

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEG1JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	05/30/2018	Mileage (Miles)	7268	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	13G - CROSSMEMBER, (ANY)					
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED	
Customer Complaint / Reason for contact	CRACKED					
Created Date	02/25/2020	Created By		Updated Date	02/26/2020	Updated By

CONTACT

Dealer	44990	Autonation Chrysler Dodge Jeep		Phone	
Address	21777 Katy Freeway				
City	Katy	State	TX	ZIP	77450
Dealer Zone	63	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2		
Initial Concern	Cust came in for UA5 recall and found porosity in the outer weld.						
Duplicated	Yes		Repairs Parts and Tests		Customer care requested an open star case for porosity in the outer weld		
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Chrysler care and the welder came out this morning and welded it already.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	02/25/2020	1C4HJXEG1JW	3	06/13/2018	PAID
	02/25/2020	1C4HJXEG1JW	0	06/13/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Also found porosity in the inner weld. Doing the inner and outer now.		02/25/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Daniel, thanks for contacting FCA/STAR. Please refer to the UA5-18 recall, pages 3 - 8 under Service Procedure, and submit images as outlined in the recall. Make sure all images are clear and crisp. Thanks, Ernie		02/25/2020
Dealer States	Hey Ernie, the pictures have already been submitted to Chrysler care and the welder came out this morning and welded it already. Do you need the pictures also? Also am I using the labor ops from the recall or straight time since porosity is not due to the recall.		02/25/2020
Agent States	Daniel, no. If the issue has been resolved we will close the case. Thanks, Ernie		02/25/2020
Dealer States	Is this going under the recall line or do I add a line and run straight time for this repair???		02/25/2020
Agent States	Daniel, thank you for the update. That is a great question for your Warranty Administrator or your Service and Parts District Manager(as suggested in the recall). Once you read this, please close the case on your end. Leo.		02/26/2020

CHERWELL REPORT

VEHICLE

VIN	1C4GJXAG3JW	Model Year	2018	Body	JLJL72	JEEP WRANGLER SPORT
Built Date	05/30/2018	Mileage (Miles)	14589	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	02X - TRACK BAR, FRONT					
Primary System	02 - FRONT SUSPENSION	Sub System	02F - STANDARD SUSPENSION	Area of Failure	BROKEN OR CRACKED	
Customer Complaint / Reason for contact	APPEARANCE					
Created Date	02/25/2020	Created By		Updated Date	02/26/2020	Updated By

CONTACT

Dealer	44990	Autonation Chrysler Dodge Jeep		Phone	
Address	21777 Katy Freeway				
City	Katy	State	TX	ZIP	77450
Dealer Zone	63	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	1		
Initial Concern	Customer came in for UA5 recall and found porosity in the outer weld.						
Duplicated	Yes		Repairs Parts and Tests	Customer came in for UA5 recall and found porosity in the outer weld. Customer care requested star case.			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Tech requested closure.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	02/25/2020	1C4GJXAG3JW	0	06/25/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Daniel, Please review SOL that covers weld porosity. Follow this SOL and provide pictures of the welds that are suspected of having porosity issues. Also please specify where the weld concern is. Thanks, Nick		02/25/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	The pictures have been submitted to Chrysler care and they sent out a welder to weld them this morning. They had requested a open star case. Do you need the pictures as well or anything else from me? The wrangler is already reassembled and good to go.		02/25/2020
Dealer States	Also what labor ops am I using?		02/25/2020
Agent States	Hello Daniel, If you are not able to find any other weld porosity concerns with any portion of the frame then no further assistance is needed and the case can closed. As for the labor op question use the info from the recall where the labor ops are listed on page 12. If you still have warranty questions refer to your warranty admin. If the warranty admin is not able to provide the answers your looking for refer to page 14 of the recall that states under additional information "If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager". Once this response has been viewed please close the case if no further assistance is needed. Thanks, Nick		02/26/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFG6KW	Model Year	2019	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	07/05/2019	Mileage (Miles)	16644	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	IMPROPER ASSEMBLY TO UNDERBODY		
Customer Complaint / Reason for contact	APPEARANCE						
Created Date	03/26/2020	Created By		Updated Date	03/28/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
20191227_211003.jpg	s32008p	03/26/2020

CONTACT

Dealer	60134	Reedman Toll Auto World		Phone	
Address	1700 E Lincoln Hwy				
City	Langhorne	State	PA	ZIP	19047
Dealer Zone	35	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	3		
Initial Concern	Control arm weld on frame. Vehicle is a buy back						
Duplicated	Yes	Repairs Parts and Tests		none			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	The repair is scheduled for 3/30/20
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	03/26/2020	1C4HJXFG6KW	10385	12/06/2019	PAID
	03/26/2020	1C4HJXFG6KW	10787	12/13/2019	PAID
	03/26/2020	1C4HJXFG6KW	10385	12/18/2019	PAID
	03/26/2020	1C4HJXFG6KW	10385	12/18/2019	SUSPENDED
	03/26/2020	1C4HJXFG6KW	7966	11/01/2019	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	03/26/2020	1C4HJXFG6KW	9148	11/04/2019	PAID
	03/26/2020	1C4HJXFG6KW	11200	12/27/2019	PAID
	03/26/2020	1C4HJXFG6KW	0	07/11/2019	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Matthew, Reviewing Star on line publication [REDACTED] i will forward this information to my support team for further investigation. You state this vehicle has been bought back or is in process of being bought back for this concern ? Jim W		03/26/2020
Dealer States	vehicle has already been bought back.		03/26/2020
Agent States	Thanks for the update Matthew, I am waiting for a reply from my support team to determine the next step. Jim W		03/28/2020
Agent States	Matthew, After consulting with my support team was advised The repair is scheduled for 3/30. The weld team has reached out to your service manager. Due to a repair date is scheduled we are closing this case, Thank you, Be safe and healthy, Jim W		03/28/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEGXJW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	05/25/2018	Mileage (Miles)	10000	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	02X - TRACK BAR, FRONT					
Primary System	02 - FRONT SUSPENSION	Sub System	02F - STANDARD SUSPENSION	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	APPEARANCE					
Created Date	04/08/2020	Created By		Updated Date	04/08/2020	Updated By

CONTACT

Dealer	45664	Performance Chrysler Jeep Dodge		Phone	9374349500
Address	95 Loop Rd				
City	Centerville	State	OH	ZIP	45459
Dealer Zone	42	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0
Initial Concern	Weld porosity issues.		
Duplicated		Repairs Parts and Tests	
DTC1	DTC2	DTC3	DTC4
Information Sent			
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	RO Number

RESOLUTION

Description	No weld porosity issues other than UA5
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	04/08/2020	1C4HJXEGXJW	0	06/29/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I called the dealership at (937-434-9500). I spoke with someone in Service who placed me on hold to get Grant to the phone. I spoke with Grant and I reviewed STAR Online Publication. He stated there were no other porosity issues and only one he had questions on was the one for the UA5. At this point, since we have no other weld porosity issues, I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within 15 days and it will reopen the case. If after the 15 days, open a		04/08/2020

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	new case and reference this case number. Thank you for using FCA STAR and for working through this challenging time, Leo.		

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEGXJW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	05/24/2018	Mileage (Miles)	31556	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	02M - BUSHING(S) ANY					
Primary System	02 - FRONT SUSPENSION	Sub System	02F - STANDARD SUSPENSION	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	SERVICE BULLETINS / RECALLS / RRT					
Created Date	04/30/2020	Created By		Updated Date	05/05/2020	Updated By

CONTACT

Dealer	45714	Albemarle Chrysler Dodge Jeep Ram		Phone	
Address	200 Highway 740 Byp E				
City	Albemarle	State	NC	ZIP	28001
Dealer Zone	66	County			
Technician TID/SID	S43320P	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	UA5 Recall				
Duplicated	Yes	Repairs Parts and Tests	Contacted customercare@trackbar.net for UA5 recall indicated weld team required to repair weld Shop hours - Monday - Friday 8am - 5pm No welding equipment available 220v		
DTC1		DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Closure Requested
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	04/30/2020	1C4HJXEGXJW	11	10/23/2018	PAID
	04/30/2020	1C4HJXEGXJW	11	10/23/2018	REJECTED
	04/30/2020	1C4HJXEGXJW	0	07/10/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Casey, can you please clarify the reason for opening this case? As far as I have read through the recall you are to communicate with customer care to consult with a customer care representative. If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager. Thank you, Tony R		04/30/2020
Dealer States	This VIN (JW [REDACTED]) has been inspected and cleared for UA5. Please open a new case with STAR 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. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) attached email from customercare - appears to need to be welded due to porosity		04/30/2020
Agent States	I will review with my support. Tony R		05/05/2020
Agent States	Hello Casey, after reviewing with support I understand the confusion or the response you were given. Advised per the Email you attached to the case, the vehicle has been cleared for the UA5 which we do not deal with. If you find any other porosity issues you can open a STAR case but if did not find any other porosity issues a STAR case does not need to be opened. please respond to customer care representative with information they requested. If you have any other concerns with performing actions please contact your Service and Parts District Manager. Thank you, Tony R		05/05/2020
Agent States	If no further assistance is needed you can go ahead and close the case. If after you close the case and further assistance is needed you can reopen within 15 days. Thank you, Tony R		05/05/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFN9LW	Model Year	2020	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	01/28/2020	Mileage (Miles)	2034	MDH		
Engine	EC3	EC3				
Transmission	DFT	DFT				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	02V - STABILIZER BAR, FRONT					
Primary System	02 - FRONT SUSPENSION	Sub System	02F - STANDARD SUSPENSION	Area of Failure	BROKEN OR CRACKED	
Customer Complaint / Reason for contact	BROKEN					
Created Date	07/08/2020	Created By		Updated Date	07/14/2020	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
1.JPG	s08923b	07/08/2020
2.JPG	s08923b	07/08/2020
3.JPG	s08923b	07/08/2020
4.JPG	s08923b	07/08/2020
5.JPG	s08923b	07/08/2020

CONTACT

Dealer	41561	Goeckner Bros Inc	Phone		
Address	600 East Fayette				
City	Effingham	State	IL	ZIP	62401
Dealer Zone	51	County			
Technician TID/SID	S08923B	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	7		
Initial Concern	rattle in left front.						
Duplicated	Yes		Repairs Parts and Tests	The left front sway bar mounting bracket is broken off of the frame. Am attaching pictures and am wondering what the recommended repair for this would be.			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	A welder from fca was here this morning, cut old bracket off and welded new on.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	07/08/2020	1C4HJXFN9LW	0	04/06/2020	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Brian, thanks for contacting FCA/STAR. I am going to contact my support regarding the broken sway bar bracket and will update the case shortly. Thanks, Ernie.		07/09/2020
Dealer States	Thank you, I have also sent pics to TA Jeffrey Kern		07/09/2020
Agent States	Brian, thanks, let me know if Jeffrey applies, I have not heard from my support yet on this case. Thanks, Ernie.		07/14/2020
Agent States	Called the dealer and spoke with Brian Mette. Advised to secure the vehicle and wait for FCA to reach out to them. He said he would. Thanks, Ernie.		07/14/2020
Dealer States	A welder from fca was here this morning, cut old bracket off and welded new on.		07/14/2020
Agent States	Brian, nice. Thanks for the update, have a great week, closing the case. Ernie		07/14/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFG5JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	06/06/2018	Mileage (Miles)	44755	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED		
Customer Complaint / Reason for contact	BROKEN						
Created Date	08/03/2020	Created By		Updated Date	08/05/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
IMG_0818.jpg	s71370n	08/03/2020
IMG_0819.jpg	s71370n	08/03/2020
IMG_0820.jpg	s71370n	08/03/2020
IMG_0820.jpg	s71370n	08/03/2020
IMG_0821.jpg	s71370n	08/03/2020
IMG_0822.jpg	s71370n	08/03/2020

CONTACT

Dealer	59578	Glendale Dodge Chrysler Jeep	Phone	
Address	900 S Brand Blvd			
City	Glendale	State	CA	ZIP 91204
Dealer Zone	71	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	10
Initial Concern	rear control arm bracket loose				
Duplicated	Yes	Repairs Parts and Tests	replace or repair?		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Frame bracket welded.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/03/2020	1C4HJXFG5JW	40252	04/28/2020	PAID
	08/03/2020	1C4HJXFG5JW	18925	01/24/2019	PAID
	08/03/2020	1C4HJXFG5JW	22458	03/19/2019	PAID
	08/03/2020	1C4HJXFG5JW	27040	06/03/2019	PAID
	08/03/2020	1C4HJXFG5JW	27040	06/03/2019	REJECTED
	08/03/2020	1C4HJXFG5JW	27040	06/03/2019	SUSPENDED
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	PAID
	08/03/2020	1C4HJXFG5JW	32908	10/21/2019	PAID
	08/03/2020	1C4HJXFG5JW	10889	09/19/2018	PAID
	08/03/2020	1C4HJXFG5JW	12905	10/15/2018	PAID
	08/03/2020	1C4HJXFG5JW	12905	10/15/2018	REJECTED
	08/03/2020	1C4HJXFG5JW	12905	10/15/2018	SUSPENDED
	08/03/2020	1C4HJXFG5JW	40252	04/28/2020	PAID
	08/03/2020	1C4HJXFG5JW	40252	04/28/2020	REJECTED
	08/03/2020	1C4HJXFG5JW	40252	04/28/2020	SUSPENDED
	08/03/2020	1C4HJXFG5JW	12905	10/15/2018	PAID
	08/03/2020	1C4HJXFG5JW	12905	10/15/2018	REJECTED
	08/03/2020	1C4HJXFG5JW	22458	03/19/2019	PAID
	08/03/2020	1C4HJXFG5JW	22458	03/19/2019	REJECTED
	08/03/2020	1C4HJXFG5JW	22458	03/19/2019	SUSPENDED
	08/03/2020	1C4HJXFG5JW	27040	06/03/2019	PAID
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	PAID
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	REJECTED
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	SUSPENDED
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	PAID
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	REJECTED
	08/03/2020	1C4HJXFG5JW	32424	10/03/2019	PAID
	08/03/2020	1C4HJXFG5JW	0	06/22/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	attached picture of left rear lower control arm pocket where it is broken at the frame weld		08/03/2020
Agent States	Hello Andrew. Does this vehicle have any aftermarket accessories like a lift, larger tires or anything like that? Please attach a few more picture at different angles and I will look into this. Thank you, Greg		08/03/2020
Dealer States	i attached pictures of the vehicle and suspension. vehicle is equipped with the mopar rubicon springs , arms and fox shocks and 37 inch tires		08/04/2020
Agent States	Thank you Andrew. I will review this with my support and get back to you. Greg		08/05/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	STAR called the tech. Andrew States the weld team came today and repaired the concern. STAR is closing the case. Thank you, Greg		08/05/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXCG3JW	Model Year	2018	Body	JLJS72	JEEP WRANGLER RUBICON
Built Date	05/30/2018	Mileage (Miles)	1646	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED		
Customer Complaint / Reason for contact	BROKEN						
Created Date	08/07/2020	Created By		Updated Date	08/12/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
20200807170944488.pdf	S53682B	08/07/2020
581_4001.JPG	S53682B	08/07/2020
581_4002.JPG	S53682B	08/07/2020
581_4003.JPG	S53682B	08/07/2020
581_4004.JPG	S53682B	08/07/2020

CONTACT

Dealer	66057	Ed Tomko Chrysler Jeep Dodge, Inc.		Phone	
Address	33725 Walker Rd				
City	Avon Lake	State	OH	ZIP	44012
Dealer Zone	42	County			
Technician TID/SID	S35942B	Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9		
Initial Concern	ADVISED TO OPEN STAR CASE FOR RECALL UA5 POROSITY ISSUE						
Duplicated	Yes	Repairs Parts and Tests		NONE			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Frame weld team.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/07/2020	1C4HJXCG3JW	0	06/29/2018	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	STAR called the tech. Keith states a letter was sent to him from customer care stating a team will be assigned and to open a STAR case. Advised tech to please attach a picture of the letter received as well as any photos of the concern to the case and we will go from there. Thank you, Greg		08/07/2020
Dealer States	ADDITIONAL PHOTO'S		08/07/2020
Agent States	Thank you Keith. I just heard back from support and the would like you to review SOL case [REDACTED] and use the ruler for these measurements as in that case and document the pictures. Greg		08/11/2020
Dealer States	The welder is coming out on 08/12/2020 to weld the frame bracket. I will close the case after he is completed		08/11/2020
Agent States	Thank you David. Please close the case when the repair is complete. Greg		08/12/2020
Dealer States	Frame has been welded!!!!		08/12/2020
Agent States	Thank you David. I will close the case. Greg		08/12/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFG0JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	04/24/2018	Mileage (Miles)	12165	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	17I - ARM, LOWER / UPPER CONTROL					
Primary System	17 - REAR SUSPENSION	Sub System	17A - REAR SUSPENSION	Area of Failure	BROKEN OR CRACKED	
Customer Complaint / Reason for contact	LOOSE					
Created Date	08/25/2020	Created By		Updated Date	09/02/2020	Updated By

CONTACT

Dealer	43594	Gresham Chrysler Dodge Jeep Ram		Phone	
Address	855 N.E. Burnside				
City	Gresham	State	OR	ZIP	97030
Dealer Zone	70	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	9		
Initial Concern	rear control arm bracket separated from the frame. Refer to						
Duplicated	Yes	Repairs Parts and Tests		none contacted DM and field rep			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Vehicle repaired
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/25/2020	1C4HJXFG0JW	7236	11/20/2019	PAID
	08/25/2020	1C4HJXFG0JW	14	06/14/2018	PAID
	08/25/2020	1C4HJXFG0JW	5723	08/02/2019	PAID
	08/25/2020	1C4HJXFG0JW	0	05/25/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Jeff, Could you provide several high quality, high resolution photo from multiple views/angles to demonstrate the concern? If it's easier for you, you can		09/02/2020

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	email them to me at [REDACTED] Thanks, Nick		
Agent States	Also does the vehicle have any aftermarket accessories or modifications such as a lift kit or larger wheels and tires? Thanks, Nick		09/02/2020
Agent States	Weld team visited vehicle and performed repairs. Case being closed since vehicle is repaired.		09/02/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXDG8JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	01/12/2018	Mileage (Miles)	28537	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID					Case Status	Closed	
Application Group							
Component Group	17I - ARM, LOWER / UPPER CONTROL						
Primary System	17 - REAR SUSPENSION	Sub System	17A - REAR SUSPENSION	Area of Failure	WELD DEFECT		
Customer Complaint / Reason for contact	Not Available						
Created Date	08/27/2020	Created By		Updated Date	08/28/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Broken Weld(1) VIN-1C4HJXDG8JW Case ID .jpeg	t4510wh	08/27/2020
Broken Weld(2) Outside Frame VIN-1C4HJXDG8JW Case ID .jpeg	t4510wh	08/27/2020
Broken Weld(3) Inside frame VIN-1C4HJXDG8JW Case ID .jpeg	t4510wh	08/27/2020

CONTACT

Dealer	24230	The Faricy Boys	Phone	
Address	4950 New Car Dr			
City	Colorado Springs	State	CO	ZIP 80923
Dealer Zone	74	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	click/popping noise in rear of vehicle in the suspension						
Duplicated	Yes	Repairs Parts and Tests	found bracket that holds rear lower control arm to the frame the weld is broke on both sides				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Weld team dispatched to dealership
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/14/2022	1C4HJXDG8JW	19	05/25/2018	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/14/2022	1C4HJXDG8JW	19	06/13/2018	PAID
	09/14/2022	1C4HJXDG8JW	7443	02/01/2019	PAID
	09/14/2022	1C4HJXDG8JW	16634	09/18/2019	PAID
	09/14/2022	1C4HJXDG8JW	24813	05/20/2020	PAID
	09/14/2022	1C4HJXDG8JW	28537	08/27/2020	PAID
	09/14/2022	1C4HJXDG8JW	28537	08/27/2020	REJECTED
	09/14/2022	1C4HJXDG8JW	28537	08/27/2020	SUSPENDED
	09/14/2022	1C4HJXDG8JW	37526	05/17/2021	PAID
	09/14/2022	1C4HJXDG8JW	37526	05/17/2021	SUSPENDED
	09/14/2022	1C4HJXDG8JW	45067	07/26/2022	PAID
	09/14/2022	1C4HJXDG8JW	0	05/23/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Nate. Are there any aftermarket components or modifications on the vehicle? Can you please take some pictures of the vehicle and of the damaged area and attach them to the case? Please take several from varying distances and angles to provide perspective and orientation. You can also send them to my email if you need - wh404@chrysler.com		08/27/2020
Dealer States	my email i sent the pictures from is [REDACTED] vehicle is stock and do not see any impact damage that would of cause this thanks		08/27/2020
Agent States	Thanks Nate. I will send this information to my support to find out how they would like to address the concern. We will get back to you with further instructions. *Pictures have been attached to this case*		08/27/2020
Dealer States	ok thanks		08/28/2020
Agent States	Hi Nate. A weld team has been dispatched to repair the concern. They will contact your dealership directly with a date and time of arrival. You can go ahead and close out the case now. If after you close the case you need further assistance from STAR you can re-open the case. Thanks, Bill H		08/28/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEN9KW	Model Year	2019	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	11/30/2018	Mileage (Miles)	20911	MDH		
Engine	EC3	EC3				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED		
Customer Complaint / Reason for contact	CRACKED						
Created Date	08/28/2020	Created By		Updated Date	09/30/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
IMG_20200828_100616.jpg	S90746P	08/28/2020
IMG_20200828_100613.jpg	S90746P	08/28/2020
IMG_20200828_095518.jpg	S90746P	08/28/2020
JL Shock Tower - Shock Attachment Repair Procedure_v2_09-12-2020.pptx	t8931gw	09/14/2020

CONTACT

Dealer	26118	Keffer Chrysler Jeep Dodge		Phone	
Address	8214 E Independence Blvd				
City	Charlotte	State	NC	ZIP	28227
Dealer Zone	66	County			
Technician TID/SID	S90746P	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	37		
Initial Concern	Crack on frame at RF upper shock mount						
Duplicated	Yes	Repairs Parts and Tests			n/a		
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Vehicle being bought back. Closure requested.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/18/2020	1C4HJXEN9KW	16421	05/12/2020	PAID
	09/18/2020	1C4HJXEN9KW	16421	05/12/2020	REJECTED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/18/2020	1C4HJXEN9KW	19814	07/28/2020	PAID
	09/18/2020	1C4HJXEN9KW	20403	08/12/2020	PAID
	09/18/2020	1C4HJXEN9KW	3	12/17/2018	REJECTED
	09/18/2020	1C4HJXEN9KW	11246	01/24/2020	PAID
	09/18/2020	1C4HJXEN9KW	5129	09/16/2019	PAID
	09/18/2020	1C4HJXEN9KW	5388	09/24/2019	PAID
	09/18/2020	1C4HJXEN9KW	0	12/18/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Jonathan. Are the pictures you attached of the mount pulled out of the frame or what looks like a crack next to it or both? Let me know. Thank you, Greg		08/28/2020
Dealer States	its a crack a the top of the mount. Supposedly Tony Fyfe was supposed to send some information to you guys as well so a welding team can come out		08/28/2020
Agent States	Thank you Jonathan. Let me check on this, Greg		09/14/2020
Agent States	STAR called the tech. Advised that I have attached the repair procedure from engineering to the case. When you get it you can close this case. Thank you, Greg		09/14/2020
Agent States	STAR contacted the dealer and spoke with Chris. Chris has gotten no follow up information as yet. I will check on my end and update the case. Thank you, Greg		09/14/2020
Agent States	I have contacted my support and I will let you know as soon as I hear back from them. Thank you, Greg		09/14/2020
Dealer States	So are we supposed to hire a certified welder to do it or are they sending somebody? Or is a tech supposed to do it? i am not a certified welder nor have i ever welded. I don't think anyone here is a certified welder.		09/14/2020
Agent States	You can have a body shop do it or do a sublet claim, Greg		09/16/2020
Dealer States	was told to re open case per say that we cannot find someone to weld the frame.		09/18/2020
Agent States	Hello Jonathan, Allow me to review this with my support further. Looking over the previous case responses, it appear that they were already involved. I will update the case when I have additional information. Thanks, Nick		09/22/2020
Dealer States	10-4		09/22/2020
Agent States	My apologies Jonathan, we are still trying to find a resolution for this situation. Thanks, Nick.		09/30/2020
Agent States	Hello Jonathan, I am still awaiting a response from my support team. They are reviewing the situation. Thanks, Nick		09/30/2020
Agent States	SETA Fyfe contacted the AM and the SM the customer is being traded out of the vehicle. Once this completed the dealer have the repair process completed. TA advised the dealer to close the case. alf3		09/30/2020
Agent States	Hello Jonathan, I have been in contact with my support team as well as your TA Tony Fyfe and AM to try and get this resolved. I do not have answer yet but we are working on it. Thanks, Nick		09/30/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEG2JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	05/22/2018	Mileage (Miles)	18967	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	02X - TRACK BAR, FRONT					
Primary System	02 - FRONT SUSPENSION	Sub System	02F - STANDARD SUSPENSION	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	APPEARANCE					
Created Date	09/23/2020	Created By		Updated Date	09/25/2020	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ua5.jpg	s86541q	09/23/2020
ua5.jpg2.jpg	s86541q	09/23/2020

CONTACT

Dealer	60483	Crown Chrysler Dodge Jeep Ram FIAT			Phone	
Address	2120 Chapman Rd					
City	Chattanooga	State	TN	ZIP	37421	
Dealer Zone	66	County				
Technician TID/SID	S86541Q	Technician Email				
Training Level	CORE	Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	35		
Initial Concern	Chrysler told us to open a star case for surface porosity						
Duplicated	Yes	Repairs Parts and Tests	sent pictures to Chrysler for recall was told to open star case				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	FCA rep coming to the dealer on Tuesday.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/23/2020	1C4HJXEG2JW	13584	09/30/2019	PAID
	09/23/2020	1C4HJXEG2JW	0	07/04/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	James, thanks for contacting FCA/STAR. If this concern is for the Safety Recall UA5 ?Track BarWeld, the follow the instructions on page# and take the pictures as shown making sure they are crisp and clear and the last 3 digits of the VIN is painted on with a white paint stick. Attach them to the case. Thanks, Ernie.		09/23/2020
Dealer States	i attached the pictures		09/23/2020
Agent States	James, thanks for the images. After reviewing the R85 recall, did you follow the instructions on page 6 of the recall? It says to forward the photos to: customercare@trackbar.net, and include the VIN#, and enter the VIN# in the subject line, both photos, and dealership contact information. If not review page 6 and send the email. Thanks, Ernie.		09/23/2020
Dealer States	we did submit the photos to them and they told us to open a star case		09/24/2020
Agent States	James thanks for the reply. You still need to be in contact with CAIR. Looking at STAR Case: [REDACTED] this will determine if there is a porosity concern with the weld, looking at the images it would appear so. Ernie		09/25/2020
Agent States	James, thanks, I will update the case shortly. Ernie.		09/25/2020
Dealer States	Chrysler care is sending someone out to look at it on Tuesday		09/25/2020
Agent States	James, that is great. Since a rep is coming on site, we will close this case. Have a great weekend. Ernie.		09/25/2020

CHERWELL REPORT

VEHICLE

VIN	1C4HJXDG2JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	03/19/2018	Mileage (Miles)	36341	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	IMPROPER ASSEMBLY TO UNDERBODY		
Customer Complaint / Reason for contact	BROKEN						
Created Date	03/18/2021	Created By		Updated Date	03/19/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
0318211307a.jpg	S50947H	03/18/2021
0318211307a.jpg	S50947H	03/18/2021
0318211307.jpg	S50947H	03/18/2021

CONTACT

Dealer	60581	Larry H. Miller Chrysler Jeep		Phone	
Address	13165 N Autoshow Ave				
City	Surprise	State	AZ	ZIP	85388
Dealer Zone	70	County			
Technician TID/SID	S50947H	Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	5		
Initial Concern	WANDERS WHILE DRIVING						
Duplicated	Yes	Repairs Parts and Tests	NONE - WAS ASKED TO START STAR CASE TO SEE IF WE CAN GET THIS COVERED AND WHAT THE PROCESS IS TO GET IT REPAIRED - ATTACHED PICTURES OF LR LOWER CONTROL ARM BRACKET				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Technician requested closure, Welder coming to the dealership
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	03/18/2021	1C4HJXDG2JW	17732	01/07/2020	PAID
	03/18/2021	1C4HJXDG2JW	27270	07/15/2020	PAID
	03/18/2021	1C4HJXDG2JW	2	06/15/2018	PAID
	03/18/2021	1C4HJXDG2JW	29572	09/02/2020	PAID
	03/18/2021	1C4HJXDG2JW	29572	09/02/2020	SUSPENDED
	03/18/2021	1C4HJXDG2JW	32588	11/11/2020	PAID
	03/18/2021	1C4HJXDG2JW	32588	11/11/2020	REJECTED
	03/18/2021	1C4HJXDG2JW	32588	11/11/2020	SUSPENDED
	03/18/2021	1C4HJXDG2JW	33413	11/24/2020	PAID
	03/18/2021	1C4HJXDG2JW	0	06/04/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Gene, Has this vehicle been modified, tires, wheels, aftermarket accessories, etc.? Once we have this information I will escalate this case for further review. Jim W		03/18/2021
Dealer States	no actually its stock - just came in complaining of wandering and we found this		03/18/2021
Agent States	STAR MC: Hello Gene, I am currently researching this, I will update you shortly. Thanks, Shaun		03/19/2021
Agent States	STAR MC: Hey Gene, The lead from our weld team will be contacting your dealership within the next couple business days. If you have additional question please feel free to update this case. Once you have been contacted, If no additional assistance is needed please request this case close. Thanks, Shaun		03/19/2021
Agent States	Thanks for the update Gene, I will escalate this to our MCs for further investigation. Jim W		03/19/2021
Dealer States	WELDER HAS ALREADY SCHEDULED TO COME IN ON WEDNESDAY - THANKS FOR YOUR HELP		03/19/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFG4LW	Model Year	2020	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	10/07/2019	Mileage (Miles)	17440	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	13G - CROSSMEMBER, (ANY)					
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	IMPROPER ASSEMBLY TO UNDERBODY	
Customer Complaint / Reason for contact	CLUNK					
Created Date	04/06/2021	Created By		Updated Date	04/12/2021	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
1C4HJXFG4LW Vehicle Scan Report[2821].pdf	s73325d	04/06/2021
x1.jpg	s73325d	04/06/2021
x2.jpg	s73325d	04/06/2021
x3.jpg	s73325d	04/06/2021
x5.jpg	s73325d	04/06/2021
x6.jpg	s73325d	04/06/2021
y1.jpg	s73325d	04/06/2021
y2.jpg	s73325d	04/06/2021
y3.jpg	s73325d	04/06/2021
y4.jpg	s73325d	04/06/2021
y4.jpg	s73325d	04/06/2021

CONTACT

Dealer	26892	Frisco Chrysler Dodge Jeep Ram			Phone	
Address	9640 State Hwy 121					
City	Frisc	State	TX	ZIP	75035	
Dealer Zone	63	County				
Technician TID/SID	S73325D	Technician Email	bartdejongh@friscocdj.com			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	7
Initial Concern	Noise from rear end				
Duplicated	Yes		Repairs Parts and Tests	Taken pictures. Found left rear control arm bracket broken away from frame. No impact signs anywhere. Possible poor weld?	
DTC1		DTC2		DTC3	
				DTC4	

Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description rear frame welded. vehicle repaired

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	04/06/2021	1C4HJXFG4LW	3	10/24/2019	PAID
	04/06/2021	1C4HJXFG4LW	0	10/24/2019	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Bart. Does this vehicle have any aftermarket modifications or add ons? Larger wheels and tires? Lift kit? I am currently reviewing this case with my support and will get back to you. Thanks, Mike		04/06/2021
Dealer States	No the vehicle is stock. See pictures		04/06/2021
Agent States	awaiting reply from support		04/07/2021
Agent States	Weld team scheduled for 4/12/2020. Thanks, Mike		04/12/2021
Agent States	Bart, I have reached out to engineering on this one and the weld team has been scheduled for repair. If no further assistance is required on this end, feel free to close the case. If further assistance is required after the weld team has been onsite, reopen the case and we will continue where we left off. Thanks, Mike		04/12/2021
Agent States	Hello Bart. Thanks for the information. Engineering is currently looking into this concern. I will keep you posted. Thanks, Mike		04/12/2021

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By	Date Uploaded
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[illegible]

File Path	Uploaded By	Date Uploaded
LW [REDACTED] 25.JPG	S45426I	06/04/2021
LW [REDACTED] 26.JPG	S45426I	06/04/2021
LW [REDACTED] 27.JPG	S45426I	06/04/2021
LW [REDACTED] 28.JPG	S45426I	06/04/2021
LW [REDACTED] 29.JPG	S45426I	06/04/2021
LW [REDACTED] 30.JPG	S45426I	06/04/2021
LW [REDACTED] 31.JPG	S45426I	06/04/2021
LW [REDACTED] 32.JPG	S45426I	06/04/2021
LW [REDACTED] 33.JPG	S45426I	06/04/2021
LW [REDACTED] 34.JPG	S45426I	06/04/2021
LW [REDACTED] 35.JPG	S45426I	06/04/2021
LW [REDACTED] 36.JPG	S45426I	06/04/2021
LW [REDACTED] 37.JPG	S45426I	06/04/2021
LW [REDACTED] 38.JPG	S45426I	06/04/2021

CONTACT

Dealer	45453	Zeigler Chrysler Dodge Jeep -	Phone	
Address	2311 Ogden Ave			
City	Downers Grove	State	IL	ZIP 60515
Dealer Zone	51	County		
Technician TID/SID	S45426I	Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	6
Initial Concern	CUSTOMER STATES WHEN RELEASE THE FRONT BRAKES SOUNDS LIKE A CAN OR CRUNCHING METAL PLATES CLINING TOGETHER				
Duplicated	Yes	Repairs Parts and Tests	RFONTOAD TEST PUT ON RACK VISUAL INSPECTION FOUND THE LOWER CONTROL ARM BRACKET ON FRAME IS SEPARATED AND NOT WELDED ON 3 SIDES TO FRAME VEHICLE UNSAFE TO DRIVE I HAVE PHOTOS OF ISSUE		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	[REDACTED]

RESOLUTION

Description	Weld team scheduled to be onsite 6/14/2020. Closing case.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	06/02/2021	1C4HJXEMXLW [REDACTED]	2302	03/17/2021	PAID
[REDACTED]	06/02/2021	1C4HJXEMXLW [REDACTED]	2302	03/17/2021	REJECTED
[REDACTED]	06/02/2021	1C4HJXEMXLW [REDACTED]	2302	03/17/2021	SUSPENDED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/02/2021	1C4HJXEMXLW	0	07/16/2020	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Greg, thanks for contacting Stellantis STAR. Since we have broken frame welds, I need to contact my support to see what direction we need to go. The case will be updated shortly. Ernie.		06/02/2021
Agent States	STAR MC: Hey Greg, I will reach out to our FTS team to determine if a weld team needs to be sent out to repair this vehicle. Is the vehicle completely stock or has it been modified with an aftermarket lift kit? Please let me know. Thanks, Shaun		06/02/2021
Agent States	MC Review Request - Vehicle has a creaking noise. Tech found broken frame welds. No recalls listed in Service Information but did find this TSB when searching Service Information. RC-W01-20 - Safety Recall W01 - Front Axle Bracket. Ernie		06/02/2021
Dealer States	THE VEHICLE IS STOCK NO LIFT, CLEAN UNDERNEATH THE CAR.3.0 DIESEL		06/02/2021
Dealer States	I READ RECALL W01 AND THAT IS FOR THE WELDS ON AXLE MOUNTS. THIS IS AT THE REAR MOUNTING BRACKET FOR THE LOWER CONTROL ARM IT SEPARATING OFF THE FRAME . IT IS BEHIND THE FRONT WHEEL		06/02/2021
Agent States	Greg, Which side of the vehicle has the separated lower control arm?		06/03/2021
Agent States	Greg, Thank you very much for the updated information. I will update the case once I receive and update from FTS. Thanks, Shaun		06/03/2021
Dealer States	THE BRACKET IS PULLED AWAY FROM FRAME I THINK WILL HAVE TO BE REPLACED		06/03/2021
Dealer States	THE PASSENGER SIDE . IT IS THE REAR BRACKET ON THE FRAME THAT CONTROL ARM GOES TOO		06/03/2021
Agent States	Greg, Thanks for the updated information. I will keep you posted. Thanks		06/03/2021
Dealer States	SENT ADDITIOAL PHOTOS		06/03/2021
Agent States	Hey Greg, Engineering is requesting more images with better quality of the area. Can you take more pictures from different angles with more distance from the control arm bracket. . Also an image of the frame stamping from the drivers side. If cant find it, it may be below the a pillar .		06/03/2021
Dealer States	I WILL GET IT PULLED IN ABD RACKED AGAIN. HARD TO GET PHOTOS SMALL AREA.. I WILL GET THEM IN A LITTLE BIT.		06/03/2021
Agent States	Greg Ok, keep me posted. Thanks, Shaun		06/04/2021
Dealer States	IT WILL NOT ALLOW ME TO ADD MORE PHOTOS . , I TOOK ABOUT 15 MORE PHOTOS CAN YOU DELETE THE ONES YOU DON'T NEED		06/04/2021
Dealer States	THESE ARE THE INFO OFF THE FRAME 092 P68438092AB TT2CC181059172 23.19 *** 161 20 2 69307 H11		06/04/2021
Agent States	Greg, Can you email me the photos. My email address is DO691@chrysler.com. Thanks, Shaun		06/04/2021
Dealer States	ALL PICTURES SENT NOW		06/07/2021
Agent States	Hey Greg, You should be receiving a call from the weld team shortly to schedule a repair date. Thanks, Shaun		06/07/2021
Agent States	Hey Greg, I received the pics and have forwarded them to engineering. Thanks.		06/07/2021
Agent States	If no additional assistance is needed please request this case close. Thanks, Shaun		06/07/2021
Dealer States	BRIAN CROW FROM WELD TEAM ALREADY CONTACTED ME, HE IS SCHEDULED TO BE HERE JUNE 14 2021. I TOLD HIM TO CONTACT JOSH		06/07/2021

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	GALLIGER. (PARTS AND SERVICE DIRECTION) THAT DAY TO WORK ON VEHICLE. I WILL BE OFF 6-11 AND 6-14.		
Agent States	Greg, thanks for the update, since the date has been scheduled for 6/14/2021, we will close the case. Thanks, and have a great rest of the week. Ernie.		06/07/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXDG1JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	04/15/2018	Mileage (Miles)	31305	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED		
Customer Complaint / Reason for contact	BROKEN						
Created Date	07/30/2021	Created By		Updated Date	08/03/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
187636-6.jpg	s57345e	07/30/2021
187636-5.jpg	s57345e	07/30/2021
187636-4.jpg	s57345e	07/30/2021
187636-3.jpg	s57345e	07/30/2021
187636-2.jpg	s57345e	07/30/2021
187636-1.jpg	s57345e	07/30/2021
187636-1.jpg	s57345e	07/30/2021
187636-2.jpg	s57345e	07/30/2021
187636-4.jpg	s57345e	07/30/2021
187636-5.jpg	s57345e	07/30/2021
187636-6.jpg	s57345e	07/30/2021

CONTACT

Dealer	45555	Ganley Village Chrysler Dodge Jeep		Phone	
Address	2115 Mentor Ave				
City	Painesville	State	OH	ZIP	44077
Dealer Zone	42	County			
Technician TID/SID	S57345E	Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8		
Initial Concern	RIGHT REAR LOWER CONTROL ARM BRACKET ON FRAME NOT WELDED CORRECTLY FROM FACTORY. BRACKET NEEDS RE-WELDED.						
Duplicated	Yes		Repairs Parts and Tests	NEED WELDED.			
DTC1		DTC2		DTC3		DTC4	

Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description	Dealer needed a little clarification on some of the procedural billing. Informed them that there warranty administrator or area rep would be able to assist with those items.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/03/2021	1C4HJXDG1JW	6232	03/11/2019	PAID
	08/03/2021	1C4HJXDG1JW	12476	08/30/2019	PAID
	08/03/2021	1C4HJXDG1JW	19899	05/23/2020	PAID
	08/03/2021	1C4HJXDG1JW	27810	04/24/2021	PAID
	08/03/2021	1C4HJXDG1JW	9	06/13/2018	PAID
	08/03/2021	1C4HJXDG1JW	0	04/20/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Kenneth, thanks for the images. I need you to take two more images of the broken weld. Please increase the resolution of the image as the ones provided are very pixelated. Once the high resolution images are received, I can pass along to my support. Thanks, Ernie.		07/30/2021
Dealer States	Please let me know if these are any better or if additional pictures are required, thank you!		07/30/2021
Agent States	Kenneth, I think they will be OK. I will escalate this to my support. Ernie.		07/30/2021
Dealer States	Thank you!		07/30/2021
Agent States	STAR MC - I have forwarded this case for review to my support. I will be in touch. Thank you, Kevin M.		08/02/2021
Agent States	MC Review Request - RR Lower Control Arm Bracket weld broken. Last 5 images are at a higher resolution. Thanks, Ernie.		08/02/2021
Agent States	STAR MC - Hi Kenneth, someone from the frame supplier will be calling them to discuss and schedule a repair. With that information any further instructions will come from the frame supplier. We can go ahead and close this case. Thank you. Kevin M>		08/02/2021
Dealer States	May we have some guidance as to what LOPs we will be able to use for dropping the fuel tank? Will the technician who came out today be paid or do we need to submit through warranty?		08/03/2021
Agent States	It will be important to have your warranty administrator fill out the claim narrative (all necessary disassembly and the Star Case notes) in case there is any dispute over the claim. Thanks, Brian S.		08/03/2021
Agent States	Kenneth, Check with your service manager or your warranty administrator. STAR Center can't authorize any parts, labor or warranty. You could also have them check with your area rep or the business center as they do have the authority to make those calls. I was informed that the weld team will be there today. Thanks. Brian S.		08/03/2021
Dealer States	Thank you, you can go ahead and re-close case.		08/03/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEN9JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	08/10/2018	Mileage (Miles)	51870	MDH		
Engine	EC3	EC3				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED		
Customer Complaint / Reason for contact	BROKEN						
Created Date	08/09/2021	Created By		Updated Date	08/16/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
20210809_120504_HDR.jpg	s80358m	08/10/2021
20210809_120454_HDR.jpg	s80358m	08/10/2021
20210809_120451_HDR.jpg	s80358m	08/10/2021
20210809_120444_HDR.jpg	s80358m	08/10/2021
20210810_135411_HDR.jpg	S80358M	08/10/2021
20210810_135245_HDR.jpg	S80358M	08/10/2021
20210810_135334_HDR.jpg	S80358M	08/10/2021
20210810_135354.jpg	S80358M	08/10/2021

CONTACT

Dealer	27092	Jeff Belzer New Prague Auto, Inc.		Phone	
Address	1185 W. 280th Street				
City	New Prague	State	MN	ZIP	56071
Dealer Zone	74	County			
Technician TID/SID	S80358M	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	8		
Initial Concern	Customer states lower control arm bracket broke off at frame due to lack of weld.						
Duplicated	Yes	Repairs Parts and Tests	We have a lower control bracket that was miswelded from factory. causing a break in the bracket. We have contacted our local rep. We can get the bracket but we are wondering how we go about repair? Would we wait for someone from stellantis for repair or send to a body shop?				
DTC1		DTC2		DTC3		DTC4	
Information Sent							

Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	
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RESOLUTION

Description Weld team to visit dealer.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/09/2021	1C4HJXEN9JW	5	12/13/2018	PAID
	08/09/2021	1C4HJXEN9JW	7619	09/17/2019	PAID
	08/09/2021	1C4HJXEN9JW	19211	04/08/2020	PAID
	08/09/2021	1C4HJXEN9JW	19211	04/08/2020	REJECTED
	08/09/2021	1C4HJXEN9JW	19211	04/08/2020	SUSPENDED
	08/09/2021	1C4HJXEN9JW	39363	12/11/2020	PAID
	08/09/2021	1C4HJXEN9JW	40922	01/22/2021	PAID
	08/09/2021	1C4HJXEN9JW	40922	01/22/2021	REJECTED
	08/09/2021	1C4HJXEN9JW	7619	09/17/2019	PAID
	08/09/2021	1C4HJXEN9JW	7619	09/17/2019	PAID
	08/09/2021	1C4HJXEN9JW	0	08/28/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Brady. Does this vehicle have any aftermarket accessories like a lift or larger tires? Please attach photos of the bracket and the mounting area for us to review. Thank you, Greg		08/10/2021
Dealer States	Vehicle has shackle lift on bottom of shocks and 305-60-18 tires.		08/10/2021
Dealer States	Also added pictures of vehicle.		08/10/2021
Agent States	Thank you Brady. I will check with my support on this and respond back. Greg		08/10/2021
Dealer States	Thank you. Our rep is involved we just weren't sure the procedure for repair.		08/10/2021
Agent States	Hello Brady. Engineering is asking for more pictures of the weld bead at the frame and what's left at the bracket. If possible both the inside bead and outside bead. Thank you, Greg		08/10/2021
Agent States	Thank you Brady. I have inquired with my support and am waiting for a reply. Who is your rep? Greg		08/10/2021
Dealer States	Added more pictures of outside and inside of the bracket welds. Let me know if I need to attach anything else. Customer was noticing a rattle/squeak noise for a while from that inside mount rubbing on the frame before it broke.		08/10/2021
Dealer States	Julie Holte is our Rep.		08/10/2021
Agent States	Hello Brady. I tried to call you got no answer. I heard back from support and a weld team will be in contact with you soon. Let your service manager know to be expecting a call soon. Thank you, Greg		08/10/2021
Agent States	Thank you Brady. I have let support know. Greg		08/10/2021
Dealer States	is my cell. Otherwise I informed my manager. Thank you.		08/10/2021
Agent States	Thank you Brady. When the team is scheduled you can close this case. Greg		08/16/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFG5JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	05/14/2018	Mileage (Miles)	45080	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID			Case Status	Closed			
Application Group							
Component Group	17I - ARM, LOWER / UPPER CONTROL						
Primary System	17 - REAR SUSPENSION	Sub System	17A - REAR SUSPENSION	Area of Failure	WELD DEFECT		
Customer Complaint / Reason for contact	LOOSE						
Created Date	08/16/2021	Created By		Updated Date	09/13/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
2.jpg	S45072Q	08/26/2021
3.jpg	S45072Q	08/26/2021
4.jpg	S45072Q	08/26/2021
5.jpg	S45072Q	08/26/2021
6.jpg	S45072Q	08/26/2021
7.jpg	S45072Q	08/26/2021
8.jpg	S45072Q	08/26/2021
1.jpg	S45072Q	08/26/2021

CONTACT

Dealer	26899	Landers Chrysler Dodge Jeep Ram	Phone		
Address	401 Colonel Glenn Plaza Loop				
City	Little Rock	State	AR	ZIP	72210
Dealer Zone	63	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	49
Initial Concern	that the right rear control arm literally fell of whil driving and the jeep rear end was on the ground hai tin the back of his vehical now cust is requesting that we check the welds looks like it wasn't welded good from the manufacturer chec all othe suspension /control arm welds				
Duplicated	Yes			Repairs Parts and Tests	inspectio0n
DTC1		DTC2		DTC3	DTC4
Information Sent					

Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	
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RESOLUTION

Description Vehicle not at the dealer.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/16/2021	1C4HJXFG5JW	36062	04/23/2020	PAID
	08/16/2021	1C4HJXFG5JW	27235	09/19/2019	PAID
	08/16/2021	1C4HJXFG5JW	27235	09/20/2019	PAID
	08/16/2021	1C4HJXFG5JW	27235	09/20/2019	REJECTED
	08/16/2021	1C4HJXFG5JW	40750	02/01/2021	PAID
	08/16/2021	1C4HJXFG5JW	0	06/04/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	STAR called the tech. Advised tech to take clear pictures of the location and email them to me at gw387@chrysler.com and I will attach them to the case and forward it to my support for review. Thank you, Greg		08/26/2021
Agent States	STAR called the tech. Tech states the pictures he had taken got lost. He will take new pictures in the morning and add them to the case. Thank you, Greg		08/26/2021
Agent States	Hello Cody. I am going to need the pictures requested attached to the case or I will have to close the case. Thank you, Greg		08/26/2021
Agent States	Hello Cody. I still have not received the pictures I requested for this case. If I do not get a response by the end of today I will have to close the case. Greg		08/26/2021
Agent States	Good morning Cody. I have not received the pictures you were going to send. Let me know if you having issues with that. Thank you, Greg		08/26/2021
Dealer States	i attached pictures		08/26/2021
Agent States	STAR called the dealer. SM states the customer has taken the vehicle. STAR is closing the case. Thank you, Greg.		09/13/2021
Agent States	Thank you Cody. I will forward this to my support for review. We will contact you soon. Greg		09/13/2021
Agent States	Hello Cody. Is this vehicle still at the dealer or not? Thank you Greg		09/13/2021
Agent States	STAR called the tech. Tech states he was at training last week and is not sure if the vehicle is still at the dealer. Advised tech that I received an email today saying the customer had taken the vehicle to perform the repair themselves. Tech will update the case and close it if the vehicle has left the dealer. Thank you, Greg		09/13/2021
Agent States	Hello Cody. Please review SOL case Please get some clear pictures of where the welds failed and attach those to the case. Thank you, Greg		09/13/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXFG4JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	06/09/2018	Mileage (Miles)	32186	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	17R - SHOCK ABSORBER / STRUT, SUSPENSION						
Primary System	17 - REAR SUSPENSION	Sub System	17A - REAR SUSPENSION	Area of Failure	BROKEN BOLTS OR STUDS		
Customer Complaint / Reason for contact	EXCESSIVE EFFORT						
Created Date	08/26/2021	Created By		Updated Date	12/28/2022	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
IMG_21831.jpg	s04119q	08/26/2021

CONTACT

Dealer	26967	I-10 Chrysler Dodge Jeep Ram		Phone	
Address	79200 Varner Road				
City	Indio	State	CA	ZIP	92203
Dealer Zone	71	County			
Technician TID/SID	S04119Q	Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	497		
Initial Concern	rear shock fell off, upon inspection found nut welded to frame had came off. what would be the next recommend step?						
Duplicated	Yes		Repairs Parts and Tests	no repairs yet. would it be ok to weld new nut or any recommendations?			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Rewelded nut for the shocks
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/26/2021	1C4HJXFG4JW	15	06/26/2018	PAID
	08/26/2021	1C4HJXFG4JW	7869	03/12/2019	PAID
	08/26/2021	1C4HJXFG4JW	10985	05/29/2019	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/26/2021	1C4HJXFG4JW	12278	07/15/2019	PAID
	08/26/2021	1C4HJXFG4JW	13737	09/03/2019	PAID
	08/26/2021	1C4HJXFG4JW	22448	08/10/2020	PAID
	08/26/2021	1C4HJXFG4JW	23802	09/22/2020	PAID
	08/26/2021	1C4HJXFG4JW	23802	09/22/2020	REJECTED
	08/26/2021	1C4HJXFG4JW	23802	09/22/2020	SUSPENDED
	08/26/2021	1C4HJXFG4JW	0	06/25/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	David, you can install a weld a new nut on there & retest. Jerome		08/26/2021
Dealer States	will do Jerome thank you.		08/26/2021
Agent States	You're welcome David, Jerome		08/26/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEM0LW	Model Year	2020	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	07/06/2020	Mileage (Miles)	12927	MDH		
Engine	EXJ	EXJ				
Transmission	DFV	DFV				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	BROKEN OR CRACKED		
Customer Complaint / Reason for contact	APPEARANCE						
Created Date	09/11/2021	Created By		Updated Date	09/16/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
126940.zip	s89513p	09/11/2021

CONTACT

Dealer	45069	Autonation Chrysler Dodge Jeep Ram		Phone	
Address	11200 North Fwy				
City	Fort Worth	State	TX	ZIP	76177
Dealer Zone	63	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7			
Initial Concern	Jiffy Lube noticed broken weld and customer had towed here. I'm attaching pics. The passenger side trailing arm has separated from the frame. Looks the weld just missed							
Duplicated	Yes		Repairs Parts and Tests		.			
DTC1		DTC2		DTC3		DTC4		
Information Sent								
Scan Tool Software Version		Last TechConnect Search			Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Repair is scheduled. Closing case.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/11/2021	1C4HJXEM0LW	5	07/22/2020	PAID
	09/11/2021	1C4HJXEM0LW	0	07/22/2020	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	STAR MC - Hi Michael, I have sent this to my support for review for repair. Thank you. Kevin M.		09/13/2021
Agent States	Thanks for attaching the photos to this case of the broken weld, I will escalate this case to our MCs for further review to determine the proper repair for this, Monday will be the soonest they will respond back, Thanks again, Jim W		09/13/2021
Dealer States	Thank you		09/14/2021
Agent States	STAR MC - Hi Michael I am told that a weld team has been in contact and have scheduled a repair for 9/16/21 Kevin M>		09/15/2021
Dealer States	Great. Thank you for helping in getting this vehicle repaired so quickly		09/16/2021
Agent States	STAR MC - Yes Sir. With the weld team repair scheduled we can go ahead and close this case. Thank you. Kevin M.		09/16/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEG9JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	09/15/2018	Mileage (Miles)	31766	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	17U - STABILIZER BAR, REAR SUSPENSION					
Primary System	17 - REAR SUSPENSION	Sub System	17A - REAR SUSPENSION	Area of Failure	BROKEN OR CRACKED	
Customer Complaint / Reason for contact	NOISY					
Created Date	11/22/2021	Created By		Updated Date	12/03/2021	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
IMG_3500.jpg	S65958O	11/22/2021
IMG_3501.jpg	S65958O	11/22/2021
IMG_3502.jpg	S65958O	11/22/2021

CONTACT

Dealer	60849	Lithia Chrysler Dodge Jeep Ram of		Phone	
Address	1865 NE Highway 20				
City	Bend	State	OR	ZIP	97701
Dealer Zone	70	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	11		
Initial Concern	noise over bumps						
Duplicated	Yes	Repairs Parts and Tests	found the rear sway bar mount has broken off of the frame. our TA said to start a case				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Weld team to repair frame. Closing case.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	11/22/2021	1C4HJXEG9JW	29549	10/25/2021	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	11/22/2021	1C4HJXEG9JW	26044	05/12/2021	PAID
	11/22/2021	1C4HJXEG9JW	26044	05/12/2021	REJECTED
	11/22/2021	1C4HJXEG9JW	26044	05/12/2021	SUSPENDED
	11/22/2021	1C4HJXEG9JW	0	11/27/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Luke, Thanks for attaching the photos to this case, You stated the rear stabilizer bar mount has broken off of the frame and you your area TA inspected it and suggested to open a star case, Did you suggest on how to repair it? I will escalate this case to our MCs for further review. Jim W		11/23/2021
Dealer States	replacing the frame would be a huge job. since the sway bar is not very important i would say it probably could be fix by welding a new mount on and actually get penetration with the welds. it looks like only one weld got any penetration on the mount.		11/23/2021
Agent States	STAR MC - This is currently being looked at by support. I have been told that support is out of office until after the holiday so we may have to revisit this concern on Monday. Thank you. Kevin M.		11/23/2021
Dealer States	my manager wanted me to relay this message. PLEASE ADVISE IF YOU WANT ME TO ORDER AND REPLACE THE FRAME OR IF YOU WANT ME TO ORDER A SWAY BAR MOUNT SO YOU CAN SEND A WELD TEAM OUT TO REPAIR THE VEHICLE.		11/24/2021
Dealer States	ok		11/24/2021
Agent States	STAR MC - I called Luke and unfortunately we will not know if this frame/bracket will be repaired or if we will be replacing the frame. This has to be reviewed by the weld team prior to making that decision. I will be in touch as soon as this has been reviewed. Thank you. Kevin M.		11/29/2021
Dealer States	let me know when you have a repair plan		11/29/2021
Agent States	STAR MC - Hi Luke I was asked by support if you have 130 amp welder and do you have a body shop there at the dealer. Let me know. Thank you. Kevin M>		11/29/2021
Dealer States	we have a body shop in town yes. i have no idea what kinda welder they have or if they are certified. we have a 220v welder here but no certified people.		11/29/2021
Agent States	STAR MC - I have relayed this information over to support. Thank you. Kevin M.		11/29/2021
Dealer States	so they are thinking about fixing the frame?		11/30/2021
Agent States	STAR MC - I called Luke and stated that at this point a weld team will be reaching out to the dealer service manager. Have your manager keep an eye out for an email from them. Any further instructions will come from the weld team. Thank you. Kevin M.		12/02/2021
Dealer States	weld team should be here tomorrow		12/02/2021
Agent States	STAR MC - Thank you for the update with that information you should not need any further assistance from STAR. I will go ahead and close this case. Thank you. Kevin M>		12/02/2021

CHERWELL REPORT

VEHICLE

VIN	1C4HJXEG0JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	03/19/2018	Mileage (Miles)	35642	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	17V - TRACK BAR, REAR					
Primary System	17 - REAR SUSPENSION	Sub System	17A - REAR SUSPENSION	Area of Failure	WELD DEFECT	
Customer Complaint / Reason for contact	Not Available					
Created Date	06/14/2022	Created By		Updated Date	07/20/2022	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
JW - PIC 1.jpg	s54960I	06/14/2022
JW - PIC 2.jpg	s54960I	06/14/2022
JW - PIC 3.jpg	s54960I	06/14/2022
JW - PIC 4.jpg	s54960I	06/14/2022
JW - PIC 5.jpg	s54960I	06/14/2022
JW - PIC 6.jpg	s54960I	06/14/2022

CONTACT

Dealer	60023	Airpark Dodge Chrysler Jeep		Phone	
Address	7801 E Frank Lloyd Wright Blvd				
City	Scottsdale	State	AZ	ZIP	85260
Dealer Zone	70	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	43		
Initial Concern	noise over bumps						
Duplicated	Yes		Repairs Parts and Tests	none at this time , vehicle has a frame damages , on the left rear lower control arm welds broke and arms is hanging			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Assigned to the weld team.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/14/2022	1C4HJXEG0JW	15	06/13/2018	PAID
	06/14/2022	1C4HJXEG0JW	474	07/03/2019	PAID
	06/14/2022	1C4HJXEG0JW	2802	08/10/2019	PAID
	06/14/2022	1C4HJXEG0JW	2924	08/14/2019	PAID
	06/14/2022	1C4HJXEG0JW	8693	01/24/2020	PAID
	06/14/2022	1C4HJXEG0JW	9058	02/04/2020	PAID
	06/14/2022	1C4HJXEG0JW	14552	08/15/2020	PAID
	06/14/2022	1C4HJXEG0JW	20570	03/16/2021	PAID
	06/14/2022	1C4HJXEG0JW	26815	09/23/2021	PAID
	06/14/2022	1C4HJXEG0JW	31739	03/07/2022	PAID
	06/14/2022	1C4HJXEG0JW	0	05/29/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Eduardo, thanks for contacting Stellantis STAR Center. I see this vehicle came in with a noise over bumps. No diagnostics done at this time but it was noticed that there is frame damage and the LR Lower Control Arm welds have broken and the arm is hanging. If this vehicle has been in an accident or damaged due to off-road activities, take some pictures of the broken welds, and the hanging arm and attach to the case. Ernie.		06/14/2022
Dealer States	NO ACCIDENT FOUND ON VEHICLE		06/14/2022
Agent States	Eduardo, thanks for the update. Let's add some photos of the frame damage and broken welds. Also does it look like the vehicle is used for Off-Road activities? Thanks, Ernie.		06/14/2022
Dealer States	UPLOADED PHOTOS OF FRAME AND BROKEN WELDS.		06/14/2022
Agent States	Eduardo, thanks for the images. I did not see any images showing frame damage, just the broken welds. Please validate there is no physical frame damage, only the broken weld. I will need to pass this along to my support for processing. Thanks, Ernie.		06/14/2022
Dealer States	YES THERE IS NOT A FRAME DAMGES , JUT BROKEN WELDS OK THANKS I WAIT FOR THE ANSWER		06/14/2022
Agent States	Eduardo, thanks for your patience. The weld team will be reaching out to the service department and most likely will ask for the Service Manager. If you have any questions, let me know. Ernie.		06/20/2022
Agent States	Eduardo, good morning. Since the weld team was alerted, we are closing the case at this time. If for any reason you need further assistance on this vehicle, return to the case, submit a request with in the next 15 days, and the case will be reopened. Ernie.		06/20/2022
Agent States	Eduardo, I am consulting with my support regarding this concern, and will keep you updated. Ernie.		06/20/2022
Agent States	Eduardo, thanks for the clarification. The case will be updated shortly. Ernie.		06/20/2022

CHERWELL REPORT

VEHICLE

VIN	1C4HJXDG7JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	06/20/2018	Mileage (Miles)	28316	MDH		
Engine	ERC	ERC				
Transmission	DFT	DFT				
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	13G - CROSSMEMBER, (ANY)						
Primary System	13 - FRAME & BUMPERS	Sub System	13A - FRAME	Area of Failure	DAMAGED		
Customer Complaint / Reason for contact	NOISY						
Created Date	06/14/2022	Created By		Updated Date	06/17/2022	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
frame replacement.pdf	t1887jw	06/14/2022

CONTACT

Dealer	27263	Seaside Chrysler Dodge Jeep Ram		Phone	
Address	3 Geary Plz				
City	Seaside	State	CA	ZIP	93955
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	58		
Initial Concern	METAL BANGING NOISE UNDER VEHICLE RIGHT FRONT						
Duplicated	Yes		Repairs Parts and Tests	NO REPAIRS YET. I BELIEVE A BODY SHOP CAN WELD THE BRACKET BACK TO THE FRAME. TECHS STATED STAR SAID TO REPLACE THE ENTIRE FRAME. I CANNOT FIND ANY RECORD OF THAT AND THE TECHS NO LONGER WORK HERE.			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Frame replacement
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/14/2022	1C4HJXDG7JW	244	04/30/2019	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/14/2022	1C4HJXDG7JW	5492	07/27/2019	PAID
	06/14/2022	1C4HJXDG7JW	7372	09/14/2019	PAID
	06/14/2022	1C4HJXDG7JW	7372	09/14/2019	REJECTED
	06/14/2022	1C4HJXDG7JW	9931	12/04/2019	PAID
	06/14/2022	1C4HJXDG7JW	10123	12/13/2019	PAID
	06/14/2022	1C4HJXDG7JW	12359	03/17/2020	PAID
	06/14/2022	1C4HJXDG7JW	16663	12/01/2020	PAID
	06/14/2022	1C4HJXDG7JW	18673	04/21/2021	PAID
	06/14/2022	1C4HJXDG7JW	0	07/11/2018	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Chad, I attach a file about this vehicle & concern. Jerome		06/17/2022
Agent States	Chad,I attach a file about this vehicle & concern. Jerome		06/17/2022

CAGRIS Field Concern Report

VIN	1C4HJXDG7JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	01/26/2018	Market	U	US	Plant	2462	TOLEDO ASSEMBLY PLANT NORTH
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial #	6013820283
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial #	K017862175
Color	PX8	BLACK CLEAR COAT					

Report #		Issue Type	Non-Powertrain	Category	Pre-Delivery Quality	Report Type	Field Engineer Analysis
Open Date	05/01/2020	Close Date	05/01/2020	Narrative Date	05/01/2020	Reported By	Catalini, Christian
System Key		Report Version	1	Business Group		Location	DALLAS
Mileage	3,434	MDH	012618	Sold Date	05/14/2018	Built Date	01/26/2018

Dealer	45107	CHRYSLER JEEP DODGE CITY OF						
Dealer Address	700 S CENTRAL EXPY							
Dealer City	MCKINNEY				State	TX	Zip	750703834
Dealer Zone	63	DALLAS	Service Advisor					
Phone	972 569-9650	972 569-9650	Fax	972 569-9656		E-Mail		

Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Cost/Unit	Return Date
1	434brBody		1			
2	012618brRO		1			

Issue Narrative Information

Concern #: 1

TSB Group 13

Customer Concern Noise heard from front end over small bumps and when turning at times.

Root Cause Missing inboard track bar mount weld resulted in BSR.

Keywords: SupplierQuality
CPA audit level: D50

Repair Action Weld repair to be completed by 3rd party technical welding specialist per warranty guidelines.

Details: Technician found front end BSR occurred as a result of missing track bar mount inboard weld - slight movement in the area resulted in creak/groan noise under certain structural loads. No other related driveability or structural concerns noted by technician. Weld repair to be performed by 3rd party technical welding specialist per corporate warranty requirements (repair not completed at time of Field Report due to travel restrictions).

Vehicle built prior to date range of recall UA5 (Safety Recall UA5 / NHTSA 18V-675 Track Bar Weld, MDH start 050706), Vehicle Safety Office notified. Report issued for documentation purposes, no part return.

VIN: JW
P/T: 3.6L/850RE (ERC/DFT)
Mi: 3,434
Body Code: JLJL74
MDH: 012618
R/O:
Date: Apr 22 2020