loose negative battery cable connection was found and corrected by the technician.

Updated: 11/22/2017 14:20:31 By T4756RH

.

Updated: 11/22/2017 18:37:47 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BGX	HR	Built Date	06/23/2017	Mileage	3,685
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE			
Customer Complaint	DF	DIE OUT / STALLS				
Created	11/22/2017 15:17:34	By	T4756RH			
Updated	11/24/2017 11:19:20	By	T4756RH			

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	Mike Bayconich					
STAR	T4756RH					

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1BGXHR Customer Comments: Customer States VEHICLE STALLED OUT WHILE DRIVING TWICE WHEN GOING DOWN THE HILL PULLED OVER PUT IN PARK SHUT DOWN STARTED BACK UP RIGHT AWAY PLEASE CHECK AND ADVISE
Updated: 11/22/2017 15:17:34 By T4756RH

RESOLUTION

Star called dealer back and spoke with Mike the technician. Mike explained that the customer has brought this vehicle into the dealer for them to check out while the customer waits for it. Mike went for a road test with the customer and the stalling concern could not be duplicated at this time. Mike stated that none of the modules have any fault codes active or stored. Mike will send the VSR & Config reports along with the cam/crank synchronization data as soon as he gets a chance may not be till Friday 11/24 Mike stated since the customer is waiting for their vehicle. I provided Mike with my email and contact information. I also went over the checklist with Mike and asked the ethanol content in the fuel be checked, wiring harness and connectors and grounds under the hood be looked over. Wire harness wiggle and pull tested, battery cable connections be checked. Mike stated that there were no aftermarket accessories on this vehicle. Rich H.

Updated: 11/22/2017 15:17:34 By T4756RH

Star: Attached VSR & Event data - Configuration reports. Tech still has to send in the Cam/Crank sync monitor data. I also sent the dealer tech the questionnaire survey for the customer to review and complete with the service manager or service advisor. I also sent the Mike the tech the checklist. Rich H.

Updated: 11/22/2017 16:45:20 By T4756RH

Star: Called dealer spoke with Mike. Advised Mike that since this has ESS system sales code (ERC) it does not qualify for the flagging project. Advised Mike if the concern could be not be duplicated release the vehicle back to the customer. If needed install flight recorder, Advised Mike the Technician that he can create a Star Technical assistance request if needed. Rich H.

Updated: 11/24/2017 11:19:20 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG6	HR [REDACTED]	Built Date	10/13/2016	Mileage	25,371
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/27/2017 14:48:27	By	T4756RH
Updated	11/29/2017 10:25:29	By	T4756RH

CONTACT

Dealer	60645	STEVE JONES CHRYSLER DODGE JEEP	Phone	(615) 326-1234	
Address	2612 HIGHWAY 46 S				
City	DICKSON	State	TN	ZIP	37055 9056
Dealer Zone	66	County	DICKSON	Country	USA
Tech	Eric Laplante				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG6HF [REDACTED] Engine Performance Concern Customer Comments: Customer States engine has died 3 times at hwy speeds - always starts back up without any issue.

Updated: 11/27/2017 14:48:27 By T4756RH

RESOLUTION

Star returned a call back to the dealer to speak with Angel the service advisor. Angel stated that technician Eric was not available to speak in regards to this vehicle. I left Angel my contact information asking that Eric please call me back a.s.a.p. Rich H.

Updated: 11/27/2017 14:48:27 By T4756RH

Inbound call from technician Eric. Emailed Eric engineering diagnostic checklist to be performed. Requested Eric please provide VSR and configuration reports. Tech provided contact number 270-302-1975 & email address ERICLPLNT@YAHOO.COM

Updated: 11/27/2017 15:59:11 By T4756RH

Outbound call to Eric at 270-302-1975. Eric was still in the process of performing the checklist, sending VSR & Config reports. Star advised Eric to monitor 5volt supply(F855) pin 3 at the CKP sensor while wiggle/press/pull testing the wiring harness in the location of splice number SF855 while the vehicle is running to see if a stall/die out can be induced or see if the voltage on F855 fluctuates or gets erratic at all. Rich H.

Updated: 11/28/2017 11:49:49 By T4756RH

Outbound call to Eric the technician. Eric stated that he was not able to duplicate the concern after a 15 mile road test. The customer has picked the vehicle up at this point its no longer at the dealer customer requested vehicle be returned. Eric stated the customer was not concerned about the stall/die out that allegedly occurred 3x's since vehicle has been owned by the customer. Eric went through the diagnostic check list, the fuel checked o.k. Eric did not feel that this was a fuel quality related concern so the ethanol content test was omitted. No Powertrain DTC'S were noted. No aftermarket accessories or modifications to this vehicle. All engine compartment grounds and major under hood connectors were inspected and wiggle tested. No PCM or PDC connector terminal issues were noted either. Tech manipulated the wiring harness section that contained splice SF855 while monitoring the CKP sensor 5volt supply at pin 3 at the CKP sensor connector. Eric stated the engine continued to run fine and there was no voltage fluctuations noted on circuit F855 on his DVOM during the manipulation test of the wiring harness. Eric has submitted a VSR and configuration report and cam/crank sync data. Rich H.

Updated: 11/29/2017 10:25:29 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG5	HR	Built Date	08/05/2017	Mileage	1,632
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref		Component Group	25 - EMISSION CONTROL	
Customer Complaint	ML	MIL ON		
Created	11/27/2017 16:08:55	By	T5002D1	
Updated	11/28/2017 10:05:04	By	T5002D1	

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0171	Fuel System 1/1 Lean	T3076SB	04/14/2013 01:25:00
P0174	Fuel System 2/1 Lean	T3076SB	04/14/2013 01:25:00
P1621	O2 Sensor Reference Voltage Circuit Low	T7567M0	03/24/2015 13:14:18

CONTACT

Dealer	45497	SOUTHERN DODGE CHRYSLER JEEP RAM		Phone	(757) 855-2277
Address	2747 N MILITARY HWY				
City	NORFOLK	State	VA	ZIP	23518 5606
Dealer Zone	35	County	NORFOLK CITY)	Country	USA
Tech	John Goode				
STAR	T5002D1				

CUSTOMER CONCERN

C/S MIL is on, stop/start light intermittently on.

Updated: 11/27/2017 16:08:55 By T5002D1

Sorry for being vague, I was more concerned regarding the Albania issue. I got an identical new Pacifica and surely enough the PCM's country code was Albania. This is strange, any insight as to why this is happening? But to elaborate, with all sensors plugged in and the vehicle at hot idle, the 1/1 and 2/1 sensors read as expected, quickly counting backwards from 1.0 and going high to low. Throughout the day I've done some further monitoring and found that the 1/1 AND 2/1 sensor will occasionally count past 0.0 and go negative, when either one does this the engine bogs and will sometimes stall. The 2/1 sensor does this much more frequently than the 1/1 sensor (2/1 does it every few minutes, 1/1 does it every ~20 minutes). I had the service writer ask the customer if they've ever used E85 and she said no. So is it entirely possible that I just simply have two malfunctioning oxygen sensors?

Updated: 11/27/2017 16:44:47 By T5002D1

Right, P1621 will go active pretty frequently. That's what made me continue to go and unplug the sensors in the first place. I got to that step in the chart and it said if unplugging a malfunctioning sensor makes all of the others read between 2.5-3.5, it's bad. Just wanted to check and make sure I hadn't missed anything.

Updated: 11/27/2017 16:51:19 By T5002D1

RESOLUTION

John, compare that Albania issue to a like vehicle of the same model year and sales codes. Your information on the O2 sensor readings is a little vague. You state that the O2 sensors started reading between 2.5v and 3.5v when you unplugged the 2/1 O2 sensor but you do not say what they were reading before, just that 2/1 was negative. If they all read incorrectly until you unplug the 2/1 sensor, replace the sensor and reevaluate the concern. I do not believe that the Albania reading is causing this concern. Let me know what happens. Thanks, DougM.

Updated: 11/27/2017 16:08:55 By T5002D1

Thanks John. Try to get the code P1621 to go active and perform the chart. Then replace the sensor or sensors that need it, if the chart leads to it. DougM.

Updated: 11/27/2017 16:44:47 By T5002D1

Thanks John, I do not think that you missed anything. Let me know if you need anything else. DougM.

Updated: 11/27/2017 16:51:19 By T5002D1

Good morning John. Please provide an update ASAP if further assistance is needed. If you are waiting for parts, repair authorization or are unable to get back to this vehicle due to shop overload or the vehicle is no longer at the dealer or has been repaired then please close this ticket out on your end for now. Thanks, DougM.

Updated: 11/28/2017 08:13:30 By T5002D1

Replacing both oxygen sensors, cleaning and repairing the threads. Factory sensors were both cross-threaded and causing an exhaust leak.

Updated: 11/28/2017 10:05:04 By T5002D1

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG3	HE [REDACTED]	Built Date	04/28/2016	Mileage	19,982
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	11/27/2017 17:06:29	By	T7065EA
Updated	11/27/2017 17:06:29	By	T7065EA

CONTACT

Dealer	45587	TEXAN DODGE CHRYSLER JEEP RAM	Phone	(281) 359-7100	
Address	18555 HIGHWAY 59 N				
City	HUMBLE	State	TX	ZIP	77338 4287
Dealer Zone	63	County	HARRIS	Country	USA
Tech	Rachel Benzschawel				
STAR	T7065EA				

CUSTOMER CONCERN

CUSTOEMR STATES ENGINE WILL JERK FORWARD AND RECS ON ITS OWN AND STALL OUT.
Updated: 11/27/2017 17:06:29 By T7065EA

RESOLUTION

RESUBMIT. Technician Closure Requested
Updated: 11/27/2017 17:06:29 By T7065EA

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG0	HR [REDACTED]	Built Date	08/25/2016	Mileage	13,866
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/28/2017 14:23:19	By	T4756RH
Updated	11/29/2017 13:58:38	By	T4756RH

CONTACT

Dealer	44142	SHEBOYGAN CHRYSLER CENTER INC	Phone	(920) 459-6020	
Address	2701 WASHINGTON AVE				
City	SHEBOYGAN	State	WI	ZIP	53081 6432
Dealer Zone	51	County	SHEBOYGAN	Country	USA
Tech	Robert Marks				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1DG0HR [REDACTED] Electrical Concern
General Customer Comments: CUST STATES VEHICLE STALLS
Updated: 11/28/2017 14:23:19 By T4756RH

RESOLUTION

Outbound call to dealer. Spoke with Rob the technician assigned to this vehicle. No fault codes. Pcm was updated. Rob will email VSR & Configuration reports shortly. Star advised Robert to monitor 5volt supply(F855) pin 3 at the CKP sensor while wiggle/press/pull testing the wiring harness in the location of splice number SF855 while the vehicle is running to see if a stall/die out can be induced or see if the voltage on F855 fluctuates or gets erratic at all. Robert will road test to see if the stalling can be duplicated. Robert has provided his mobile number 920-918-1672. Rich H.

Updated: 11/28/2017 14:23:19 By T4756RH

Outbound call to Rob: Diagnostic check list was sent to Roberts email (robs79transam@att.net) Rob stated that the wiring harness was manipulated at splice SF855 with the vehicle running and nothing occurred with the way the vehicle was running no stalling occurred. Robert will review and perform the diagnostic check list he was sent and report back his findings. Rich H.

Updated: 11/28/2017 14:57:49 By T4756RH

Outbound call to dealer. Spoke with S/M Dean. Dean agreed to review and complete the delay survey/questioner with the customer. Emailed to Dean.Wohlgemuth@SHEBOYGANAUTO.COM

Updated: 11/28/2017 16:22:39 By T4756RH

Star: Robert the technician emailed 2 jpeg images of customers OBD code monitoring device that he discovered was plugged into the DLC connector under the dash. Device connects via Bluetooth to customers mobile handset. Images attached to ticket. Rich H.

Updated: 11/29/2017 08:09:42 By T4756RH

Outbound call to Rob the technician. Rob stated that the customer arrived at the dealer and requested vehicle be returned. Dean the Service manager did review and complete the customer survey/questionnaire with the customer the Excel document was forwarded to the SAL and Tim M. Robert the technician completed diagnostic checklist that he was provided. No issues were noted when the wire harness was manipulated in the area of SF855 with the engine running. Robert sent in a VSR & Config reports which are attached to this ticket. Robert was not able to capture the cam/crank sync data that was requested before the vehicle was picked up by the customer. Robert did check the fuel which appeared o.k. he did not perform an ethanol test. Robert stated that there was a OBD monitoring device

plugged into the DLC under the dash but other than that there were no other aftermarket accessories or modifications on this vehicle. Robert found no loose grounds under the hood in the engine compartment. Wiggle tested wire harness and connectors under the hood no staling occurred. Robert also unplugged the PCM and PDC connectors and found no signs of terminal/connector issues. No Powertrain DTC's were active or stored. Star is closing ECCI case since vehicle is no longer at the dealer. Rich H.

Updated: 11/29/2017 13:58:38 By T4756RH

Field Report

VEHICLE

Model Year	2018	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG7	JR [REDACTED]	Built Date	09/28/2017	Mileage	972
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 VVT ENGINE UPGRADE I				
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/28/2017 14:52:34	By	T1061AD
Updated	12/06/2017 12:21:56	By	T1061AD

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0339	Crankshaft Position Sensor Intermittent	T3076SB	04/14/2013 01:25:00
P0340	Camshaft Position Sensor Circuit - Bank 1 Sensor 1	T3076SB	04/14/2013 01:25:00
P0345	Camshaft Position Sensor Circuit - Bank 2 Sensor 1	T3076SB	04/14/2013 01:25:00
P0933	Hydraulic Pressure Sensor Range/Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	41626	CHARLIE'S DODGE CHRYSLER JEEP RAM	Phone	(419) 893-0241	
Address	725 ILLINOIS AVENUE				
City	MAUMEE	State	OH	ZIP	43537 1711
Dealer Zone	42	County	LUCAS	Country	USA
Tech	STEVE KENYON				
STAR	T1061AD				

CUSTOMER CONCERN

stalling while driving
Updated: 11/28/2017 14:52:34 By T1061AD
car off road / buy back issue
Updated: 11/28/2017 14:52:34 By T1061AD
s29437e email to service@charliesdodge.com
Updated: 11/29/2017 13:05:38 By T1061AD
s29437e email to service@charliesdodge.com
Updated: 11/29/2017 13:05:38 By T1061AD
s29437e email to service@charliesdodge.com
Updated: 11/29/2017 13:05:38 By T1061AD
will not let me send recordings / charlie s32372d
Updated: 11/29/2017 15:27:08 By T1061AD
replaced crank sensor an connector / drove 4 times / 150mi has not acted up
Updated: 12/01/2017 13:12:39 By T1061AD

RESOLUTION

Steve, Please provide me your SID and email so I can send you a template to get a recording of the DTCs. Thank you Austin
Updated: 11/28/2017 14:52:34 By T1061AD

Steve, The flight recording template has been shared. Please clear the codes and get a recording of an active code. The recording will trigger as soon as a DTC is set. Please then share the recording with me. SID T1061AD and email AD2500@chrysler.com Thank you, Austin.

Updated: 11/29/2017 13:05:38 By T1061AD

Steve, Try exporting the recording to my email make sure you select the recording and when the email is put in you have to click add for the send button to work. Thank you Austin

Updated: 11/29/2017 15:27:08 By T1061AD

Inbound call from Charlie. He informed me that the DTC did not set and that the recording he was using the manual trigger. I looked over the recording but did not see any major issue with the recording. I advised him to get another recording with more information on it and I send him the template to use. Thank you Austin

Updated: 11/29/2017 15:50:31 By T1061AD

Please provide an update on this case. If the vehicle is repair or no longer at the dealership then please close the case. ONLY close the case if repaired or no longer at dealership. Thank you Austin

Updated: 11/30/2017 17:15:59 By T1061AD

Steve, Thank you for the update. Do you feel the vehicle is repaired at this time. Thank you Austin

Updated: 12/01/2017 13:12:39 By T1061AD

Technician requested closure. crank sensor and sensor pigtail

Updated: 12/06/2017 12:21:56 By T1061AD

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG7	HR [REDACTED]	Built Date	05/02/2017	Mileage 6,912
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PRV	VELVET RED PEARL COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	11/30/2017 08:39:10	By	T0555BB
Updated	12/15/2017 08:35:57	By	T0555BB

CONTACT

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP		Phone	(501) 329-2661
Address	1201 EXCHANGE				
City	CONWAY	State	AR	ZIP	72032 7812
Dealer Zone	63	County	FAULKNER	Country	USA
Tech	AARON MOERI				
STAR	T0555BB				

CUSTOMER CONCERN

<p>lost power brakes and power steering, then vehicle started back up <i>Updated: 11/30/2017 08:39:10 By T0555BB</i></p> <p>there are no aftermarket accessories, power assist brakes and power steering, vehicle did start back up <i>Updated: 11/30/2017 10:20:15 By T0555BB</i></p> <p>yes <i>Updated: 11/30/2017 10:41:41 By T0555BB</i></p> <p>ran through diag and everything checked good end of diag is a pcm replacement? <i>Updated: 11/30/2017 12:37:01 By T0555BB</i></p> <p>agree that it is not pcm, checked all connections as per case, no issues found <i>Updated: 11/30/2017 14:15:20 By T0555BB</i></p> <p>trying to get a hold of customer to find out, also vehicle will set codes U0342,U0418,P00fd,c2222,C006a <i>Updated: 12/04/2017 09:52:36 By T0555BB</i></p> <p>vehicle sets those codes right after start up and it will not start right away, it clicks then starts <i>Updated: 12/04/2017 09:52:36 By T0555BB</i></p> <p>still looking at vehicle, no bad connections found, could a bad aux battery cause this? <i>Updated: 12/11/2017 08:49:19 By T0555BB</i></p>
--

RESOLUTION

<p>Aaron, Please attach a scan report and configuration report. Are there any aftermarket or Mopar accessories installed on the vehicle? Please clarify the concern. Were power assist brakes and power steering lost while driving the vehicle? Did operation return after turning off the vehicle and then restarting? Have any diagnostics for the DTC been performed? -Brian <i>Updated: 11/30/2017 08:39:10 By T0555BB</i></p> <p>Aaron, Is the loss of power assist brakes and power assist steering due to the engine stalling? -Brian <i>Updated: 11/30/2017 10:20:15 By T0555BB</i></p> <p>Aaron, If the diagnostics for P00FD have not been performed, let's perform the diagnostics. -Brian <i>Updated: 11/30/2017 10:41:41 By T0555BB</i></p>
--

Aaron, A faulty PCM is not suspected at this time. If Star Case [REDACTED] 12 has not been reviewed, please review the Star Case and perform the recommended inspections/tests per the Star Case. -Brian

Updated: 11/30/2017 12:37:01 By T0555BB

Aaron, What happens when the vehicle stalls? Are there any warning messages or lamps? Does the engine run rough prior to stalling? -Brian

Updated: 11/30/2017 14:15:20 By T0555BB

Aaron, DTC C2222-68 is addressed by Star Case [REDACTED] and this DTC is caused by the ABS module losing power before it goes to sleep. If the battery has not been disconnected to set this DTC, we should be looking for possible causes of a loss of voltage, such as poor connections. -Brian

Updated: 12/04/2017 09:52:36 By T0555BB

Aaron, Please provide an update. If an update is not received within 48 hours I need to close the ticket. -Brian

Updated: 12/06/2017 08:50:18 By T0555BB

Outbound call to dealer. The vehicle is still at the dealer. Aaron is on a test drive and will update the ticket. -Brian

Updated: 12/08/2017 16:24:24 By T0555BB

Aaron, The auxiliary battery has caused concern that one would not expect to be able to be caused by the auxiliary battery. If the auxiliary battery is faulty, let's replace it and then reevaluate. -Brian

Updated: 12/11/2017 08:49:19 By T0555BB

replaced auxiliary battery Technician Closure Requested

Updated: 12/15/2017 08:35:57 By T0555BB

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG9HF		Built Date	07/20/2016	Mileage 7,133
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PW7	BRIGHT WHITE CLEAR COAT			

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/01/2017 09:39:44	By	T4756RH
Updated	12/06/2017 12:23:40	By	T4756RH

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	TIMOTHY STEVENS			
STAR	T4756RH			

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1BG9HF GENERAL REPAIR
 Customer Comments: CUST STATES VEH STALLED WHILE DRIVING
 Updated: 12/01/2017 09:39:44 By T4756RH

RESOLUTION

Outbound call to service advisor Tim. Tim stated they were unable to duplicate the customers concern of stalling out. There were no Powertrain related dtc's active or stored. No module updates available. Engine oil level was full when checked. Star obtained Tim's email address(TFRANKLYN@FRIENDLYAUTOGROUP.COM) to send customer survey to review and complete with the customer a.s.a.p. I also provided Tim with contact information and asked that his technician please contact me a.s.a.p. also. Rich H.

Updated: 12/01/2017 09:39:44 By T4756RH

Star: Dealer emailed completed survey with customer and returned to Star. Completed customer Delay Survey was forwarded to Tim M.

Updated: 12/01/2017 14:05:51 By T4756RH

Star: Updated diagnostic checklist emailed to dealer for tech to complete.

Updated: 12/01/2017 14:29:15 By T4756RH

Inbound call from technician Tim Stevens- provided his mobile number 586-337-2598. Tim will retrieve engineering checklist from S/A Tim Franklyn. Technician Tim road tested the vehicle 4-5 miles and was not able to duplicate/verify any stalling concerns at this time. Tim will begin diagnostic checklist and call back with some results and requested data. Rich H.

Updated: 12/01/2017 15:05:16 By T4756RH

Star: Requested dealer please hold this vehicle. Engineering to visit dealer per Tim M.

Updated: 12/01/2017 16:57:05 By T4756RH

Star: Attach vehicle scan report to ECCI case submitted by dealer.

Updated: 12/04/2017 08:18:36 By T4756RH

Outbound call to dealer to speak with technician Tim Stevens. Tim stated that his area T/A was on site at the dealer inspecting the vehicle. Star advised Tim we still need the configuration report, and the cam/crank sync data submitted. Tim stated that there are no aftermarket accessories or modifications to this vehicle. Has wiggle/manipulated the PCM wiring harness in the area of splice SF855 with the vehicle running and no issues were

noted. No powertrain DTC'S were found. Stalling cannot be duplicated at the dealer. The fuel appears to be clean and of good quality. All engine compartment grounds checked o.k. No obvious connector or terminal issues were found. Tim reviewed all the SOL cases that were in the diagnostic checklist and none seem to apply here in this case. Rich H.

Updated: 12/05/2017 08:57:48 By T4756RH

Star: Dealer sent 3 images of cam/crank sync data from witech attached to ECCI case.

Updated: 12/05/2017 09:07:08 By T4756RH

Star: Dealer sent vehicle configuration report from witech attached to ECCI case.

Updated: 12/05/2017 09:23:54 By T4756RH

Outbound call to dealer to speak with tech Tim Stevens. Vehicle is still at the dealer. Area T/A & Tim M. re-inspected vehicle with dealers tech Tim S. and nothing significant was found. Tim the tech indicated that he was instructed to install the flight recorder on the vehicle and see if the stalling or any type of drivability issue can be captured for engineering. Tim stated that the area T/A is still assisting the dealer. Rich H.

Updated: 12/06/2017 09:14:32 By T4756RH

Star: Closing ECCI case out dealer working with engineering & area T/A to duplicate & capture data using flight recorder.

Updated: 12/06/2017 12:23:40 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG6	HR [REDACTED]	Built Date	08/15/2016	Mileage	10,906
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	05/26/2017 11:45:41	By	T2319BL
Updated	06/09/2017 12:02:20	By	T2319BL

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	Christopher Bolen				
STAR	T2319BL				

CUSTOMER CONCERN

whine noise from cold start, throttle light and traction light, vehicle dies.
Updated: 05/26/2017 11:45:41 By T2319BL
 no updates vehicle has been driven approx. 60 miles and have had no issues
Updated: 05/30/2017 13:07:04 By T2319BL

RESOLUTION

Spoke to Christopher, check related cases, SI, TSB, RRT no related. It is suggested to try to duplicate the concern. let me know. Bryan
Updated: 05/26/2017 11:45:41 By T2319BL
 Christopher, any update on the vehicle? Bryan
Updated: 05/30/2017 08:42:22 By T2319BL
 Christopher, thanks for the update. let me know if you find anything. Bryan
Updated: 05/30/2017 13:07:04 By T2319BL
 Christopher, any update on the vehicle? Bryan
Updated: 06/02/2017 10:21:18 By T2319BL
 Called dealer, was transferred to voice mail left message to update the case. Bryan
Updated: 06/05/2017 10:47:28 By T2319BL
 Christopher, any update on the vehicle? Bryan
Updated: 06/07/2017 08:23:09 By T2319BL
 Hi, 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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed.
 Thank you
Updated: 06/08/2017 09:26:01 By T2319BL
 running a jumper wire to the bcm
Updated: 06/09/2017 12:02:20 By T2319BL

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG1	HR	Built Date	10/06/2016	Mileage	6,822
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ML	MIL ON				
Created	06/01/2017 11:19:10	By	T6104LN			
Updated	06/05/2017 11:26:32	By	T6104LN			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0934	Line Pressure Sensor Circuit Low	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	23171	HUNTINGTON JEEP CHRYSLER DODGE	Phone	(631) 673-0270		
Address	1220 E JERICO TPKE					
City	HUNTINGTON	State	NY	ZIP	11743 5437	
Dealer Zone	32	County	SUFFOLK	Country	USA	
Tech	THOMAS KORSAKAS					
STAR	T6104LN					

CUSTOMER CONCERN

CUSTOMER STATES CHECK ENGINE LIGHT ON VEHICLE WONT ACCELERATE AND WILL THEN STALL OUT
Updated: 06/01/2017 11:19:10 By T6104LN
ok will do that thank you .
Updated: 06/01/2017 11:24:26 By T6104LN
just one question where can I get terminal ends for these connectors ?
Updated: 06/01/2017 11:53:27 By T6104LN
would you know part# for it because we don't see it in the parts catalog only power train harness comes up and I don't think that it is the one I need .
Updated: 06/01/2017 12:32:05 By T6104LN
ok will try that first. thank you.
Updated: 06/01/2017 13:21:22 By T6104LN
ok will do .
Updated: 06/01/2017 13:25:07 By T6104LN

RESOLUTION

Hi Thomas, Lets check the F893 circuit at the TCM and make sure we have battery voltage. If you do, then replace the T38 circuit from the TCM to the trans. There may be an issue with this yellow/brown wire. On the TCM it is pin# 19 and on the trans its pun# 16. Make a new wire with new terminal ends and retest operation. Regards Larry
Updated: 06/01/2017 11:19:10 By T6104LN
You are welcome Thomas. Keep me posted. I will contact you in 2 days unless I hear from you first. Have a good day, Larry
Updated: 06/01/2017 11:24:26 By T6104LN
Hi Thomas, I did not see a repair kit available for this wire. In this case, you will need to replace the harness itself between the TCM and the transmission. Regards, larry

Updated: 06/01/2017 11:53:27 By T6104LN

Hi Thomas, This harness is part of the main powertrain harness. Before we go and replace that, splice in a new wire and reuse the terminal ends first. If the DTC does not return, then suspect the wire was chafed. If the DTC does return and we need this harness, well then we will need to replace the powertrain harness. Regards, Larry

Updated: 06/01/2017 12:32:05 By T6104LN

Thank you Thomas. After you are done putting in this new circuit, drive it for a while. Put 20-40 miles on this. If the DTC resets, let me know right away and we will move to the next step. Thank you. Larry

Updated: 06/01/2017 13:21:22 By T6104LN

Thank you Thomas! Larry

Updated: 06/01/2017 13:25:07 By T6104LN

Hi, 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 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks Larry

Updated: 06/05/2017 11:12:14 By T6104LN

.

Updated: 06/05/2017 11:12:54 By T6104LN

rewired one circuit in the tranny harness. ran new wire .

Updated: 06/05/2017 11:26:32 By T6104LN

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9	HF [REDACTED]	Built Date	10/12/2016	Mileage	195
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	06/01/2017 14:23:05	By	T1990NP
Updated	06/29/2017 12:56:34	By	T6230TO

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P000C	Bank 2 Camshaft 1 Position Slow Response	T3076SB	04/14/2013 01:25:00
P0300	Multiple Cylinder Mis-Fire	T1118KR	04/14/2013 01:25:46

CONTACT

Dealer	45509	FOREST LAKE CHRYSLER DODGE JEEP	Phone	(651) 236-6377	
Address	321 19TH ST SW				
City	FOREST LAKE	State	MN	ZIP	55025 1352
Dealer Zone	74	County	WASHINGTON	Country	USA
Tech	Steven Bontjes				
STAR	T6230TO				

CUSTOMER CONCERN

while driving the check engine light comes on and will go into limp in

Updated: 06/01/2017 14:23:05 By T1990NP

still trying to monitor that misfire

Updated: 06/07/2017 13:00:16 By T1990NP

vehicle is still here I have performed phase cleaning couple times and no luck I will be ordering intake b2 phaser but might take a few days to install as we are very busy right now and I will be working on cars that make me money.

Updated: 06/12/2017 13:34:55 By T1990NP

test drove again yesterday and van was running very rough, check engine light flashing. monitored the misfire data and it was missing on cylinder 1 3 5.... will have to start chasing that misfire.

Updated: 06/15/2017 10:23:12 By T6230TO

have not installed that new intake cam phaser yet

Updated: 06/19/2017 11:18:55 By T6230TO

sorry I missed the call but greatly appreciate the feed back in the voicemail... will pull it in and check the o2 out... where you thinking upstream or down? in the past ive seen upstream cause the bank to misfire.

Updated: 06/19/2017 11:57:36 By T6230TO

just received o2 sensor will put in today

Updated: 06/26/2017 11:52:40 By T6230TO

test drove 50 miles ran great went to put another 50 on and made it 1 mile stalled and running rough again, will need to pull back in the shop and see what we have going on. im in the middle of a 16 hour job and have another big job to get in after this one. will probably be early next week before I get it in the shop

Updated: 06/29/2017 10:44:54 By T6230TO

RESOLUTION

steven, there is no data recording here, but the F/F report shows the P0300 sets pending first about 2 min before the P000c is stored; so let's tackle misfire DTC. To determine which cyl to focus on, are there any misfire counts when concern occurs? (fuel level 15% - 85%) If not, I suspect a B/2 cyl as the P000C is from B2/intake cam Assy. Do related cyl pass repeat coil and Inj actuation tests while wiggle testing harness and connectors? Also perform several phaser cleanings on each cam and then an ECU reset. Then perform and cam/crank relearn and if MIL returns, make a data recording for more clues. You can load up a custom template with up to 100 items. If available, include: RPM, MAP, TPS, or Throttle blade %, APPS, VSS, Purge, Coil burn time, INJ P/W, Spark advance, Knock sensors, BAT+, IGN sense, TCC slip RPM, Converter clutch state, present gear, C/C diff, C/C synch, PCM timer, ST/LT fuel adaptives, all O2 & VVT data(desired and actual). If you don't see anything, you can up load to support (W/T 1) or send to NP233@chrysler.com (W/T 2). Thanks, Neil

Updated: 06/01/2017 14:23:05 By T1990NP

Steven, just checking on repair status; is this vehicle still at shop? (If so, do you need more assistance? If so, let me know) If not, &/or if fixed; please close the case on your end (w/repair details). If you are waiting for parts, document p/n#(also if backordered) and I will code the case accordingly. Thank you, Neil

Updated: 06/05/2017 13:15:59 By T1990NP

Steve, thanks for the update. If the fuel level is 15% - 85%, make sure you are driving under the F/frame conditions to duplicate. Otherwise please answer the following: Do related cyl pass repeat coil and Inj actuation tests while wiggle testing harness and connectors? If so did you perform several phaser cleanings on each cam and then an ECU reset and cam/crank relearn? If so, we may need to replace the B/2 intake phaser and OCV if the P000C returns. Neil

Updated: 06/07/2017 13:00:16 By T1990NP

Steven, just checking on repair status; is this vehicle still at shop? (If so, do you need more assistance? If so, let me know) If not, &/or if fixed; please close the case on your end (w/repair details). If you are waiting for parts, document p/n#(also if backordered) and I will code the case accordingly. Thank you, Neil

Updated: 06/09/2017 12:47:52 By T1990NP

Called to get repair status. Cell = N/A. Left V/M. Called shop = N/A = left V/M. Called back. S/A states waiting for parts. Steven, if parts don't arrive by 06/15, document P/N and if backordered. I also understand how dispatch can cause delays, but because of case age; it would be better to close ticket for now. We can always re-open(if less than 15 days old), or start a new ticket if you need more assistance later. Thank you, Neil

Updated: 06/12/2017 13:34:55 By T1990NP

please inspect the O2 sensor for the misfiring bank? Did the phaser take care of the p000c code? Tim

Updated: 06/15/2017 10:23:12 By T6230TO

Good let's look at that o2 that's not reading correctly. Star called and left a message VM. Tim

Updated: 06/19/2017 11:18:55 By T6230TO

yes upstream, Tim

Updated: 06/19/2017 11:57:36 By T6230TO

One week no response Called left voice mail. called dealer sent to VM left message. We are closing the ticket due to no response. If you are still in need of repair guidance, reopen the ticket. If the vehicle has been repaired, please note what fixed the vehicle on the ticket. Thank you Tim

Updated: 06/26/2017 11:08:32 By T6230TO

thanks for the update.

Updated: 06/26/2017 11:52:40 By T6230TO

Called Steve left VM. Called dealer left VM with SA Joe G. Update needed?

Updated: 06/29/2017 10:02:31 By T6230TO

Ok let's close the ticket for now until you can get back to it. Tim

Updated: 06/29/2017 10:44:54 By T6230TO

waiting to bring back in the shop as tech ahs other jobs that pay him to fix Technician Closure Requested

Updated: 06/29/2017 12:56:34 By T6230TO

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG6	HR	Built Date	08/30/2016	Mileage	11,387
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	06/02/2017 11:19:02	By	T1990NP
Updated	06/09/2017 09:37:16	By	T1990NP

CONTACT

Dealer	57967	SUNNYSIDE COMPANY	Phone	(815) 385-7220	
Address	4810 W ELM ST ROUTE 120				
City	MCHENRY	State	IL	ZIP	60050 4019
Dealer Zone	51	County	MCHENRY	Country	USA
Tech	ROGER HANSEN				
STAR	T1990NP				

CUSTOMER CONCERN

dies out while accelerating
Updated: 06/02/2017 11:19:02 By T1990NP

RESOLUTION

Dies on L/H turn Advise: What are the current LT fuel trims at hot/idle/park? B/1 =5.1 B/2 =1.4. . Check for alcohol % in fuel. Does the actual RPM follow all different desired RPMs when performing an idle actuator test and wiggle testing harness/connectors? If so, perform an ETC relearn. Also verify smooth T/blade movement when performing several follower tests. Have S/A get more detailed concern info(any difference cold/hot?, how long does vehicle need to be driven? after fuel fill/less than ¼ tank/hilly terrain?, does it run rough just before stall or when restarted?, any fuel odor?, any other telltale lights or dash messages?, ...) to help duplicate concern. If all is well and still unable to duplicate, we may need to set up customer/vehicle with a flight recorder for more clues; then close ticket while vehicle is not at shop. You can always reopen (if less than 2 wks. old) or start a new ticket if vehicle returns and/or further repair guidance is needed. Meanwhile, have S/A advise customer to switch to a different tier 1 fuel supply for a few months in case of fuel quality issue. No known issues and only 1 related case in database that could not duplicate either, but vehicle never returned again. Thank you, Neil

Updated: 06/02/2017 11:19:02 By T1990NP

Roger, is this vehicle still at shop? (If so, do you need more assistance? If so, let me know, but please document: 1) if you checked for alcohol % in fuel. 2)Does the actual RPM follow all different desired RPMs when performing an idle actuator test and wiggle testing harness/connectors? If so, 3)did you perform an ETC relearn, & 4)verify smooth T/blade movement when performing several follower tests? 5)Did you release vehicle to customer with a flight recorder? If vehicle is not at shop; please 6)close the case on your end (w/details - instead of resubmitting). Thanks, Neil

Updated: 06/06/2017 14:03:34 By T1990NP

Called to get repair status. S/A states vehicle is not at shop & found customer had phone attached to his key chain and the stall occurred when a text message was received. S/A advised customer to keep phone separated from keys & released vehicle due to not being able to duplicate since. Roger, since the vehicle is not at shop, FCA now requires to close the ticket for now. We can always re-open(if less than 15 days old), or start a new ticket if you need more assistance later if/when vehicle returns. Thank you, Neil

Updated: 06/08/2017 16:26:34 By T1990NP

not sure yet customer had phone attached to his key chain and the stall occurred when a text message was received. S/A advised customer top keep phone separated from keys & released vehicle due to not being able to duplicate since.

Updated: 06/09/2017 09:37:16 By T1990NP

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG0	HR	Built Date	06/08/2016	Mileage	14,920
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PUV	DK. CORDOVAN PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	06/02/2017 12:21:00	By	T1990NP
Updated	06/02/2017 13:46:30	By	T1990NP

CONTACT

Dealer	41838	OURISMAN CHRYSLER JEEP DODGE OF	Phone	(703) 329-1600	
Address	5900 RICHMOND HWY				
City	ALEXANDRIA	State	VA	ZIP	22303 1805
Dealer Zone	35	County	ALEXANDRIA CITY)	Country	USA
Tech	JEFF NEARY				
STAR	T1990NP				

CUSTOMER CONCERN

car will stall when going up a hill, 2 weeks ago the car lurched forward
Updated: 06/02/2017 12:21:00 By T1990NP

RESOLUTION

Jeff, for both concerns: Does the actual RPM follow desired RPM when performing an idle actuator test and wiggle testing harness/connectors? If so, perform an ETC relearn. Also verify smooth T/blade movement when performing several follower tests. for the stall issue: have S/A call customer to find out how much fuel was in vehicle and how steep hill was. What are the current LT fuel trims at hot/idle/park? If over+10/under -10, either check fuel pressure leakdown or smoke test intake for vacuum leaks. Compare BARO(should be within 0.1V or 0.2"hg) to any other vehicle; and compare MAP (should be within 0.5") to a mechanical vacuum gauge. Check for alcohol % in fuel. For the lurch issue: Inspect the Accelerator Pedal travel and ease of movement Check for sticking or interference with Carpet or Floor Mats (no aftermarket floor mats allowed) Inspect for objects or debris in the driver's foot well area and under the driver's seat Inspect for damaged carpeting or floor mats that might interfere with the accelerator's travel Check for aftermarket accessories -(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference. If anything is found, make inspections only (do not disturb anything Other repair attempts should NOT be made unless a specific cause is identified. Thank you, Neil

Updated: 06/02/2017 12:21:00 By T1990NP

not sure if is actually fixed, the car was a wait job and she was wanting to go, all the values were within specs so I did the etc relearn. we'll see if it returns

Updated: 06/02/2017 13:46:30 By T1990NP

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG4	HF [REDACTED]	Built Date	05/02/2017	Mileage 4
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PBX	JAZZ BLUE PEARL COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	09 - ENGINE
Customer Complaint	WT	KNOCK	
Created	06/05/2017 14:46:55	By	T3175BD
Updated	06/08/2017 15:12:36	By	T3175BD

CONTACT

Dealer	44124	EXPRESSWAY DODGE INC	Phone	(812) 471-0532
Address	5531 E INDIANA			
City	EVANSVILLE	State	IN	ZIP 47715 2854
Dealer Zone	51	County	VANDERBURGH	Country USA
Tech	Jason Brenton			
STAR	T3175BD			

CUSTOMER CONCERN

Engine died. will not start with knocking noise.

Updated: 06/05/2017 14:46:55 By T3175BD

Found lifter in intake above cylinder 4 valve. The top of lifter is missing and in cylinder damaging piston, valves, head, and cylinder wall. No lifters are missing from this engine.

Updated: 06/05/2017 16:34:06 By T3175BD

Pictures sent to your email.

Updated: 06/05/2017 17:25:34 By T3175BD

RESOLUTION

Jason, we may need to continue tear down until the root cause of failure is identified. Check the oil pump closely. Once cause is determined, please complete the "Repair / Replace Powertrain Worksheet". If the cost to repair exceed 70% the cost to replace engine, or if there are damaged components that are not available without replacing engine; then you will need pictures of all damaged components and you will need to submit a Pre-Authorization Request thru digital imaging for long block or complete engine replacement per Warranty Bulletin D-13-03. Let me know what you find. Thanks, Brandon

Updated: 06/05/2017 14:46:55 By T3175BD

Jason, can you please send picture of what you found and the damage to: Brandon.Davidson@FCAGroup.com
Thank you, Brandon

Updated: 06/05/2017 16:34:06 By T3175BD

Jason, thank you.

Updated: 06/05/2017 17:25:34 By T3175BD

Jason, have we determined a course of action on this vehicle? If we have determined a course of action and/or have ordered parts, please close this ticket out on your end. You will be able to reopen this ticket if further assistance is needed. Thanks, Brandon

Updated: 06/08/2017 14:29:30 By T3175BD

Engine

Updated: 06/08/2017 15:12:36 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG8	HR5 [REDACTED]	Built Date	04/05/2016	Mileage	10,993
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	06/07/2017 11:03:10	By	T4609SC
Updated	06/07/2017 11:03:10	By	T4609SC

CONTACT

Dealer	26960	LANDMARK CHRYSLER DODGE JEEP RAM	Phone	(678) 825-3199	
Address	5765 PEACHTREE INDUSTRIAL BLVD				
City	ATLANTA	State	GA	ZIP	30341 1907
Dealer Zone	66	County	CLAYTON	Country	USA
Tech	Jonathan Hill				
STAR	T4609SC				

CUSTOMER CONCERN

CUSTOMER STATES ENGINE SHUT OFF WHILE DRIVING. ALSO SLIPPING AND JERKING
Updated: 06/07/2017 11:03:10 By T4609SC

RESOLUTION

Jonathan, If the concern cannot be duplicated we can only perform any available flash updates, verify fluid level, perform an ETC relearn followed by a quick/drive learn. Thanks Steve.
Updated: 06/07/2017 11:03:10 By T4609SC

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG2	HR [REDACTED]	Built Date	03/30/2017	Mileage 3,145
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	06/13/2017 13:51:39	By	T1183MF
Updated	06/27/2017 10:05:31	By	T1183MF

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P06EF	Engine Restart Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60414	FREEDOM CHRYSLER DODGE JEEP RAM	Phone	(717) 652-3660
Address	6060 ALLENTOWN BLVD			
City	HARRISBURG	State	PA	ZIP 17112 2601
Dealer Zone	35	County	DAUPHIN	Country USA
Tech	Zachary Warren			
STAR	T1183MF			

CUSTOMER CONCERN

[TechCONNECT Reference Ticket # [REDACTED] Customer states electronic issues, car still shutting off randomly and stalling out

Updated: 06/13/2017 13:51:39 By T1183MF

There are not any aftermarket accessories or body work done on the vehicle. I was not able to duplicate the stalling concern, but I was able to determine that it was not able to start after entering into stop/start mode. Small battery tested at 12.6 volts with 1046 CCAs. I will need time to test drive with a wired connection to monitor the ignition switch when issue happens

Updated: 06/13/2017 15:31:30 By T1183MF

Drove vehicle today roughly 10-12 miles with many stops to utilize Stop/start. Vehicle restarted ever time and did not stall at all. Checked all wiring and connectors for faults and there was none. will continue to drive vehicle while monitoring ignition states in the RFH. will keep updated.

Updated: 06/15/2017 08:53:04 By T1183MF

Drove vehicle more later last night and the vehicle duplicated the concern. After about 8 miles of driving the vehicle shut down as normal at a stop and failed to turn back on. I was able to put the vehicle back into park and cycle the key through all positions (as seen in the attached document) and RFH read accurately. But once off, when putting it into the run position, I was unable to shift vehicle out of park. Continued to try to start vehicle from both the Run position and Off position. after waiting about 10 minutes with the vehicle in the Off position I was able to restart the vehicle and drive as normal. When driving this morning, manually turned off Stop/Start and had no issue while driving.

Updated: 06/15/2017 08:53:04 By T1183MF

I did but I will recheck when I get a free moment.

Updated: 06/15/2017 15:57:41 By T1183MF

Drove vehicle today, was unable to have concern happen

Updated: 06/19/2017 16:52:32 By T0555BB

Vehicle is still here, currently working on case [REDACTED]. Service adviser is Chris Moskunas

Updated: 06/22/2017 09:28:13 By T1183MF

Checked ground location from Star case [REDACTED] and they were clean and intact. Still need to test circuits T752 and T750 when concern happens.

Updated: 06/23/2017 08:57:32 By T1183MF

I have been driving the vehicle everyday and have not been able to duplicate the issue since 6/15. Drove it today for about an hour and the issue did not occur. Pulled the vehicle in to check for codes after driving today and found a new code in the RFH, B1A74-13 - Passive Entry Antenna 4-Circuit Open (Active). And when I went to pull the vehicle out the fob was sitting on the passenger seat and the screen indicated that no fob was detected. Would not start unless the key was put next to the push to start button. So my question to you is, when attempting to restart from Stop/Start does the vehicle look for the key? If so might have an issue with the key or signals.

Updated: 06/26/2017 11:28:29 By T1183MF

Nevermind... I had the center console out of the vehicle out of the vehicle which is where that antenna is. That is my fault. Still interested if the vehicle looks for the key on restart or not.

Updated: 06/26/2017 11:28:29 By T1183MF

Ok Mark, I found something. The connection of circuit T750 at connector X200A (powertrain inline connector 1) was faulty with a bent pin. I will attach a picture of the connector. There were 2 bent pins, the small pin is for an option that this vehicle does not have so it does not continue to the other side. The large bent pin is the starter signal wire. I installed an overlay wire to bypass the connector and the car starts and runs fine with no codes. Would you like me to leave the overlay wire in place and return to customer or order a harness? It will need both sides, as the female side is also bent out of the correct position.

Updated: 06/26/2017 16:28:29 By T1183MF

ETA of harnesses is roughly 5 days from today, so we are looking at next week sometime.

Updated: 06/27/2017 10:05:31 By T1183MF

RESOLUTION

Zachary, do we have aftermarket accessories installed in the vehicle and or resent body repairs in this low miles RU 2017? Did you duplicate stalling concern? It is not recommended to replace starter for stalling concern. Test small battery using GR8. When unable to shut off vehicle, monitor ignition switch (KIN module) position in RF hub. Is it accurate in all key positions? Mark

Updated: 06/13/2017 13:51:39 By T1183MF

Zachary, thank you for the update. With engine running, let's wiggle PCM harness/connectors to see if it effect anything. Follow Case Number: [REDACTED] and wiggle connectors in PDC to see if it effects anything. If no problem found, keep and retest vehicle from time to time. Mark

Updated: 06/13/2017 15:31:30 By T1183MF

Zachary, did you get a chance to wiggle PCM harness/connectors to see if it effect anything, or follow Case Number: [REDACTED] and wiggle connectors in PDC to see if it effects anything? Mark

Updated: 06/15/2017 08:53:04 By T1183MF

Ok Zachary. Also, when no crank is present, let's check for ground signal on T752 to PDC 4 pin 37 and power on T750 from PDC C4 pin 60 in crank. Mark

Updated: 06/15/2017 15:57:41 By T1183MF

Zachary, Thank you for the update. Please continue to try to duplicate the concern to allow for testing to be performed with the concern present. -Brian

Updated: 06/19/2017 16:52:32 By T0555BB

.

Updated: 06/20/2017 08:31:56 By T0555BB

Zachary, is vehicle still at your dealer? Are you still working on this vehicle? Please provide name of service advisor. Mark

Updated: 06/21/2017 16:43:38 By T1183MF

Zachary, thank you for the update. Mark

Updated: 06/22/2017 09:28:13 By T1183MF

Ok Zachary, thank you for the update. Mark

Updated: 06/23/2017 08:57:32 By T1183MF

Zachary, vehicle does not look for key after stop start event. Let's recheck AUX (small) battery using GR8. This vehicle is equipped with 2 batteries. AUX (small) battery is rated a lot less then 1046 CCA. When no crank is present, we can also use remote start and look in remote start inhibits (reasons for remote start inop). Mark

Updated: 06/26/2017 11:28:29 By T1183MF

Zachary, we can not ship this vehicle with overlay bypassing connector XY200A. Since repair connector kits are not available, we'll need to replace both harnesses. Please let me know ETA on both harnesses. Mark

Updated: 06/26/2017 16:28:29 By T1183MF

Zachary, thank you for the update. Since it 'll take a while to replace harness and recheck vehicle operation, I am closing this ticket. Mark

Updated: 06/27/2017 10:05:31 By T1183MF

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG7	HF [REDACTED]	Built Date	07/04/2016	Mileage	9,475
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	06/16/2017 10:57:48	By	T3083CK
Updated	06/16/2017 14:24:18	By	T3083CK

CONTACT

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM	Phone	(954) 861-6200	
Address	5901 MADISON AVE				
City	TAMARAC	State	FL	ZIP	33321 6412
Dealer Zone	66	County	BROWARD	Country	USA
Tech	Alexander Munoz				
STAR	T3083CK				

CUSTOMER CONCERN

CUSTOMERS CONCERN IS THAT THE VEHICLE STALLED WHILE IN CITY DRIVING. SHUT OFF VEHICLE AND WAS ABLE TO START UP VEHICLE WITH NO PROBLEM. HAPPEND ONE TIME.

Updated: 06/16/2017 10:57:48 By T3083CK

VEHICLE STALLED WHILE CITY DRIVING. NO CODES FOUND. NO STAR CASE OR RRT RELATED TO CONCERN. ONLY HAPPEND ONCE TO CUSTOMER. UNABLE TO DUPLICATE CUSTOMERS CONCERN.

Updated: 06/16/2017 10:57:48 By T3083CK

RESOLUTION

Alexander, our first order of business is to verify the concern, with no codes anything that we do will be just a guess. Please attach the flight recorder and have one of the hourly employees drive the vehicle in the hope that the concern will occur. Thanks, Chester.

Updated: 06/16/2017 10:57:48 By T3083CK

UNABLE TO DUPLICATE., Technician Closure Requested, Chester.

Updated: 06/16/2017 14:24:18 By T3083CK

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG7H		Built Date	07/04/2016	Mileage	9,475
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	23 - BODY/SHEET METAL
Customer Complaint	68	NOISY	
Created	06/16/2017 16:02:10	By	T6000JW
Updated	06/21/2017 09:01:40	By	T8448RT

CONTACT

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM	Phone	(954) 861-6200	
Address	5901 MADISON AVE				
City	TAMARAC	State	FL	ZIP	33321 6412
Dealer Zone	66	County	BROWARD	Country	USA
Tech	Alexander Munoz				
STAR	T8448RT				

CUSTOMER CONCERN

<p>SLIDING DOOR MAKING NOISE WHEN OPENING AND CLOSING <i>Updated: 06/16/2017 16:02:10 By T6000JW</i></p> <p>HELLO JIM, YES I WAS ABLE TO VERIFY THE NOISE COMING FROM THE CENTER HINGE ROLLER. THE NOISE WENT AWAY AFTER I HAVE LUBE THE CENTER TRACK AND LET THE VEHICLE SIT OUT FOR A COUPLE OF HOURS. NO NOISE AT THIS TIME. <i>Updated: 06/17/2017 09:19:42 By T6000JW</i></p> <p>STALLING CONCERN WAS UNABLE TO DUPLICATE AT THIS TIME. HAVE DRIVEN THE VEHICLE FOR ABOUT 18 MILES NOW AND NO STALLING WAS OCCURING. PLUG IN THE SCAN TOOL AND NO CODES WERE FOUND. VEHICLE IS DRIVING WITH NORMAL OPERATION. WAS UNABLE TO DUPLICATE THE CONCERN FOR WHEN THE SLIDING DOOR IS CLOSING AND OPENING ON ITS OWN. INSPECTED HINGE AND LATCH AND THEY ARE MAKING COMPLETE CONTACT. AND AS FOR THE GRINDING NOISE, NON WAS STILL HEARD WHEN TRACK WAS LUBRICATED. <i>Updated: 06/20/2017 09:36:44 By T8448RT</i></p> <p>ONLY INFORMATION THAT WAS GIVEN WAS THAT THE CUSTOMER WAS DRIVING IN THE CITY AND ALL OF A SUDDEN THE VEHICLE STALLED. THAT WAS IT. AND WAS UNABLE TO MAKE A VEHICLE SCAN REPORT AS THE CUSTOMER HAD CAME AND PICK UP THE VEHICLE. <i>Updated: 06/20/2017 16:57:49 By T8448RT</i></p>

RESOLUTION

<p>Hello Alexander, No results found searching (sliding/noise) in Dealer Connect. Have you verified this concern ? Is the noise coming from the center hinge roller again ? Does the noise stop after the vehicle is out of the sun ? Jim W <i>Updated: 06/16/2017 16:02:10 By T6000JW</i></p> <p>Thanks for the update Alexander so at this time you cannot duplicate the noise after lubing. As of today This vehicle is part of the Enhanced Customer Satisfaction Program. One of our Technical Specialists from Enhanced Customer Satisfaction will contact you directly. Monday June 19th will be the earliest. <i>Updated: 06/17/2017 09:19:42 By T6000JW</i></p> <p>Alexander, My name is Ryan with the ECS technical support team. From your last update it looks like you have not only root caused this sliding door noise but corrected it by lubricating the center hinge roller. Is there anything else you require support with? Any additional concerns? You can reach me by phone at 248-488-3734 if needed. Please</p>
--

let me know anything else you might need or if the vehicle is repaired and returned to the customer you can proceed with closing this case. Thanks. - Ryan

Updated: 06/19/2017 10:51:16 By T8448RT

Alexander, I was looking over the CAIR and the other STAR case you had opened for this vehicle. Has there still been no duplication of the stalling concern? Is there a line on the RO for a concern regarding the power sliding door closing tight then opening on its own? Has that been duplicated? Is there further concern with a grinding noise when opening and closing? Let me know the current status on these concerns please and advise how I can help you.

Thanks. - Ryan

Updated: 06/20/2017 08:44:41 By T8448RT

Alexander, Thanks for the update. With no duplication no additional repairs would be recommended. We could try getting more information from the customer about how/when/where this concern occurred. What was on or off, how was the vehicle being driven, maybe right after a car wash or driving in the rain vs dry etc. As for the door concern, there may be inhibit data stored we could look at with the scan tool but if too many normal cycles have been completed it may have been cleared already. Let me know what you can find out and how I can help. Also, please attach the vehicle scan report for review. Thanks. - Ryan

Updated: 06/20/2017 09:36:44 By T8448RT

Ok Alexander, Thankss for the update. Without a vehicle to work on and having not duplicated the concerns while on site let proceed with closing this case. If the vehicle returns and technical support becomes required let me know how I can or create a new STAR case. Thanks. - Ryan

Updated: 06/20/2017 16:57:49 By T8448RT

LUBING UP THE CENTER HINGE AND TRACK ****Technician Closure Requested****

Updated: 06/21/2017 09:01:40 By T8448RT

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG4	HR5 [REDACTED]	Built Date	04/19/2016	Mileage	13,894
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE			
Customer Complaint	ML	MIL ON				
Created	06/20/2017 14:11:36	By	T5980RD			
Updated	06/22/2017 08:56:11	By	T2415EB			

CONTACT

Dealer	60355	CHAPMAN CHRYSLER JEEP DODGE	Phone	(215) 443-5800		
Address	1100 EASTON RD					
City	HORSHAM	State	PA	ZIP	19044 1405	
Dealer Zone	35	County	BUCKS	Country	USA	
Tech	Randell Lumadue					
STAR	T2415EB					

CUSTOMER CONCERN

Intermittent Stalling. Stalled 2 Times on customer while driving. I just need to know if there have been any reported stalling concerns with these vehicles yet. I know we need to reproduce the symptom before we can start diagnosis.
Updated: 06/20/2017 14:11:36 By T5980RD

RESOLUTION

Hello Randell. Recommend to get as much information about the point of stalling from the customer. Speed, location, drive time, drive cycle, and any other information leading up to the stall event. I have not found any published information for known stalling concerns. However, it is possible to stall but not set a DTC if we are losing a cam or crank signal. It is also possible to stall if the EGR valve or purge solenoid sticks open. Recommend to install a flight recorder on the vehicle then drive it under the same conditions as indicated by the customer then trigger the recording manually at the point of stall. Look at what the vehicle sees when it stalls to determine which direction to go. Let us know what you find. Thanks, Ray.

Updated: 06/20/2017 14:11:36 By T5980RD

We could not duplicate the customer's symptoms.

Updated: 06/22/2017 08:56:11 By T2415EB

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG1	HR [REDACTED]	Built Date	11/14/2016	Mileage	3,822
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	06/26/2017 15:30:48	By	T3175BD
Updated	07/05/2017 16:15:59	By	T6294E0

CONTACT

Dealer	23043	BOLLES MOTORS INC	Phone	(860) 875-2595	
Address	84 WEST RD				
City	ELLINGTON	State	CT	ZIP	06029 3722
Dealer Zone	32	County	TOLLAND	Country	USA
Tech	Justin Hickey				
STAR	T6294E0				

CUSTOMER CONCERN

customer was driving in traffic and stalled once, then restarted, customer says this is happening to a lot of pacifica owners but no fix yet googled it I guess

Updated: 06/26/2017 15:30:48 By T3175BD

cant duplicate

Updated: 06/26/2017 15:30:48 By T3175BD

perform wiggle test and checked wiring in engine compartment, checked connections at the pcm and the grounds, checked the ground under the center console, 910a, there was a star case for no start customer still not happy, don't want car back till fixed? now a customer care customer

Updated: 06/29/2017 09:08:03 By T3175BD

I just attached vehicle scan report and will also be taking it for a ride on high way again

Updated: 06/29/2017 11:19:49 By T3175BD

so talked to customer and she was driving 70 mph on highway and car just turned off cluster and car dead

Updated: 06/29/2017 11:19:49 By T3175BD

RESOLUTION

STAR called Justin to discuss the concern. Technician stated that the vehicle came in for stalling while driving. Technician has not been able to duplicate the concern. There are no codes stored and no other concern with the vehicle. STAR advised, with no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Brandon

Updated: 06/26/2017 15:30:48 By T3175BD

Justin, if we are unable to duplicate the concern to properly diagnose the concern, we may need to install a data recorder and let the customer drive the vehicle to get a data recording of the event. also, can you please provide and attach to the ticket a vehicle SCAN Report, Configuration Report, and Environmental Data. Thanks, Brandon

Updated: 06/29/2017 09:08:03 By T3175BD

Justin, thanks for the reports.

Updated: 06/29/2017 11:19:49 By T3175BD

Justin, do we have an update on this vehicle, have we been able to duplicate the concern? Please, let me know where we are at with the repair. Thanks, Brandon

Updated: 07/03/2017 10:06:40 By T3175BD

RO states [REDACTED] check for stalling one time, roadtest several times and put 17 miles on it, no issues, no flashes, contact star to see if there is any issues and they said none at this time, check under hood battery connections, pcm, and grounds, and any other connector i can see, had car running and performed a wiggle test, car did not stall wiggle all sensors nothing, could not duplicate at this time found star cases [REDACTED] 9 for checking the ground 910a under the center console and it was fine"-Closing case, Edna

Updated: 07/05/2017 16:15:59 By T6294E0

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG3	HR [REDACTED]	Built Date	06/24/2016	Mileage	18,142
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	06/27/2017 11:06:33	By	T3175BD
Updated	06/27/2017 11:49:25	By	T3175BD

CONTACT

Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	Phone	(586) 727-7577	
Address	67567 SOUTH MAIN STREET				
City	RICHMOND	State	MI	ZIP	48062 1925
Dealer Zone	42	County	MACOMB	Country	USA
Tech	Kenneth Kline				
STAR	T3175BD				

CUSTOMER CONCERN

While driving evic flashed engine over temp and the engine stalled. Evic said shift to park to restart. Engine started on second attempt.

Updated: 06/27/2017 11:06:33 By T3175BD

RESOLUTION

Kenneth, with no codes or duplication there could be many possibilities here, get more information from the customer, keep making attempts at duplicating the concern, check for aftermarket accessories that could be causing the issue, wiggle test the wiring harness, inspect the harness for rubs/chafes and pinches, make sure all powers and grounds and major under hood connectors are secured, review the vehicles repair history-see if the issue started after another repair. Pull a fuel sample, monitor fuel system pressure, if needed make a data recording and review it and see if anything obvious drops out or is being lost. Thanks, Brandon

Updated: 06/27/2017 11:06:33 By T3175BD

UNABLE TO DUPLICATE

Updated: 06/27/2017 11:49:25 By T3175BD

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG7	HR5 [REDACTED]	Built Date	06/22/2016	Mileage	23,739
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	06/28/2017 10:29:23	By	T5002D1
Updated	06/29/2017 15:16:23	By	T5002D1

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0455	Evap System Large Leak	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM	Phone	(954) 861-6200	
Address	5901 MADISON AVE				
City	TAMARAC	State	FL	ZIP	33321 6412
Dealer Zone	66	County	BROWARD	Country	USA
Tech	Alexander Munoz				
STAR	T5002D1				

CUSTOMER CONCERN

WHILE DRIVING HIGHWAY SPEED, CHECK ENGINE LIGHT CAME ON AND VEHICLE SHUT OFF. WAS ABLE TO START BACK UP FROM KEY CYCLE.

Updated: 06/28/2017 10:29:23 By T5002D1

YES DOUG, I HAVE COMMAND THE PURGE VALVE AND FOUND THAT IT WAS NOT HOLDING NO VACUUM. REPLACE PURGE VALVE. I HAVE INSPECTED THE PINS AND CONNECTORS THAT YOU HAVE TOLD ME AND THEY ARE SECURED, NO BACK OUT PINS, NO SIGNS OF CORROSION. TEST DROVE VEHICLE FOR 10 MILES ON HIGHWAY AND HAD VEHICLE STAYED OVER NIGHT. TEST DROVE AGAIN TODAY FOR ANOTHER 10MILES AND NO CHECK ENGINE LIGHT CAME BACK. CAR IS DRIVING WITH NORMAL OPERATION.

Updated: 06/29/2017 14:00:23 By T5002D1

RESOLUTION

Alex, Command the purge valve on and off a few times and each time it is off, verify that it holds vacuum. If it does not, replace it. If the purge valve passes testing, check the ESIM wiring and terminals at the ESIM, the PCM and in-line connector XY401A for pinfit, backouts, corrosion or crimping concerns. Also, check circuit Z921 and G921A. If nothing is found, let the vehicle sit overnight to get as cold as possible and test for leaks then. Use the EELD and Mopar leak detector as we have found the leak detector to be more effective than smoke. Thanks, DougM.

Updated: 06/28/2017 10:29:23 By T5002D1

Glad to hear that Alex. Please close the ticket on your end and I'll close it here. Thanks, DougM.

Updated: 06/29/2017 14:00:23 By T5002D1

PURGE SOLENOID.

Updated: 06/29/2017 15:16:23 By T5002D1

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG3	HF [REDACTED]	Built Date	01/23/2017	Mileage	4,144
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/30/2017 15:31:55	By	T2350JB
Updated	07/03/2017 08:10:20	By	T2350JB

CONTACT

Dealer	60379	LANDERS MCLARTY CHRYSLER DODGE	Phone	(256) 830-6450	
Address	6533 UNIVERSITY DR NW				
City	HUNTSVILLE	State	AL	ZIP	35806 1717
Dealer Zone	66	County	MADISON	Country	USA
Tech	Billy Stinebrickner				
STAR	T2350JB				

CUSTOMER CONCERN

vehicle stalled while driving and had to push off the road
Updated: 06/30/2017 15:31:55 By T2350JB

RESOLUTION

Billy called in for some assistance. Tech was able to flash the hcp and ahcp. Bpcm would not let him flash due to low soc. Tech charged to 100%. Advised to perform the rest of the flashes as they are a package. Tech to report back after flashes are completed. jacob.bayes@fcagroup.com and contact number is 866-799-1695 ext. 4720379. Jacob
Updated: 06/30/2017 15:31:55 By T2350JB

Billy I just noticed something with the case. The wrong vin number was used to open it. Being I do not have a way to correct it on my end can you please close this one and open with the correct vin, 2C4RC1N79HR [REDACTED] am terribly sorry to have you do this. Jacob
Updated: 06/30/2017 16:32:17 By T2350JB

wrong vin to start case
Updated: 07/03/2017 08:10:20 By T2350JB

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG7	HR [REDACTED]	Built Date	07/04/2016	Mileage	9,970
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/07/2017 08:57:22	By	T8448RT
Updated	07/10/2017 14:20:11	By	T8448RT

CONTACT

Dealer	60444	JOEY ACCARDI CHRYSLER DODGE JEEP	Phone	(954) 943-6700	
Address	909 S FEDERAL HWY				
City	POMPANO BEACH	State	FL	ZIP	33062 7048
Dealer Zone	66	County	BROWARD	Country	USA
Tech	Michael Teschner				
STAR	T8448RT				

CUSTOMER CONCERN

<p>[TechCONNECT Reference Ticket # [REDACTED] Drivers sliding door will not always close when auto close is activated. Vehicle shut off completely when sitting at idle <i>Updated: 07/07/2017 08:57:22 By T8448RT</i></p> <p>Cannot duplicate customers concern on either issue of the door closing or the stalling. Noticed vehicle has a Cair's case on it, but without duplication, not sure how to proceed. Noticed vehicle has been to other dealers for same concern. <i>Updated: 07/07/2017 08:57:22 By T8448RT</i></p> <p>The most the service writer got from the customer is that when these issue happen, that they have 4 people inside vehicle, They are using their Bluetooth, and that these issue happen randomly. <i>Updated: 07/07/2017 13:11:54 By T8448RT</i></p> <p>Have sent the reports. <i>Updated: 07/10/2017 09:32:05 By T8448RT</i></p> <p>Was told by Service manager that someone at star said to release vehicle back to customer at this time. No flight recordings of any kind have been done. So vehicle has been released. <i>Updated: 07/10/2017 14:07:37 By T8448RT</i></p>
--

RESOLUTION

<p>ECS - TS called Mike to discuss concern. Mike advised neither concern has been duplicated, there are no DTCs, and not much information was provided about how, when, related details etc. TS requested have advisor or SM contact customer to help find out if the concern(s) were isolated events or how frequently this happens, what stayed on in the vehicle during the stall, was there still audio or HVAC blower movement, were there any messages in the EVIC just prior to the stall concern, does either concern seem to happen only when there is a passenger in a specific seat, etc..? Mike, As discussed no repairs are recommended without duplication. Once you have some additional information let me know how I can help. If needed you can reach me by phone at 248-488-3734. Thanks. - Ryan <i>Updated: 07/07/2017 08:57:22 By T8448RT</i></p> <p>Michael, That's sounds like each concern has been repeated by the customer but random occurrence and using Bluetooth doesn't indicate a place to start with duplicating these concerns. With a stalling concern I would expect DTCs related to fuel system, ignition system etc. With the door concern if the door is fully latching and reopening, even if inhibit data could be pulled there would not likely be any inhibit data stored since the close cycle completes.</p>

Please attach a vehicle scan report and a configuration report to the case. Please don't forget to update the case text when you attach them. Thanks. - Ryan

Updated: 07/07/2017 13:11:54 By T8448RT

Michael, Thanks for submitting those. I will review the information and follow up with you soon. Thanks. - Ryan

Updated: 07/10/2017 09:32:05 By T8448RT

Michael, I see no indication of any fault from reviewing the vehicle scan report and configuration reports. The software levels appear to be up to date and correct for the vehicle. There are no DTCs to indicate any failures. At this point with repeat concern noted by the customer but still no duplication by the dealer I would suggest creating a template for the flight recorder with a manual trigger with as many data lines as you can add for drivability inputs and outputs and explain how to use the manual trigger for the customer. That way if this occurs again we can at least have some data to use towards diagnosis. Let me know the outcome whether the customer elects to use the flight recording or not. Let me know also if there is any more information you are able to obtain or duplicate the concerns. Thanks. - Ryan

Updated: 07/10/2017 10:07:14 By T8448RT

Michael, There is no record of anyone from STAR advising that. If the vehicle is being returned, my suggestion would be to use the flight recorder as described. If no further support is needed at this point proceed with case closure and let me know if/when vehicle returns or technical support becomes required. Thanks. - Ryan

Updated: 07/10/2017 14:07:37 By T8448RT

customer took vehicle ****Technician Closure Requested****

Updated: 07/10/2017 14:20:11 By T8448RT

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG2	HF [REDACTED]	Built Date	06/16/2016	Mileage	346
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	07/07/2017 13:58:50	By	T1990NP
Updated	07/10/2017 18:24:28	By	T1990NP

CONTACT

Dealer	45478	GILLMAN CHRYSLER JEEP DODGE	Phone	(713) 776-4900	
Address	10585 W SAM HOUSTON PKWY S				
City	HOUSTON	State	TX	ZIP	77099 2844
Dealer Zone	63	County	HARRIS	Country	USA
Tech	Peter Akinola				
STAR	T1990NP				

CUSTOMER CONCERN

SHUTS OFF WHEN DRIVING 20-25 MPH
Updated: 07/07/2017 13:58:50 By T1990NP

RESOLUTION

Peter, have S/A get more detailed concern info(any difference cold/hot?, how long does vehicle need to be driven? accell/decel/steady speed?, after fuel fill/less than ¼ tank/hilly terrain?, does it run rough just before stall or when restarted?, any fuel odor?, any other telltale lights or dash messages? , ...) to help duplicate concern. If we still can't duplicate concern, what are the current LT fuel trims at hot/idle/park? If over+10/under -10, either check fuel pressure leakdown or smoke test intake for vacuum leaks. If NPF, does the actual RPM follow all different desired RPMs when performing an idle actuator test and wiggle testing harness/connectors? If so, perform an ETC relearn. Also verify smooth T/blade movement when performing several follower tests. Then release vehicle;(& close ticket) but have S/A advise customer to use a different Tier 1(major name) fuel brand for a few weeks. If vehicle returns for same issue, and still unable to duplicate, set up customer/vehicle with a flight recorder for more clues; then close ticket while vehicle is not at shop. We can always reopen (if less than 2 wks. old) or start a new ticket if vehicle returns and/or further repair guidance is needed. Thank you, Neil

Updated: 07/07/2017 13:58:50 By T1990NP

Peter, just checking on repair status; is this vehicle still at shop? (If so, do you need more assistance? If so, let me know) If not, please close the case on your end. If you found something & are waiting for parts, document p/n#(also if backordered) and I will code the case accordingly. Thank you, Neil

Updated: 07/10/2017 18:24:28 By T1990NP

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG9H	HE	Built Date	07/13/2016	Mileage	12,284
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	07/07/2017 16:38:04	By	T3440M0
Updated	07/11/2017 17:38:50	By	T3440M0

CONTACT

Dealer	23113	TEAM WELSH JEEP-CHRY-PLYM	Phone	(908) 234-0109	
Address	36 DUMONT ROAD				
City	FAR HILLS	State	NJ	ZIP	07931
Dealer Zone	32	County	SOMERSET	Country	USA
Tech	MIKE DUNBAR				
STAR	T3440M0				

CUSTOMER CONCERN

car stalls
Updated: 07/07/2017 16:38:04 By T3440M0

RESOLUTION

Mike, there are no known issues for this concern. Recommend getting as much information as possible from the customer about when and how this happens, so you have the best chance to duplicate the concern for proper diagnosis. With no codes and without duplicating, it is going to be impossible to properly diagnose. If extremely intermittent, recommend to set up customer with flight recorder so we can see exactly what is going on. Might also be worth while to inspect, clean and reconnect all the main engine and powertrain grounds. Would also make sure all inline connections are tight and that there is no signs of harness damage. Thanks MikeL

Updated: 07/07/2017 16:38:04 By T3440M0

Mike, do you still need assistance from STAR on this case? If so, 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 48 hours. If no response is received within 48 hours, we will close the case. Thanks, MikeL

Updated: 07/11/2017 11:02:57 By T3440M0

could not duplicate

Updated: 07/11/2017 17:38:50 By T3440M0

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG5	HR [REDACTED]	Built Date	01/31/2017	Mileage	4,184
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	07/11/2017 15:20:35	By	T5211FW
Updated	08/09/2017 07:34:29	By	T0078SG

CONTACT

Dealer	45662	JOE MACHENS CHRYSLER DODGE JEEP	Phone	(573) 443-0481	
Address	1310 VANDIVER DR				
City	COLUMBIA	State	MO	ZIP	65202 1925
Dealer Zone	51	County	BOONE	Country	USA
Tech	Mark Arens				
STAR	T5211FW				

CUSTOMER CONCERN

intermittently will die and not restart

Updated: 07/11/2017 15:20:35 By T5211FW

CHECKED RELAYS AND SWITCHED AND SWITCHED FUSES O.K. REPLACED PCM, TEST DROVE DID NOT DIE, BUT AFTERSHUTTING OFF WOULD NOT RESTART. NO CRANK, HAD ANOTHER TECH UNDER HOOD SAID THE ASD RELAY DOES CLICK WHEN TRYING TO START. I AM GOING AFTER MY GROUNDS NEXT TO TRY? started right back up after 1 hour

Updated: 07/13/2017 13:46:31 By T5211FW

no codes,

Updated: 07/13/2017 16:41:56 By T5211FW

RESOLUTION

Mark called in seeking advice for the vehicle intermittently stalling. He advised me that he condition seems to happen when coming to a stop and the engine shuts off but the cluster, radio, and other components stay on and active. He stated the concern has happened with the start/stop system turned off and there have been no codes found in the vehicle at that time. Mark advised the vehicle was a no crank no start after the stalling and after the vehicle cooled down it started normally with no issues. I advised him that I suspect the PCM was failing or the signals to it were lost and causing the concern. I advised him to swap the run/start relay and ASD relay with known good parts, verify or replace the F14 and F16 fuses are fully seated and not partially open, and if all check out ok or the concern happens again the most likely cause would be an internal PCM concern. Mark advised he would perform the requested operations and discuss the PCM replacement with the service manager and advise me of the final results. Frank.

Updated: 07/11/2017 15:20:35 By T5211FW

Ok Mark, sounds good. Thanks for the heads up. The concern does seem to be temp related and many times we find that leads back to a poor pin fit or connection going open once warmed up. If any codes were set at that time, let me know what they were and maybe I can help find the connected cause. Frank.

Updated: 07/13/2017 13:46:31 By T5211FW

Ok Mark, thanks for the info. I would have to say a ground circuit to the PCM or between the battery and engine or engine and chassis would be the most likely cause for the concern. We can disconnect the battery on most vehicle and it will continue to run but if we lose the grounds, it will not. Frank.

Updated: 07/13/2017 16:41:56 By T5211FW

Hi Mark, I just wanted to check in and see how things are going. Are there any updates to report on the vehicle? If no response is given this ticket will be closed. Frank.

Updated: 07/17/2017 08:12:14 By T5211FW

Dealer un responsive

Updated: 07/19/2017 09:48:48 By T5211FW

Additional information required. BC TA Shane Gill, sg14 618-691-8682 at dealer. duplicated no crank no start. Power coming out of starter relay, ie: it is engaging. Connection at starter verified to be tight and crimp is good. Replaced fuse holder device off of positive post of battery that houses the fuse for main starter feed, and vehicle cranked immediately. No further issues. Unfortunately reinstalling back onto van did not recreate the issue. Possible issue with how it was installed.

Updated: 07/25/2017 13:13:48 By T6390SG

as the Chrysler rep said in the last report we swapped a lot of parts , the last on being the battery supply off of the battery pos terminal. all working at this time

Updated: 07/26/2017 10:58:34 By T5211FW

.

Updated: 08/09/2017 07:34:29 By T0078SG

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
VIN	2C4RC1EG7	HF [REDACTED]	Built Date	07/05/2016	Mileage 464 Km
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	07/13/2017 16:57:06	By	T3553R0
Updated	07/24/2017 09:22:51	By	T3553R0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C2101-17	Battery Voltage High - Circuit Voltage Above Threshold	T3076SB	04/14/2013 01:25:00
C2129-17	Battery Voltage-Circuit Voltage Above Threshold	T3076SB	04/14/2013 01:25:00
P0010	Bank 1 Camshaft 1 Position Actuator Circuit Open	T3076SB	04/14/2013 01:25:00
P0013	Bank 1 Camshaft 2 Position Actuator Circuit Open	T3076SB	04/14/2013 01:25:00
P0016	Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 1	T3076SB	04/14/2013 01:25:00
P0017	Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 2	T3076SB	04/14/2013 01:25:00
P0018	Crankshaft Position - Camshaft Position Correlation Bank 2 Sensor 1	T3076SB	04/14/2013 01:25:00
P0019	Crankshaft Position - Camshaft Position Correlation Bank 2 Sensor 2	T3076SB	04/14/2013 01:25:00
P0020	Bank 2 Camshaft 1 Position Actuator Circuit/Open	T3076SB	04/14/2013 01:25:00
P0023	Bank 2 Camshaft 2 Position Actuator Circuit/Open	T3076SB	04/14/2013 01:25:00
P0688	ASD/Main Sense Circuit	T3076SB	04/14/2013 01:25:00
P06DA	Engine Oil Pressure Control Circuit	T3076SB	04/14/2013 01:25:00
U0415-00	Implausible Data Received from ABS -	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	C5261	TEAM CHRYSLER JEEP DODGE INC	Phone	(905) 819-0001
Address	777 BANCROFT DRIVE			
City	MISSISSAUGA	State	ON	ZIP L5V2Y6
Dealer Zone	21	County		Country CAN
Tech	Travis Ford			
STAR	T3553R0			

CUSTOMER CONCERN

US VEHICLE. P0688 ASD/Main Sense Circuit P0016 Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 1 P0017 Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 2 P0013 Bank 1 Camshaft 2 Position Actuator Circuit Open P0023 Bank 2 Camshaft 2 Position Actuator Circuit/Open P0010 Bank 1 Camshaft 1 Position Actuator Circuit Open P0020 Bank 2 Camshaft 1 Position Actuator Circuit/Open P06DA Engine Oil Pressure Control Circuit P0018 Crankshaft Position - Camshaft Position Correlation Bank 2 Sensor 1 P0019 Crankshaft Position - Camshaft Position Correlation Bank 2 Sensor 2 C2101-17 Battery Voltage High - Circuit Voltage Above Threshold C2129-17 Battery Voltage-Circuit Voltage Above Threshold U0415-00 Implausible Data Received from ABS - Vehicle quit while driving. The EPS light came on and it shifted into neutral. Then the e-brake light came on and the right window rolled down and then it stalled. Has several codes. Tech erased the codes and cannot get them to reset.

Updated: 07/13/2017 16:57:06 By T3553R0

RESOLUTION

--

Perform a wiggle test on the engine harness. Check the engine grounds. Clean and tighten. Check inline connectors on the wiggle test. Send in a scan report. Perform a phaser clean. Check oil level and viscosity.

Updated: 07/13/2017 16:57:06 By T3553R0

Follow up: Performed phaser cleaning and released the vehicle.

Updated: 07/24/2017 09:22:51 By T3553R0

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG3	HF [REDACTED]	Built Date	05/24/2016	Mileage	950
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	07/13/2017 19:03:48	By	T8379TS
Updated	07/24/2017 11:53:05	By	T8379TS

CONTACT

Dealer	41874	BONIFACE-HIERS CHRYSLER DODGE JEEP	Phone	(321) 452-8181	
Address	1775 E MERRITT ISLAND CSWY				
City	MERRITT ISLAND	State	FL	ZIP	32952 2662
Dealer Zone	66	County	BREVARD	Country	USA
Tech	David Okeefe				
STAR	T8379TS				

CUSTOMER CONCERN

vehicle died out while driving. pulled over and no crank no start. battery dead. no lights on before this happened.

Updated: 07/13/2017 19:03:48 By T8379TS

we have driven vehicle 71 miles and cannot duplicate. this is the second time its been towed in for this concern. 68 miles between the two occurrences.

Updated: 07/13/2017 19:03:48 By T8379TS

trying to duplicate

Updated: 07/17/2017 13:13:12 By T8379TS

porter or quick lube boys will drive it

Updated: 07/17/2017 16:46:41 By T8379TS

still trying to duplicate

Updated: 07/21/2017 12:14:37 By T8379TS

RESOLUTION

Hello David. It is possible that the battery cable was loose before the last wrecker driver disconnected it. Have your service manager put someone in it to drive it some miles and attempt to get it to act up, and bring it back to you without cycling it off when it does. Does that battery pass testing with the GR8? Was the charging voltage normal? After a road test, please attach a scan report and a configuration report. Thanks. -Tim S

Updated: 07/13/2017 19:03:48 By T8379TS

Hello Daqid. Are you driving this yourself to duplicate it, or do you have someone who your service manager delegates to drive cars and put some miles on them, so you can keep working, or both? -Tim S

Updated: 07/17/2017 13:13:12 By T8379TS

Sounds like a plan, David. Let me know if they are able to duplicate it, or else keep me updated tomorrow if they are not. Thanks. -Tim S

Updated: 07/17/2017 16:46:41 By T8379TS

Thanks for the update, David. Keep me posted. -Tim S

Updated: 07/21/2017 12:14:37 By T8379TS

cant duplicate

Updated: 07/24/2017 11:53:05 By T8379TS

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG4	HF [REDACTED]	Built Date	10/11/2016	Mileage	3,057
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	07/14/2017 10:40:28	By	T4756RH
Updated	07/19/2017 08:14:18	By	T4756RH

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	T4756RH				

CUSTOMER CONCERN

customer states that the vehicle experienced a lack of power then is a banging and clunk noise present. will chug and stall. check and advise

Updated: 07/14/2017 10:40:28 By T4756RH

We haven't been able to duplicate the problem. The customer drove the vehicle in once just after an occurrence, and there was a lingering odor that smelled like the CAT was failing, but no codes. We have driven but it is very intermittent. The customer will not drive the vehicle anymore because they are afraid, and I'm doubtful we can duplicate.

Updated: 07/14/2017 14:18:44 By T4756RH

I have a data recording of the event at about -4.50 seconds in the recording you will see the purge valve kicks in and then the vehicle stall on stops running just seems odd to me. also I need a email to send it to you please.

Updated: 07/18/2017 12:38:31 By T3175BD

ok finally had some time to inspect the car and found that there is a lot of fuel in the vapor canister. and line to canister. dose that mean that there is a problem with the tank?

Updated: 07/19/2017 08:14:18 By T4756RH

RESOLUTION

Jordan, If you can duplicate the concern, then monitor the fuel system pressure while its being driven to see if your possibly losing/dropping fuel system pressure. Also perform a fuel pump output flow test to be sure the fuel pump is operating within specifications. Rich H.

Updated: 07/14/2017 10:40:28 By T4756RH

Jordan, Then you will need to get a data recording of the concern. Close this ticket out on your end until you are able to duplicate and capture a data recording. This ticket can be re-opened within 14 days of closure if needed. Rich H.

Updated: 07/14/2017 14:18:44 By T4756RH

Jordan call STAR. Stated that he has a data recording for review. Technician sent recording to: rich.harenski@fcagroup.com. Thanks, Brandon

Updated: 07/18/2017 12:38:31 By T3175BD

Jordan, You noted in the email that this stalling event was captured after fuel fill event, if so, the fuel level was at 96% the purge opened and then the stall/die out. I would suggest you check the evap vapor canister, evap and purge

vapor lines and ESIM, purge solenoid for signs of liquid fuel from a possible customer overfill or possible fuel tank control valve issue with the fuel tank. Let me know what's found. Rich H.

Updated: 07/18/2017 13:44:42 By T4756RH

Jordan, Two possibilities.....either the customer is overfilling the fuel tank or there is a problem with the fuel tank control valve which is usually part of the fuel tank. So you need to first question the customer to see if they stop filling the tank when the pump nozzle first clicks off. If its found that the customer is not causing the concern by overfilling the fuel tan then you would need to replace the fuel tank, vapor canister, drain/dry the evap & purge lines of any liquid fuel and replace the purge solenoid and ESIM. Close this ticket out on your end since we seem to have located the issue and have repair direction. If anything else comes up you have 14 days to re-open this request. Rich H.

Updated: 07/19/2017 08:14:18 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG1H		Built Date	09/27/2016	Mileage	19,941
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	10	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/01/2017 11:23:02	By	T4756RH
Updated	12/08/2017 10:24:57	By	T4756RH

CONTACT

Dealer	45290	OLATHE DODGE CHRYSLER JEEP RAM	Phone	(913) 780-3700	
Address	15500 W 117TH ST				
City	OLATHE	State	KS	ZIP	66062 1048
Dealer Zone	74	County	JOHNSON	Country	USA
Tech	Eiris Webster-lyons				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG1H Customer Comments: Customer States that the vehicle died while driving and cluster said shift to park in order to start vehicle check and advise

Updated: 12/01/2017 11:23:02 By T4756RH

RESOLUTION

Star returned a call back to the dealer and spoke with Jacob the S/A. Vehicle has not yet been assigned to a technician. Star emailed the customer delay survey and diagnostic checklist to the email address Jacob provided (JTODD@OLATHEDCJ.COM).

Updated: 12/01/2017 11:23:02 By T4756RH

Star: Received completed customer delay survey from dealer. Forwarded completed customer delay survey to Tim M.

Updated: 12/04/2017 08:33:13 By T4756RH

Star: Returned call back to dealer. Trent stated that his technician has not brought vehicle into shop yet to perform diagnostic checklist. Dealer has my contact information.

Updated: 12/04/2017 10:17:47 By T4756RH

Outbound call to dealer. Spoke with Jerry the S/A since Trent was not in today. Technician Mike has been assigned to this vehicle left message with Jerry to please have Mike call me back a.s.a.p. in regards to this vehicle. Rich H.

Updated: 12/05/2017 10:43:54 By T4756RH

Inbound call from technician Mike. Reviewed diagnostic check list with technician. Mike will send VSR/CONFIG reports along with PCM reset data & cam/crank sync data. Advised Mike if taking pictures of requested data from witech the images must clear enough to be read by engineering. Mike stated the vehicle was road tested 20 miles with no stalling. No aftermarket accessories or modifications on this vehicle. No powertrain related Dtc's. Mike will manipulate the wiring harness in the area of SF855 with the engine running and report back with findings. Mike did look over and check all the grounds under the hood all appeared to be clean and tight. No connector or terminal issues were noted. Fuel sample was inspected. Mike had no way to test fuel. Rich H.

Updated: 12/06/2017 10:05:44 By T4756RH

Star: Mike the technician sent in images of the cam/crank sync data and PCM reset data from witech. Attached images to ECCI case.

Updated: 12/06/2017 10:45:59 By T4756RH

Star: Attach VSR and Config reports tech Mike emailed into Star Center.

Updated: 12/06/2017 14:35:48 By T4756RH

Star: Mike stated that he wiggled/manipulated tested the wiring harness in the area of SF855 with the vehicle running and nothing happened, there was no stalling.

Updated: 12/06/2017 14:38:45 By T4756RH

Outbound call to Mike the technician. Dealer has not been able to duplicate the stalling/die out concern since the vehicle has been in the dealerships possession. Mike will see if the customer will allow the dealer to road test the vehicle with the flight recorder installed to see if the stalling event can be captured. Or see if the customer will drive it with the flight recorder installed or opt out of doing anything at this point. Rich H.

Updated: 12/06/2017 15:05:09 By T4756RH

Outbound call to dealer to speak with Mike the technician. Eiris stated the Mike was busy working on another vehicle. Eiris stated the customer has picked the vehicle up and there was no flight/data recorder installed in the vehicle.

Dealer was unable to duplicate the stalling concern after driving the vehicle 20 miles. Customer has possession of the vehicle now. Star is closing this ECCI case since the vehicle is no longer at the dealer. Rich H.

Updated: 12/08/2017 10:24:57 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG4	HR [REDACTED]	Built Date	06/12/2016	Mileage	27,534
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/01/2017 13:47:10	By	T4756RH
Updated	12/29/2017 13:11:15	By	T4756RH

CONTACT

Dealer	23563	JACK WOLF CHRYSLER JEEP DODGE INC	Phone	(815) 544-9211	
Address	1615 N STATE STREET				
City	BELVIDERE	State	IL	ZIP	61008 2007
Dealer Zone	51	County	BOONE	Country	USA
Tech	Joseph Whalen				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1BG4H [REDACTED] Customer Comments: Customer States that vehicle is stalling when at stop signs. <i>Updated: 12/01/2017 13:47:10 By T4756RH</i>

RESOLUTION

<p>Outbound call to dealer to speak with S/A Joseph was advised Joseph had stepped out. Left my contact information asking that he please call me back a.s.a.p. Rich H. <i>Updated: 12/01/2017 13:47:10 By T4756RH</i></p> <p>Inbound call from Joseph the S/A. Joseph requested I email the customer delay survey and diagnostic check list to his service manager TROYJ@HOTMAIL.COM Star sent dealer both documents. Rich H. <i>Updated: 12/01/2017 14:59:43 By T4756RH</i></p> <p>Outbound call to dealer to speak with Joseph. Joe stated that he was still in the process of completing the delay survey with the customer. Tech has not brought vehicle into the shop yet to begin diagnostic checklist. Dealer has my contact information. Rich H. <i>Updated: 12/04/2017 11:07:40 By T4756RH</i></p> <p>Outbound call to the dealer to speak with S/A Joe. Joe stated that he is still waiting for the customer to call him back to review and complete the delay survey. Joe stated that his technician Leroy has road tested the vehicle 7x's so far and there have no stalling/die out occurrences while in the dealerships possession. Joe will have his technician Leroy call in when he has vehicle back inside and connected to witech to review diagnostic check list and collect requested engineering data. Rich H. <i>Updated: 12/05/2017 10:56:35 By T4756RH</i></p> <p>Outbound call to dealer to speak with Joe the S/A. Vehicle was road tested 50 miles with no stalling occurrences. Joe stated that he will send in the completed survey as soon as possible. Spoke with Leroy the technician also and he will bring the vehicle in as soon as possible to retrieve the PCM reset data, cam/crank sync data, VSR & Config reports. I provided the dealer with my email address and number for contact. Rich H. <i>Updated: 12/07/2017 11:34:04 By T4756RH</i></p> <p>Outbound call to the dealer to speak with Joe the S/A. Joe stated that he needs to find a PC at his dealer that excel installed on it so he can send the completed customer survey back. Leroy the tech is still working to gather the requested data and complete the engineering check list. Rich H. <i>Updated: 12/11/2017 11:16:15 By T4756RH</i></p>
--

Outbound call to the dealer to speak with Joe the S/A was advised he was out to lunch. I spoke with Leroy the technician he stated that Joe was going to send all the data he retrieved from the vehicle to Star Center? I advised Leroy that I have not received anything yet from the Joe the S/A.

Updated: 12/13/2017 14:17:48 By T4756RH

Star is closing this ECCI case Star Center has made numerous attempts to contact the dealer requesting survey and requested data points be sent in. Dealer so far has not sent anything in or returned a call back to Star Center.

Updated: 12/15/2017 09:38:54 By T4756RH

Star: Inbound call from Joe the S/A. Joe stated that they have been road testing the vehicle and are unable to duplicate the customers concern of stalling. Star advised Joe that the only option at this point would be to install the flight recorder in a attempt to capture the stalling event. Rich H.

Updated: 12/29/2017 13:11:15 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG5	HF	Built Date	06/16/2016	Mileage	29,500
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PUV	DK. CORDOVAN PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/04/2017 12:21:08	By	T4756RH
Updated	12/04/2017 12:21:08	By	T4756RH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0456	Evap System Small Leak	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	36495	BURNS MOTORS, LTD	Phone	(956) 682-1381	
Address	1300 E US HIGHWAY 83				
City	MCALLEN	State	TX	ZIP	78501 8852
Dealer Zone	63	County	HIDALGO	Country	USA
Tech	Ruben Rodriguez				
STAR	T4756RH				

CUSTOMER CONCERN

Customer concern: Stall/Die out and MIL lamp on.
Updated: 12/04/2017 12:21:08 By T4756RH

RESOLUTION

Outbound call to dealer to speak with S/A Ruben. Ruben stated that he was already contacted by Joe from FCA on 12/1/17 and advised to replace the purge solenoid. Star advised Ruben to make sure the old part is turned into his parts dept for fast track return by engineering. Rich H.
Updated: 12/04/2017 12:21:08 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG9	HR [REDACTED]	Built Date	06/02/2016	Mileage	45,000
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/04/2017 12:48:31	By	T4756RH
Updated	12/04/2017 12:48:31	By	T4756RH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0456	Evap System Small Leak	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	38999	ADAMSON MOTORS INC	Phone	(507) 289-4004	
Address	4800 HIGHWAY 52 NORTH				
City	ROCHESTER	State	MN	ZIP	55901 0160
Dealer Zone	74	County	OLMSTED	Country	USA
Tech	Mark Nelson				
STAR	T4756RH				

CUSTOMER CONCERN

Customer concern: died out and engine ran rough coming back into the shop.
Updated: 12/04/2017 12:48:31 By T4756RH

RESOLUTION

Star: Outbound call to the dealer. Spoke with Mark the service manager. Mark stated that this one of the dealerships courtesy vans. Mark stated that he would have the vehicle brought back into the shop since it had a history of P0456 setting and have his technician replace the purge solenoid. Star advised Mark to have his tech return the old purge solenoid to his parts dept so it can be fast tracked back per engineering's request. Rich H.

Updated: 12/04/2017 12:48:31 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG6H		Built Date	06/23/2016	Mileage	13,786
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/04/2017 14:35:13	By	T4756RH
Updated	12/06/2017 15:36:11	By	T4756RH

CONTACT

Dealer	45372	JIM BROWNE CHRYSLER JEEP DODGE RAM		Phone	(352) 521-0055
Address	12020 US HIGHWAY 301				
City	DADE CITY	State	FL	ZIP	33525 6023
Dealer Zone	66	County	PASCO	Country	USA
Tech	Simon Martin				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1BG6HR Engine Concern
 Customer Comments: Customer States THE VEHICLE WILL STALL AT A TRAFFIC LIGHT INTERMITTENT
 Updated: 12/04/2017 14:35:13 By T4756RH

RESOLUTION

Outbound call to dealer to speak with Gene the S/A. Emailed customer delay survey and checklist to dealer
 GSLADKIN@JIMBROWNEAUTO.COM Gene stated that the vehicle would not be assigned to a technician until
 tomorrow 12/5. Dealer has my contact information. Rich H.

Updated: 12/04/2017 14:35:13 By T4756RH

Inbound call from Simon Martin who is the technician assigned to this vehicle. Simon has stated that this vehicle is
 modified for handicap use. Has a drop floor and chair lift installed. Reviewed engineering diagnostic check list with
 Simon. Simon will work on getting all the requested data. Simon stated that the dealerships witech system was down
 at the moment. Simon has provided his mobile number for contact 727-389-2537. Simon has my contact information.
 Rich H.

Updated: 12/05/2017 14:22:59 By T4756RH

Star: Tech sent in VSR & Config report and PCM reset data screen shot.

Updated: 12/05/2017 15:29:12 By T4756RH

Star: Service advisor Gene returned completed customer delay survey which was forwarded to Tim M. Rich H.

Updated: 12/05/2017 16:56:20 By T4756RH

Star: Attach screen shots of PCM reset data and cam/crank sync data.

Updated: 12/06/2017 12:40:40 By T4756RH

Outbound call to Simon the technician. Simon manipulated the wire harness in the area of SF855 with the vehicle
 running in his bay and the vehicle continued to run fine no stalling or die out were in encountered. Simon checked all
 the grounds under the hood and none were found to be loose. Inspect all module connectors TIPM & PCM all were
 clean & dry no signs of terminal issues. There were no Powertrain DTC's active or stored. Simon reviewed the SOL
 cases and none of them seem to apply here in this case. Star also spoke with Gene the S/A the vehicle was released
 back to the customer since this vehicle is modified for handi-cap use and has a chair lift and hand controls for the
 throttle and brakes. Star advised Gene that the next step at this point would be to perform a flight recording if the
 concern persists for the customer. Star is closing this ECCI case since the customer has possession of the vehicle.
 Rich H.

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
VIN	2C4RC1BG1	HR	Built Date	09/27/2016	Mileage	10,370
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/05/2017 13:26:01	By	T4756RH
Updated	12/12/2017 09:18:30	By	T4756RH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0934	Line Pressure Sensor Circuit Low	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	66340	GARY MILLER CHRYSLER DODGE JEEP	Phone	(814) 868-3635	
Address	5746 PEACH STREET				
City	ERIE	State	PA	ZIP	16509 2608
Dealer Zone	35	County	ERIE	Country	USA
Tech	Chris Fisher				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1BG1HF Customer Comments: Customer States THAT CHECK ENGINE LIGHT IS ON VEHICLE STALLED WHILE DRIVING
Updated: 12/05/2017 13:26:01 By T4756RH

RESOLUTION

Outbound call to dealer to speak with Chris the S/A was away from desk. Will try back later.
Updated: 12/05/2017 13:26:01 By T4756RH

Outbound call to dealer. Spoke with Chris the S/A and sent him the customer delay survey and diagnostic check list for his technician to review. I provided my contact information. Rich H.
Updated: 12/05/2017 14:58:36 By T4756RH

Outbound call to dealer to speak with S/A Chris. His technician has found that there was a stored fault code in the TCM P0934. His technician has diagnosed the transmission dtc P0934 as needing the valve body replaced. Currently the dealer is waiting for the part to arrive ETA 12/7.
Updated: 12/07/2017 09:11:38 By T4756RH

Star returned a call back to Chris at the dealer. The valve body was installed and the fault code for P0934 has not reset. The technician will continue to test drive the vehicle before releasing the vehicle back to the customer will check back 12/12. Rich H.
Updated: 12/11/2017 11:09:09 By T4756RH

Outbound call to Chris at the dealer. The transmission valve body was replaced for P0934. The vehicle was road tested. No DTC's reset and dealer could not duplicate and stalling/die out concerns. Customer is coming to pick this vehicle up since dealer has completed repairs to the transmission. Star is closing this ECCI case out.
Updated: 12/12/2017 09:18:30 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
VIN	2C4RC1GG0	HR5 [REDACTED]	Built Date	10/12/2016	Mileage	26,554
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PW2	TUSK WHITE				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/06/2017 14:25:33	By	T4756RH
Updated	12/13/2017 14:49:37	By	T4756RH

CONTACT

Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP	Phone	(901) 373-3030	
Address	8170 U S HIGHWAY 64				
City	BARTLETT	State	TN	ZIP	38133 4203
Dealer Zone	63	County	SHELBY	Country	USA
Tech	Kimberly Dennison				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1GG0HR [REDACTED] Customer Comments: Twice on take off vehicle would stall and shut off
Updated: 12/06/2017 14:25:33 By T4756RH

RESOLUTION

Outbound call to dealer to speak with Kimberly the S/A was transferred to V/M left message asking for a call back a.s.a.p. Rich H.
Updated: 12/06/2017 14:25:33 By T4756RH

Outbound call to dealer. Spoke with S/A Kimberly. Dealer has not been able to duplicate the customers concern of stalling after driving vehicle 40 miles. Emailed S/A engine delay survey and diagnostic checklist for the technician. I asked that the tech please call me when the vehicle is brought into the shop and connected the witech. Rich H.
Updated: 12/07/2017 08:58:14 By T4756RH

Inbound call from William the technician. Reviewed the engineering diagnostic checklist with William. William sent in the cam/crank sync monitor data & PCM reset data along with VSR & Config reports. Vehicle has been driven 40 miles by dealerships shop foreman with no stalling/die out occurrences. William that there are no aftermarket accessories or modifications to this vehicle. William stated that there are no Powertrain Dtc's stored or active. William will pull a fuel sample and check the ethanol content. Will check fuel system pressure. Will wiggle test the wiring harness in the area of SF855 with the engine running. Will check/inspect all under hood grounds and PCM/PDC connectors. William will report back results. Rich H.
Updated: 12/08/2017 12:04:26 By T4756RH

Star returned a call back to the dealer to speak with Kim the S/A was advised she was away from he desk. Left message for tech William asking that he please call back with testing results. Rich H.
Updated: 12/11/2017 16:04:48 By T4756RH

Outbound call to dealer to speak with Kim the S/A. Kim stated that she has completed the survey with customer but has yet to send it back in. I also spoke with William the tech. William stated that there were no fuel issues found. E85 is not being used. Fuel sample appeared o.k. fuel system pressure was 58-62 psi. William wiggle/manipulated/pull & press tested the wiring harness starting from the PCM C2 connector all the way past SF855 with the engine running the engine continued to run with no stalling or drivability or idle issues. William stated that all the grounds under the hood were clean and tight. All the PDC and PCM connectors were o.k. no connector or terminal issues were noted upon inspection. The 4 star online cases in the diagnostic checklist were reviewed and did not seem to apply William stated. William stated that this vehicle was road tested approx. 50 miles with no stalling/die out occurrences while in

the dealership's possession. Star advised William that a flight recorder would need to be installed as a next step to see if the stalling could be captured. Star advised William that if he needs a recording template that I could provide one to him via witech-2. William has my contact information. Rich H.

Updated: 12/12/2017 09:56:32 By T4756RH

Star: S/A Kim returned customer delay survey. Attached to ECCI case and forwarded to Tim M.

Updated: 12/12/2017 10:25:37 By T4756RH

Outbound call to the dealer to speak with Kim the S/A. The customer picked their vehicle up. Vehicle left the dealer without the flight recorder being installed. Dealer was never able to duplicate the stalling concern when road tested. Customer now has possession of the vehicle. Star is closing this ECCI case out since the vehicle is no longer at the dealership.

Updated: 12/13/2017 14:49:37 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
VIN	2C4RC1DG8	HR5 [REDACTED]	Built Date	05/25/2016	Mileage	13,864
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/06/2017 14:44:40	By	T4756RH
Updated	12/13/2017 09:08:53	By	T4756RH

CONTACT

Dealer	45716	Jerry Ulm Chrysler Dodge Jeep Ram	Phone	(813) 872-6645	
Address	2966 N DALE MABRY HWY				
City	TAMPA	State	FL	ZIP	33607 2415
Dealer Zone	66	County	HILLSBOROUGH	Country	USA
Tech	RUSSELL HAINES				
STAR	T4756RH				

CUSTOMER CONCERN

Vehicle Flagging Project - 3.6L Stalling - A Vehicle Has Been Located 2C4RC1DG8H [REDACTED] Customer Comments: Customer States with in 5 minutes of driving slower speeds neighborhood driving van will stall Display reads put in park to start Open cair
Updated: 12/06/2017 14:44:40 By T4756RH

RESOLUTION

Outbound call to dealer to speak with Lesley the S/A. Was transferred to V/M. Left message asking for a call back a.s.a.p. Rich H.

Updated: 12/06/2017 14:44:40 By T4756RH

Inbound call from S/A Lesley. Dealer cannot duplicate stalling. Emailed customer survey & diagnostic checklist from engineering asked that the tech please call when vehicle is brought in.

Updated: 12/06/2017 15:00:25 By T4756RH

Inbound call from Russ the technician. Vehicle was road tested 40 miles with no stalling/die outs occurring. Vehicle has no aftermarket accessories or modifications to it. Russ will send VSR/CONFIG reports and cam crank sync data and PCM reset data. Advised Russ to also complete the rest of the checks on the checklist. Manipulate the wiring harness that SF855 inside of it with the engine running. Tech will provide results and requested data a.s.a.p. Rich H.

Updated: 12/08/2017 13:52:33 By T4756RH

Star: Technician Russ sent VSR/CONFIG reports along with PCM reset & cam crank event sync data screen shots all attached to ECCI case.

Updated: 12/11/2017 08:18:59 By T4756RH

Inbound call from Russ the technician. Russ was provided a data recording template. Russ will install the flight recorder and have someone road test the vehicle again in a attempt to capture the stalling/die out event. Rich H.

Updated: 12/11/2017 10:27:20 By T4756RH

Outbound call to the dealer to speak with Russ the technician. Vehicle was road tested by the dealer with the flight recorder installed. The dealer was not able to duplicate the stalling event so it could not be captured using the flight recorder. At this point Russ stated the vehicle will be released back to the customer since no issues could be found. Dealer does not have any additional pods to send out with the customers vehicle for capturing a stalling event. Star is closing this ECCI case out for now. Rich H.

Updated: 12/13/2017 09:08:53 By T4756RH

Field Report

VEHICLE

Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
VIN	2C4RC1EG5	HR [REDACTED]	Built Date	05/31/2016	Mileage	33,269
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PRV	VELVET RED PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	12/07/2017 12:27:23	By	T4756RH
Updated	12/13/2017 10:06:14	By	T4756RH

CONTACT

Dealer	60547	GREAT LAKES CHRYSLER DODGE JEEP	Phone	(440) 224-2075	
Address	6119 LAKE ST				
City	KINGSVILLE	State	OH	ZIP	44048 9776
Dealer Zone	42	County	ASHTABULA	Country	USA
Tech	ALAN STILLIS				
STAR	T4756RH				

CUSTOMER CONCERN

CS Vehicle shut down 2 times while driving also the word Brake displayed on dash
Updated: 12/07/2017 12:27:23 By T4756RH
Rich, I attached the reports and performed wiggle test, did not shut down. Alan
Updated: 12/07/2017 16:40:27 By T4756RH
Rich, I will install flight recorder. Thanks Alan
Updated: 12/13/2017 09:57:07 By T4756RH

RESOLUTION

Alan, Yes FCA is aware and its currently being investigated by engineering. Please attach a vehicle scan report and configuration report to this ticket. Also in witech please screen shot the following the PCM reset data along with the cam/crank synchronization data/Marks data. Also wiggle/manipulate the wiring harness just below the PCM C2 connector where it turns 90 degrees splice SF855 is in that section of the harness. Do the harness wiggle test with the engine idling in your bay. Rich H.
Updated: 12/07/2017 12:27:23 By T4756RH
Alan, Thanks for the update. All you can do at this point is try to get a data recording. Let me know if you need a template I can share one with you via witech-2. Rich H.
Updated: 12/07/2017 16:40:27 By T4756RH
Alan, Any updates on this ticket? Please let me know a.s.a.p. Rich H.
Updated: 12/11/2017 12:04:36 By T4756RH
Star returned a call back to the dealer to speak with Alan. Spoke with S/A Dan. Dan stated Alan was off work today. Dealer is waiting for a new Pod to come in so a flight recording can be performed on this vehicle to capture the stalling/die out event. Left message with Dan the S/A to please update this ticket a.s.a.p. Advised this ticket can be re-opened if a data recording is obtained or if this ticket cannot be re-opened then create a new ticket. Star is closing this ticket out for now until the stalling/die out event can be captured using the flight recorder. Rich H.
Updated: 12/12/2017 09:29:51 By T4756RH
Alan, If you need a template the provide me with your email address and I can share one with you via witech-2. Rich H.
Updated: 12/13/2017 09:57:07 By T4756RH
Vehicle did not stall/quit. Was advised to install flight recorder.

Field Report

VEHICLE

Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
VIN	2C4RC1BG1	HP	Built Date	12/06/2016	Mileage 1,485
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	ERF	3.6L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS			
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	12/12/2017 10:13:00	By	T6948BH
Updated	12/18/2017 16:08:07	By	T6948BH

CONTACT

Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JEEP		Phone	(314) 487-1010
Address	7127 S LINDBERGH BLVD				
City	ST LOUIS	State	MO	ZIP	63125 4305
Dealer Zone	51	County	ST LOUIS	Country	USA
Tech	Anthony Strobl				
STAR	T6948BH				

CUSTOMER CONCERN

dies while driving, no start at times
Updated: 12/12/2017 10:13:00 By T6948BH
 I can not see the connections on the fuse. it is a small cartridge style fuse. but the van does not die when I remove it.
Updated: 12/12/2017 10:13:00 By T6948BH
 they is no discoloration on the pin that I can see.
Updated: 12/12/2017 10:13:00 By T6948BH
 both pin 56 and 57 in the c2 conenctor have no tension. the connector has a part number but there and none out there and no eta on when they are coming. replace the harness ??????????
Updated: 12/12/2017 11:52:37 By T6948BH
 I will try. update you when I figure it out.
Updated: 12/12/2017 12:01:17 By T6948BH
 I l'm replacing the wiring harness at this time. the pins would not stay tight.
Updated: 12/18/2017 13:15:08 By T6948BH

RESOLUTION

Spoke to Anthony on the phone. Advised tech to check for witness marks on fuse 44. Researched related cases, none found for fuse 44. By the scan report provided the cause of stalling appears to be loss of communication with the PCM. Multiple modules are reporting loss of communication with the PCM. The PCM is not logging any DTCs. I suspect the pressure on the PDC is cutting power to the PCM. Inspect the ASSEMBLY-POWER DISTRIBUTION CENTER C2 connector pin 57 (RD wire) when pressing on fuse 44. Inspect the PDC and connector terminal for good witness marks. Report the results to this ticket. Brad H.
Updated: 12/12/2017 10:13:00 By T6948BH
 Can you depin the connector and put a new terminal on it, or tighten connection? Let me know, Brad H.
Updated: 12/12/2017 11:52:37 By T6948BH
 Thank you for the update.
Updated: 12/12/2017 12:01:17 By T6948BH
 Left message with technician and service for update. Vehicle has been completed. I will close the ticket at this time. It will be available for 15 days if you require further assistance.

Updated: 12/18/2017 13:10:15 By T6948BH

Thank you for the update.

Updated: 12/18/2017 13:15:08 By T6948BH

front harness

Updated: 12/18/2017 16:08:07 By T6948BH

Field Report

VEHICLE

Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
VIN	2C4RC1CG0	HR8	Built Date	06/26/2017	Mileage	3,664
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	BB1	BATTERY GOES DEAD	
Created	12/12/2017 12:30:59	By	T2829LC
Updated	12/20/2017 18:26:20	By	T2829LC

CONTACT

Dealer	61749	ROBERSON MOTORS INC	Phone	(503) 363-4117	
Address	3100 RYAN DRIVE S E				
City	SALEM	State	OR	ZIP	97301 5061
Dealer Zone	70	County	MARION	Country	USA
Tech	Evan Lehman				
STAR	T2829LC				

CUSTOMER CONCERN

CUSTOMER STATES BATTERY LIGHT CAME ON WHILE DRIVING AFTER ABOUT A 40 MILE TRIP. VEHICLE GRADUALLY LOST POWER AND LIGHTS, RADIO, ETC ALL DIMMED. FINALLY VEHICLE DIED AND WOULD NOT CRANK

Updated: 12/12/2017 12:30:59 By T2829LC

Scan and config reports attached. Grounds have been checked and are secure and we are continuing to drive vehicle

Updated: 12/14/2017 13:01:05 By T1183MF

REPORTS ARE ATTACHED AS REQUESTED--ALL VOLTAGES WITHIN SPECS, WITH FINDING NO GROUND ISSUES, OR MAIN POWER ISSUES, SUSPECT INTERMITTENT INTERNAL ALTERNATOR FAILURE--PLEASE ADVISE AS TO HOW TO PROCEED

Updated: 12/15/2017 08:06:13 By T1183MF

PARTS ARE ORDERED. THE START STOP BATTERY DID FAIL THE GR8 TEST. IT IS ON ORDER--COMING VENDOR SHIP. ESTIMATED ARRIVAL IS THE MIDDLE OF NEXT WEEK. NOTHING WE CAN DO TO SPEED THE PROCESS

Updated: 12/20/2017 18:26:20 By T2829LC

RESOLUTION

Evan called today with a intermittent charging concern on a 2017 Pacifica. He stated, that as the customer was driving the vehicle gradually lost power and lights slowly dimmed, and it eventually died on the road. Vehicle was towed in and battery charged. Vehicle started up and passed all test. Evan stated, the vehicle has low voltage codes, but not from the PCM. He stated he drove it last night for 34 miles, and was unable to duplicate the concern Evan, with no indication of PCM failure, my immediate suspect is a faulty battery that's able to test true. Also the IBS has caused a lot of concerns without producing any DTC.s. With that said, checking applicable grounds by using a DVOM set to ma, is great for voltage dropping the grounds, and is more accurate then load testing with a bulb. Please attach a scan and configuration report to the ticket, and list any aftermarket, or Mopar accessories installed on the vehicle.
Larry

Updated: 12/12/2017 12:30:59 By T2829LC

SM Evan called. Evan stated reports attached per request, but concern is not present. Test drove vehicle and was unable to duplicate. Tech working on this vehicle reported battery passed test, inspected grounds and charging system operation- no problem found. Suggested to monitor V across battery posts for 20-25 minutes with engine running and loads on (A/C on, headlights on, rear defrost on) and let me know. Mark

Updated: 12/14/2017 13:01:05 By T1183MF

Evan, monitor V across battery posts for 20-25 minutes with engine running and loads on (A/C on, headlights on, rear defrost on) and let me know exact V reading. Mark

Updated: 12/15/2017 08:06:13 By T1183MF

Evan called in, he has been testing for several days, charging system is working properly at this time, no draw found on the system. The customer's original concern was not a no crank or no start, vehicle started fine however the battery light came on and then after driving for 50-60 minutes, vehicle stalled battery was completely dead. Evan is going to disconnect both batteries and test them independently of each other and let me know results. If both pass, he will need to duplicate the customers concern (battery light on, system not charging) to diagnose further. Keep us posted. Maureen

Updated: 12/15/2017 14:47:23 By T3437MT

Hi Evan. We need an update on this vehicle. If the vehicle is repaired, please close the ticket and list what repaired the vehicle. If assistance is still needed, provide an update to let us know. If we do not here from you in 48 hours I will close the ticket. Thank you. Larry

Updated: 12/19/2017 17:50:43 By T2829LC

Hi Evan. That's not a problem, I will close the case pending parts on order. You have up to 14 days to reopen it, just by updating, if further assistance is needed. If the battery resolves the concern, you can close out the ticket on your end and list what was done to repair the vehicle. Thank you Evan. Larry

Updated: 12/20/2017 18:26:20 By T2829LC