


**WI**  
**TECH 2.0**

## VEHICLE SCAN REPORT

**Vehicle** 2020 JEEP WRANGLER 3.6L V6 24V VVT ENGINE UPG I W/ESS  
**VIN** 1C4HJXFG4LW [REDACTED]

**Odometer** 17440.0 miles  
**Publication Date** Tue Apr 06 2021, 8:33:03 PM

## ECU SUMMARY INFO

| ECU   | NAME                           | BUS TYPE | FLASH PART # | CURRENT VIN            | ORIGINAL VIN           | PART #     |
|-------|--------------------------------|----------|--------------|------------------------|------------------------|------------|
| TCM   | Transmission Control Module    | CAN-C    | 68457820AC   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68457820AC |
| PCM   | Powertrain Control Module      | CAN-C    | 68456095AD   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68456095AD |
| ASBS  | Automatic Sway Bar System      | CAN-C    | 68251036AC   |                        |                        | 68251036AC |
| ICS   | Integrated Center Stack        | CAN-I    | 6SX75DX9AA   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 6SX75DX9AA |
| TPM   | Tire Pressure Monitor          | CAN-C    | 68411061AE   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68411061AE |
| RFH   | Radio Frequency Hub            | CAN-C    | 68449322AA   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68449322AA |
| ABS   | Anti Lock Brakes               | CAN-C    | 68443422AC   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68443422AC |
| ESM   | Electronic Shifter             | CAN-C    | 04670713AB   |                        | 1C4HJXFG4LW [REDACTED] | 04670713AB |
| DTCM  | Drive Train Control Module     | CAN-C    | 68416518AA   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68416518AA |
| ORC   | Occupant Restraint             | CAN-C    | 68437718AB   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68437718AB |
| EPS   | Electric Power Steering        | CAN-C    | 68298610AF   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68298610AF |
| HVAC  | Heat, Ventilation and A/C      | CAN-I    | 68438412AB   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68438412AB |
| PTCM  | Power Top Control Module       | CAN-I    | 68371772AB   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68371772AB |
| AMP   | Amplifier                      | CAN-I    | 68471119AA   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68471119AA |
| IPC   | Instrument Panel Cluster       | CAN-C    | 68442288AC   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68442288AC |
| SCCM  | Steering Column Control Module | CAN-C    | 68399809AB   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68399809AB |
| BCM   | Body Controller                | CAN-C    | 68434571AD   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68434570AD |
| RADIO | Radio                          | CAN-I    | 68497060AD   | 1C4HJX                 | 1C4HJXFG4LW [REDACTED] | 68497060AD |
| OCM   | Occupant Classification        | CAN-C    | 68403128AA   | 1C4HJXFG4LW [REDACTED] | 1C4HJXFG4LW [REDACTED] | 68403128AA |
| SGW   | Security Gateway Module        | CAN-C    | 68444861AB   |                        | 1C4HJXFG4LW [REDACTED] | 68444861AB |

|      |                                     |       |            |             |             |            |
|------|-------------------------------------|-------|------------|-------------|-------------|------------|
| DPDM | Driver Presence<br>Detection Module | CAN-C | 68403129AA | 1C4HJXFG4LW | 1C4HJXFG4LW | 68403129AA |
|------|-------------------------------------|-------|------------|-------------|-------------|------------|

**ECU SUMMARY INFO (CONT...)**

| ECU   | COUNTRY CODE | HARDWARE VERSION | SOFTWARE VERSION | IDENT | CVNS     |
|-------|--------------|------------------|------------------|-------|----------|
| TCM   | USA / USA    | 63 35 FF         | 63 35 FF         | 4564  | 079D441F |
| PCM   | USA          | 1B 47            | 08 13 00         | 4416  | 763F2532 |
| ASBS  | USA          | 10 01 00         | 11 21 00         | 4500  |          |
| ICS   | USA          | 10 1E 00         | 11 31 00         | 4802  |          |
| TPM   | USA          | 0E 23 00         | 13 09 05         | 4110  |          |
| RFH   | USA / USA    | 10 31 00         | 12 2D 00         | 4603  |          |
| ABS   | USA          | 12 0A 71         | 13 0F 72         | 4010  |          |
| ESM   | USA          | 13 0C 00         | 12 15 00         | 4322  |          |
| DTCM  | USA          | 11 22 00         | 12 0F 03         | 4501  |          |
| ORC   | USA          | 12 05 00         | 13 04 01         | 4501  |          |
| EPS   | USA          | 10 13 00         | 13 06 DB         | 4005  |          |
| HVAC  | USA          | 10 08 00         | 12 30 02         | 4420  |          |
| PTCM  | USA          | 11 1A 21         | 12 12 60         | 4101  |          |
| AMP   | USA          | 18 2E 00         | 13 08 00         | 4030  |          |
| IPC   | USA          | 17 17 01         | 13 17 01         | 4805  |          |
| SCCM  | USA          | 10 30 00         | 11 29 00         | 4301  |          |
| BCM   | USA          | 0D 11 00         | 13 22 50         | 4620  |          |
| RADIO | USA          | 14 29 16         | 14 29 16         | 8205  |          |
| OCM   | USA          | 11 31 01         | 11 07 04         | 4060  |          |
| SGW   |              | 5                | 743              | 4103  |          |
| DPDM  | USA          | 11 31 01         | 11 0F 04         | 4510  |          |

**DTC SUMMARY**

| ECU | DTC CODE | DTC DESCRIPTION | STATUS |
|-----|----------|-----------------|--------|
|-----|----------|-----------------|--------|

**ENVIRONMENTAL DATA SUMMARY****SNAPSHOT DATA SUMMARY**



[Print](#) | [Close Window](#)

**Subject:** Re: V.I.N. JW [REDACTED]  
**From:** Customer Care <customercare@trackbar.net>  
**Date:** Fri, Aug 07, 2020 1:12 pm  
**To:** [REDACTED] Star Center <starmgmt@fcagroup.com>

This VIN has been inspected and cleared for UA5. However, please open a new case with STAR (in copy) on this vehicle for a separate *porosity* issue. Our service technician will be contacting you to schedule the repair for the porosity issue.

Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR.

Regards,  
-Customer Care

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**From:** Customer Care <customercare@trackbar.net>  
**Sent:** Thursday, August 6, 2020 1:19 AM  
**To:** [REDACTED]  
**Subject:** Re: V.I.N. JW [REDACTED]

We have forwarded your case for further review. We will get back with you as soon as possible.  
Thank you

Regards,  
Customer Care

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**From:** [REDACTED]  
**Sent:** Wednesday, August 5, 2020 4:47 PM  
**To:** Customer Care <customercare@trackbar.net>  
**Subject:** V.I.N. JW [REDACTED]

Ed Tomko Chrysler-Jeep-Dodge-Ram Inc.  
33725 Walker Rd  
Avon Lake, Ohio 44012

Dealer Code:66057

Contact: David Tomko

Email: [REDACTED]

Phone: 440-835-5900  
David Tomko  
Ed Tomko Chrysler-Jeep-Dodge-Ram Inc.  
office 440-835-5900 cell 440 396-3092  
[dtomko@edtomkocjd.com](mailto:dtomko@edtomkocjd.com)

# Case Details ( [REDACTED] )

Print

## Case Summary

|          |                               |              |                                    |                    |                               |
|----------|-------------------------------|--------------|------------------------------------|--------------------|-------------------------------|
| Case Id: | [REDACTED]                    | Case Status: | Closed                             | Application Group: | 491 - BODY/CHASSIS CORE GROUP |
| VIN:     | 1C4HJXDG7JW [REDACTED]        | Eng:         | 3.6L V6 24V VVT Engine Upg I w/ESS |                    |                               |
| Desc:    | JEEP WRANGLER UNLIMITED SPORT | Trans:       | 8-Spd Auto 850RE Trans (Make)      |                    |                               |
| Fam:     | JL                            | Body:        | JLJL74                             |                    |                               |
| MY:      | 2018                          | Emiss:       | 50 State Emissions (NAS )          |                    |                               |
| MDH:     | 2018-06-20 18:00:00.0         | Tr.Bld:      | DFT                                |                    |                               |
| Mileage: | 28,316                        | Eng.Bld:     | ERC (36)                           |                    |                               |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Attachments: | 20220426_163539.jpg (/CherwellExtension/case/GetAttachment?attid=9483c8c0318e80919f458148ed954bdd1ee4247104&fileName=20220426_163539.jpg&p_li=cF91c2VyaWQ9dDE4ODdqdyZwX2ZOYW1lPUNoZXJ3ZWxsJnE20220426_163543.jpg (/CherwellExtension/case/GetAttachment?attid=9483c8c0af236b8b2778664291870291c501c5c469&fileName=20220426_163543.jpg&p_li=cF91c2VyaWQ9dDE4ODdqdyZwX2ZOYW1lPUNoZXJ3ZWxsJnE20220426_163550.jpg (/CherwellExtension/case/GetAttachment?attid=9483c8bf8c78bb164275a84f08b241253606dec347&fileName=20220426_163550.jpg&p_li=cF91c2VyaWQ9dDE4ODdqdyZwX2ZOYW1lPUNoZXJ3ZWxsJnE |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                 |                      |                     |                          |
|-----------------|----------------------|---------------------|--------------------------|
| Primary System: | 13 - FRAME & BUMPERS | Customer Complaint: | NOISY                    |
| Sub-System:     | 13A - FRAME          | Component:          | 13G - CROSSMEMBER, (ANY) |
| Failure:        | DAMAGED              |                     |                          |

|                     |                                   |                         |
|---------------------|-----------------------------------|-------------------------|
| Reason For Contact: | 1 - Advanced Diagnostics Required | Closure Quality Rating: |
|---------------------|-----------------------------------|-------------------------|

|                  |                            |                  |                   |
|------------------|----------------------------|------------------|-------------------|
| Created By:      | James Vaughn (S00322O)     | Created On:      | 4/26/2022 7:28 PM |
| Last Updated By: | Scheduling Service Account | Last Updated On: | 6/12/2022 9:13 PM |

## Contact Information

|                              |                                 |
|------------------------------|---------------------------------|
| Dealer Code:                 | 27263                           |
| Dealer Name:                 | Seaside Chrysler Dodge Jeep Ram |
| Dealer Position Description: |                                 |
| Dealer Contact:              | James Vaughn (S00322O)          |
| Technician SID:              | s00322o                         |
| Dealer City:                 | Seaside                         |
| Dealer State:                | CA                              |
| Contact Phone:               | (831) 210-0011                  |
| Technician Email:            | [REDACTED]                      |
| Training Level:              | 1                               |
| Contact via SMS:             | Yes                             |
| Contact via Email:           |                                 |

## Case Summary

|                             |                                                                 |
|-----------------------------|-----------------------------------------------------------------|
| Customer Waiting:           | Yes                                                             |
| Repair Attempts:            | 0                                                               |
| Days In Shop:               | 33                                                              |
| Initial Concern:            | Suspension noise at right front, metal sound.                   |
| Duplicated:                 | Yes                                                             |
| How to Duplicate:           | under normal driving conditions.                                |
| Repairs Parts and Tests:    | none at this time. found sway bar mounting tab on frame broken. |
| DTCs:                       |                                                                 |
| Information Sent:           |                                                                 |
| Scan Tool Software Version: |                                                                 |
| Last TechCONNECT Search:    |                                                                 |



|                             |                               |
|-----------------------------|-------------------------------|
| Vehicle Off Road or Tow-In: | No                            |
| RO Number:                  |                               |
| Next Step:                  | I will wait for STAR response |
| Fleet Vehicle:              | No                            |

Resolution

|              |               |
|--------------|---------------|
| Description: | Replace frame |
|--------------|---------------|

Conversation

| Customer Concern                                                                                                                                                                                                                     | Status            | ID         | Date                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------|------------------------|
| <b>Dealer States</b> Suspension noise at right front, metal sound.                                                                                                                                                                   | Submitted         | James V.   | 04/26/2022 19:33:34 PM |
| <b>Additional Details</b>                                                                                                                                                                                                            |                   |            |                        |
| <b>Dealer States</b> frame damaged at sway bar mounting tabs                                                                                                                                                                         | Resubmitted       | James V.   | 04/26/2022 19:40:18 PM |
| <b>STAR Response</b>                                                                                                                                                                                                                 |                   |            |                        |
| <b>Agent States</b> James, I will review these pictures with my Support Team. Jerome                                                                                                                                                 | Response provided | Jerome W.  | 04/26/2022 19:49:24 PM |
| <b>STAR Response</b>                                                                                                                                                                                                                 |                   |            |                        |
| <b>Agent States</b> STAR MC: Hey James, After further research it is suggested to replace the frame on this vehicle and swap over the body if not already done so. Let us know if any additional assistance is needed. Thanks, Shaun | Response provided | Deshaun O. | 05/05/2022 07:33:28 AM |
| <b>STAR Response</b>                                                                                                                                                                                                                 |                   |            |                        |
| <b>Agent States</b> James, any update on this vehicle? Jerome                                                                                                                                                                        | Response provided | Jerome W.  | 05/20/2022 14:16:16 PM |
| <b>Additional Details</b>                                                                                                                                                                                                            |                   |            |                        |
| <b>Dealer States</b> My service manager is asking, if there is anything else we can do besides replace frame, or does the frame absolutely have to be replaced?                                                                      | Resubmitted       | James V.   | 05/20/2022 14:17:57 PM |
| <b>STAR Response</b>                                                                                                                                                                                                                 |                   |            |                        |
| <b>Agent States</b> James, Stellantis recommend replace the frame, Jerome                                                                                                                                                            | Response provided | Jerome W.  | 05/20/2022 14:40:47 PM |
| <b>Additional Details</b>                                                                                                                                                                                                            |                   |            |                        |
| <b>Dealer States</b> Ok thank you. I will relay that to my manager.                                                                                                                                                                  | Resubmitted       | James V.   | 05/20/2022 14:42:50 PM |
| <b>STAR Response</b>                                                                                                                                                                                                                 |                   |            |                        |
| <b>Agent States</b> You're welcome James, Jerome                                                                                                                                                                                     | Response provided | Jerome W.  | 05/20/2022 14:44:00 PM |

Case History

| Date Updated           | Updated By             | Action                 |
|------------------------|------------------------|------------------------|
| 05/24/2022 11:55:15 AM | Jerome Wilson          |                        |
| 05/24/2022 11:55:14 AM | Jerome Wilson          | Case Updated           |
| 05/24/2022 11:55:11 AM | Jerome Wilson          |                        |
| 05/24/2022 11:55:11 AM | Jerome Wilson          | Case Updated           |
| 05/24/2022 11:55:05 AM | Jerome Wilson          |                        |
| 05/24/2022 11:55:04 AM | James Vaughn (S00322O) | Case Closed (Resolved) |
| 05/24/2022 11:55:04 AM | Jerome Wilson          | Case Status Changed    |
| 05/24/2022 11:55:04 AM | Jerome Wilson          | Case Updated           |
| 05/24/2022 11:55:04 AM | Jerome Wilson          | Case Updated           |
| 05/20/2022 14:47:13 PM | Jerome Wilson          |                        |
| 05/20/2022 14:47:12 PM | Jerome Wilson          | Case Updated           |

| Date Updated           | Updated By                 | Action                 |
|------------------------|----------------------------|------------------------|
| 05/20/2022 14:44:26 PM | Automation Service Account |                        |
| 05/20/2022 14:42:50 PM | James Vaughn (S00322O)     | Case Resubmitted       |
| 05/20/2022 14:41:14 PM | Automation Service Account |                        |
| 05/20/2022 14:41:01 PM | Jerome Wilson              |                        |
| 05/20/2022 14:41:00 PM | Jerome Wilson              | Case Updated           |
| 05/20/2022 14:19:34 PM | Jerome Wilson              |                        |
| 05/20/2022 14:19:33 PM | Jerome Wilson              | Case Updated           |
| 05/20/2022 14:17:57 PM | James Vaughn (S00322O)     | Case Resubmitted       |
| 05/20/2022 14:16:37 PM | Automation Service Account |                        |
| 05/20/2022 14:16:24 PM | Jerome Wilson              |                        |
| 05/20/2022 14:16:22 PM | Jerome Wilson              | Case Updated           |
| 05/20/2022 14:15:09 PM | Jerome Wilson              | Case Updated           |
| 05/20/2022 14:15:09 PM | Jerome Wilson              | Case Status Changed    |
| 05/20/2022 14:15:09 PM | Jerome Wilson              | Case Updated           |
| 05/20/2022 14:13:18 PM | James Vaughn (S00322O)     | Case Reopened          |
| 05/20/2022 14:13:17 PM | James Vaughn (S00322O)     | Case Updated           |
| 05/10/2022 11:15:14 AM | Jerome Wilson              |                        |
| 05/10/2022 11:15:14 AM | Jerome Wilson              | Case Updated           |
| 05/10/2022 11:15:06 AM | Jerome Wilson              |                        |
| 05/10/2022 11:15:05 AM | Jerome Wilson              | Case Updated           |
| 05/10/2022 11:14:58 AM | Jerome Wilson              |                        |
| 05/10/2022 11:14:57 AM | James Vaughn (S00322O)     | Case Closed (Resolved) |
| 05/10/2022 11:14:57 AM | Jerome Wilson              | Case Status Changed    |
| 05/10/2022 11:14:57 AM | Jerome Wilson              | Case Updated           |
| 05/10/2022 11:14:56 AM | Jerome Wilson              | Case Updated           |
| 05/10/2022 11:14:56 AM | Jerome Wilson              | Case Updated           |
| 05/10/2022 11:14:56 AM | Jerome Wilson              | Case Updated           |
| 05/05/2022 07:33:45 AM | Automation Service Account |                        |
| 05/05/2022 07:33:40 AM | Deshaun Odom               | Case Status Changed    |
| 05/05/2022 07:33:39 AM | Deshaun Odom               | Case Updated           |
| 05/05/2022 07:33:39 AM | Deshaun Odom               | Case Updated           |
| 05/05/2022 07:33:39 AM | Deshaun Odom               | Case Updated           |
| 05/05/2022 07:33:39 AM | Deshaun Odom               | Case Updated           |
| 04/27/2022 07:52:36 AM | Deshaun Odom               | Case Updated           |
| 04/26/2022 19:49:49 PM | Jerome Wilson              |                        |
| 04/26/2022 19:49:48 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:49:48 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:49:48 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:49:48 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:49:48 PM | Jerome Wilson              | Case Status Changed    |
| 04/26/2022 19:49:34 PM | Jerome Wilson              |                        |
| 04/26/2022 19:49:33 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:49:30 PM | Automation Service Account |                        |
| 04/26/2022 19:47:43 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:47:43 PM | Jerome Wilson              | Case Status Changed    |
| 04/26/2022 19:47:43 PM | Jerome Wilson              | Case Updated           |
| 04/26/2022 19:47:18 PM | AppServer IntegrationAct   | Case Updated           |
| 04/26/2022 19:40:18 PM | James Vaughn (S00322O)     | Case Resubmitted       |
| 04/26/2022 19:33:35 PM | James Vaughn (S00322O)     | Case Updated           |
| 04/26/2022 19:33:35 PM | James Vaughn (S00322O)     | Case Updated           |
| 04/26/2022 19:33:35 PM | James Vaughn (S00322O)     | Case Updated           |
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| 04/26/2022 19:33:35 PM | James Vaughn (S00322O)     | Case Updated           |

| Date Updated           | Updated By             | Action       |
|------------------------|------------------------|--------------|
| 04/26/2022 19:33:35 PM | James Vaughn (S00322O) | Case Updated |
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| 04/26/2022 19:33:35 PM | James Vaughn (S00322O) | Case Updated |
| 04/26/2022 19:33:35 PM | James Vaughn (S00322O) | Case Updated |
| 04/26/2022 19:33:35 PM | James Vaughn (S00322O) | Case Updated |
| 04/26/2022 19:28:41 PM | WebSvr RESTSvc         | Case Updated |
| 04/26/2022 19:28:38 PM | James Vaughn (S00322O) | Case Created |

[Print](#)



024

RVI





60252 004





59252 504



024

RVI





**BRAKE** 

Press Brake  
and  
Push Button  
to Start  
31314 mi



GVWR: 2405 KG 5300 LB  
2700 LB WITH 245/75R17 112T TIRES  
RIMS AT 250 KPA ( 36 PSI) COLD  
3000 LB WITH 245/75R17 112T TIRES  
RIMS AT 250 KPA ( 36 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

MPV MDH:041502 322AA  
TYPE: [REDACTED] TRIM: 47X9  
VEHICLE MADE IN U.S.A. PAINT: PX8

KEY VILLAGE  
DMA  
KEY VILLAGE  
PSLER DM  
P DM PS  
MENTOR A  
VILLE, ON A









69274 D05

181











194 175

69275 D05







































69775-005

10.9













69275 005

341

341































8A 45

69215 00





























69202

891





























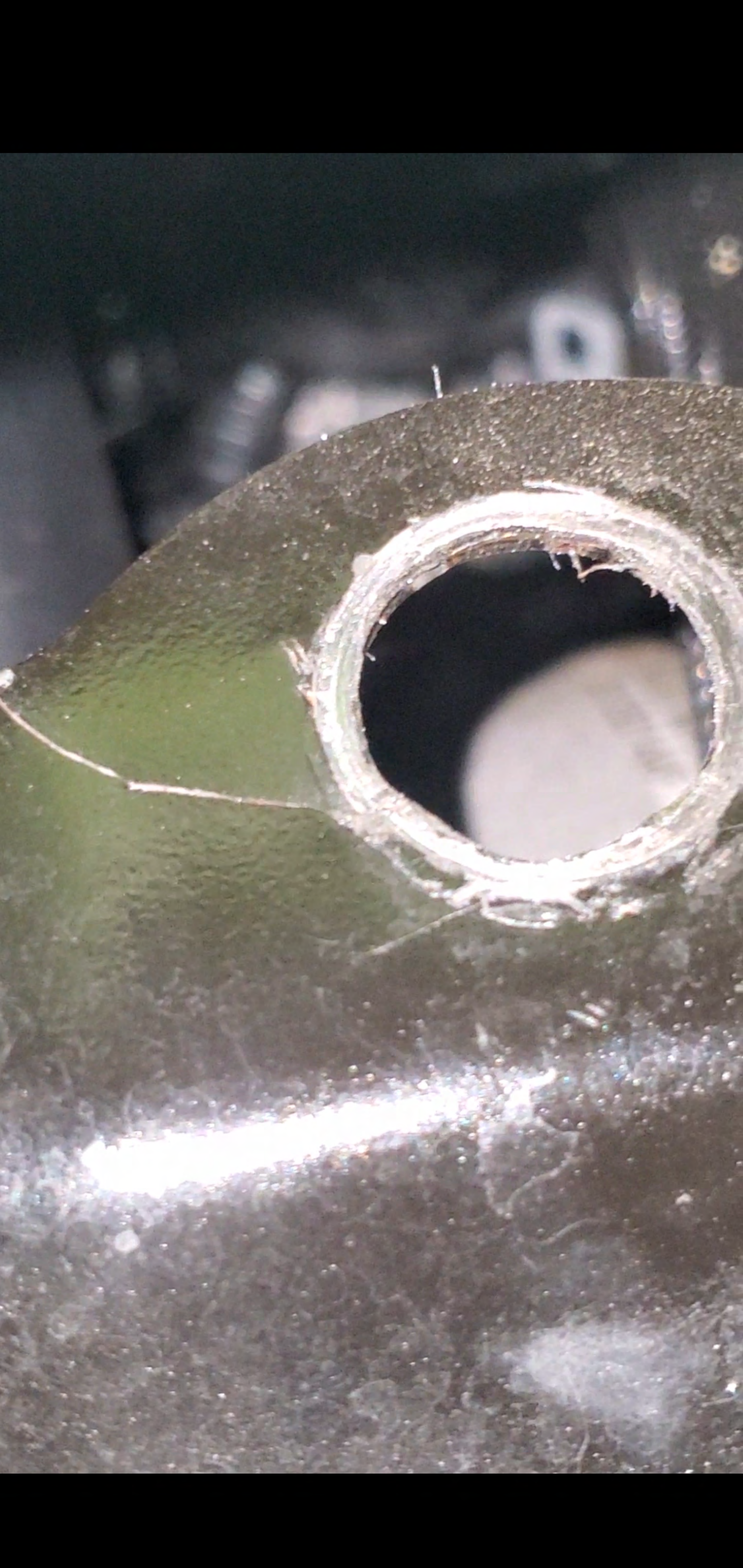
































18A

73

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69202

















6

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161 20 2

11H 20269



69307 H11

161 20



161

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2

69307 H 11



161

20

2

69307 H 11

























DO NOT Use (2)  
Warning & Appli-  
cations, DO NOT  
Exceed 15' High  
Exceeding T-plates









**WARNING**  
Do not use a vehicle  
to lift the (C)  
maximum height  
15 ft (4.6 m). DO NOT  
exceed 15 ft (4.6 m).  
Do not use a vehicle  
to lift the (C)  
maximum height  
15 ft (4.6 m). DO NOT  
exceed 15 ft (4.6 m).













Do Not Use This Jack to Lift a Vehicle. DO NOT use this jack to lift a vehicle. DO NOT use this jack to lift a vehicle. DO NOT use this jack to lift a vehicle.









F. 2200E06



69202-001

75



























69275 D05















