

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4
Built Date		Mileage (Miles)	156920	MDH		
Engine	ERB		ERB			
Transmission	DFL		DFL			
Emission	50 State Emissions (NAS)					

GENERAL

STAR Case ID			Case Status	Closed			
Application Group							
Component Group	10I - RESTRAINT, ACTIVE HEAD						
Primary System	10 - RESTRAINTS	Sub System	10A - RESTRAINTS	Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	AIR BAG WARNING LAMP ILLUMINATED						
Created Date	08/19/2021	Created By		Updated Date	08/23/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf	S25177A	08/19/2021
Vehicle Scan Report.pdf	S25177A	08/19/2021
pdf	S25177A	08/19/2021

CONTACT

Dealer	42762	Bonneville & Son Inc		Phone	
Address	625 Hooksett Rd				
City	Manchester	State	NH	ZIP	03104
Dealer Zone	32	County			
Technician TID/SID	S25177A	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	5		
Initial Concern	active head restraint deployed						
Duplicated	Yes		Repairs Parts and Tests	unable to run the reset,(both sides) see attached message			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Replaced headrest.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/19/2021		22841	05/31/2016	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/19/2021		22851	06/23/2016	PAID
	08/19/2021		28068	12/21/2016	PAID
	08/19/2021		34690	04/05/2017	PAID
	08/19/2021		10360	08/19/2015	PAID
	08/19/2021		126426	01/11/2020	PAID
	08/19/2021		0	04/01/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Paul. Has there been any damage to this vehicle? Please refer to SB 23-018-20 if you have not done so already. Follow the repair procedure and update/close the case when completed. Thank you, Greg		08/23/2021
Dealer States	morning Greg, I'm thinking you didn't understand my question or i wasn't clear?? yes i seen the tsb. my issue is that with witech i can not run the rest (the witech run reset) so i can manually reset the headrest (per recall)please see the attached screen shot of failed message i had attached to the case, it's s showing the error that i get when i try to run the witech reset procedure(they need to be unlocked with witech) so i can manually lock them. are you seeing this problem with running the reset through witech?		08/23/2021
Agent States	Hello Paul. Witech was having some issues last week showing this fault. Are you able to run the procedure today? Greg		08/23/2021
Dealer States	no its didn't run, i manually supplied power to the active head restraint.. i still wasn't able to reset the headrest, so i replaced it. it's all set		08/23/2021
Agent States	Thank you Paul. I will close the case. Greg		08/23/2021

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	WKJX74	JEEP GRAND CHEROKEE SRT 4X4
Built Date		Mileage (Miles)	79714	MDH		
Engine	ESG	ESG				
Transmission	DFD	DFD				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	10I - RESTRAINT, ACTIVE HEAD					
Primary System	10 - RESTRAINTS	Sub System	10A - RESTRAINTS	Area of Failure	CIRCUIT OPEN	
Customer Complaint / Reason for contact	AIR BAG WARNING LAMP ILLUMINATED					
Created Date	08/16/2022	Created By		Updated Date	08/17/2022	Updated By

CONTACT

Dealer	60448	Bayshore Chrysler Jeep Dodge		Phone	
Address	5225 I 10 East				
City	Baytown	State	TX	ZIP	77521
Dealer Zone	63	County			
Technician TID/SID	S30402M	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	6		
Initial Concern	seat headrest deployed						
Duplicated	Yes		Repairs Parts and Tests	needs heradrest			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Parts on order.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/16/2022		2269	03/10/2015	PAID
	08/16/2022		38607	07/09/2018	PAID
	08/16/2022		13832	08/08/2016	PAID
	08/16/2022		13832	08/08/2016	REJECTED
	08/16/2022		13832	08/08/2016	PAID
	08/16/2022		14217	08/16/2016	PAID
	08/16/2022		21376	01/13/2017	PAID
	08/16/2022		5991	06/06/2015	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/16/2022		7295	07/31/2015	PAID
	08/16/2022		8302	10/07/2015	PAID
	08/16/2022		2269	03/10/2015	PAID
	08/16/2022		0	01/19/2015	PAID
	08/16/2022		13832	08/08/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Jeffrey. Has this vehicle been in an accident? I see the head rest for this vehicle is no longer available. Can you send me a picture of the issue? Thank you, Greg		08/16/2022
Dealer States	no the car was in an accident. there is a warranty extension on the active headrest. need you to release inc parts		08/16/2022
Dealer States	parts need to get release to order 5xn16dx9aa headrest		08/16/2022
Agent States	Thank you Jeffrey. I did some digging and found the part. I will get this to my support to get it ordered. When they update the case it can be closed. Greg		08/17/2022
Agent States	MC-REVIEW Please order P/N 5XN16DX9AA for tis case.		08/17/2022
Agent States	Hey Jeffrey, The AHR has been ordered. The order number is 2441**. I did not see that the part was restricted, therefore your Parts manager can order these parts if needed. If no additional assistance is needed please request this case close. Thanks, Shaun		08/17/2022