

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	10/06/2015	Mileage	46478	MDH	100610	
Engine	ERB	ERB				
Transmission	2765	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BJ - CABLE, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	09/12/2017	Created By		Updated Date	09/25/2017 Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf	CSDAdmin	06/07/2018
Configuration Report.pdf	CSDAdmin	06/07/2018

CONTACT

Dealer	08397	Dick Poe Chrysler Jeep	Phone		
Address	6501 Montana Ave				
City	El Paso	State	TX	ZIP	79925
Dealer Zone	63	County			
Technician TID/SID	S156850	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	C/S left sliding door not open, door is stuck				
Duplicated	Yes	Repairs Parts and Tests	I replace the sliding door latch and now opens but when you try to close with the auto close button it not close complete and I pop out the door. also the inside and out side handle don't close or open automatically and it show this 2 dtc (B19E0 left door handle switch circuit stuck , B19CD left power sliding door close direction-pawl switch performance		
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	I am closing the ticket due to not receiving a response. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. If further assistance is needed you can reopen the case within 15 days Thank you, Tony R.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	C/S left sliding door not open, door is stuck		09/12/2017
Agent States	Hello Rodolfo, I would like you to attach a current scan and configuration report to the ticket. I would recommend ensuring that the latch and striker are installed and aligned correctly. I would also recommend verifying the hand and latch pin drag and harness condition. Ensure no pins have pushed out or if the harness received damage. Please let me know. Thank you, Tony R		09/12/2017
Dealer States	All wires and pins are correctly and in perfect conditions and a performed a relearn to the latch, also the latch are correctly aligned but is still doing the same thing		09/12/2017
Agent States	Hello Rodolfo, I would like you to preform the published DTC diagnostic in service information for the DTC B19E0. Let me know what you find. Thank you, Tony R		09/12/2017
Dealer States	Q55 between ground resistance is 10k ohms and Between Q55 and Q781 is below 10k ohms		09/12/2017
Dealer States	and I just replace the door latch		09/12/2017
Agent States	Hello Rodolfo, the readings you are giving my states that the concern is a short between Q55 and Q781. Have you repaired this yet? Tony R		09/12/2017
Dealer States	im sorry Tony but I make a mistake, between Q55 and Q781 is not below 10k ohms		09/13/2017
Agent States	Hello Rodolfo, I would like you to unplug the door module C2 and C1 connectors. On the C1 connector pin 5 I would like you to test resistance to G906, then to G901A. Then I would like you to disconnect the latch connectors. Record resistance on the door module circuit Q59 C2 pin 2 to the latch C1 pin 2; module circuit Q55 C2 pin 3 to latch C1 pin 6; module circuit Q35 C2 pin 5 to latch C2 pin 3; module circuit Q779 C2 pin 16 to latch C1 pin 6. Then record resistance from module circuit Q47 C1 pin 6 to latch C3 pin 2; module circuit Q49 C1 pin 7 to latch C3 pin 1. Let me know your reading. Thank you, Tony R		09/13/2017
Agent States	Rodolfo, please provide an update on the vehicle, so I can further assist you. Thank you, Tony R.		09/15/2017
Dealer States	Tony what I found now is that when I install the metal cable to the outside door handle it give me the code B19E0 left door handle switch circuit stuck and the code is active but if I remove the cable from the handle the code go to store		09/15/2017
Agent States	Hello Rodolfo, that is a good find. I would suggest comparing cable length and routing to a like vehicle. What could have happen is it has pressure on it or is stretch making the switch think it is stuck open a little. Let me know what you find. Thank you, Tony R		09/15/2017
Agent States	Rodolfo, please provide an update on the vehicle, so I can further assist you. Thank you, Tony R.		09/18/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I haven't heard from you in a while. Is this vehicle still in the shop? Are you in need of assistance? If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update. If no response is given within 48 hours, this ticket will be closed. Thank you, Tony R.		09/20/2017
Agent States	Called dealership for a update on the vehicle. Left a message to either call me back or update the ticket. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update. If no response is given within 48 hours, this ticket will be closed. Thank you, Tony R.		09/22/2017
Agent States	I am closing the ticket due to not receiving a response. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. If further assistance is needed you can reopen the case within 15 days Thank you, Tony R.		09/25/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	47101	MDH	011521
Engine	ERB				
Transmission	0116				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BR - LATCH, FRONT				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	10/13/2017	Created By		Updated Date	10/17/2017
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
town and country [REDACTED].pdf	CSDAdmin	06/07/2018
config [REDACTED].pdf	CSDAdmin	05/29/2018

CONTACT

Dealer	08564	Normandin Chrysler Dodge Jeep Ram	Phone		
Address	900 Capitol Expressway Auto Mall				
City	San Jose	State	CA	ZIP	95136
Dealer Zone	71	County			
Technician TID/SID	S22272Q	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	Customer states that the passenger sliding door will not open manually or electrically.				
Duplicated	Yes	Repairs Parts and Tests	Removed interior panels to access the lock actuator/latch, used coat hanger to force the latch into the unlocked position. Read the diagnostic which recommends replacing the lock actuator/latch assembly. The other problem is that when pressing the open/close buttons, the door tries to go further opened instead of closing from open position. Wonder if replacing latch assembly will correct the second issue, or is there a secondary problem? No signs of damage		

				or break in attempts. Wiring seems to be okay, will check further with door panel opened.
DTC1	B19DB	DTC2	DTC3	DTC4
Information Sent				
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No
			RO Number	██████████

RESOLUTION

Description	Thank you, for the reports Sergio. Let me know what happens with the latch replacement. Thank you, Tony R
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states that the passenger sliding door will not open manually or electrically.		10/13/2017
Agent States	Sergio, I would like you to attach a current scan and configuration report to the ticket. With the concern of the door trying to reopen, it may be a concern with the latch. We would really need to replace the latch and retest. The problem could be since the latch is broken that it is sending the wrong information to the module. In a since making it think it is closed. It could also be a concern of needing to recalibrate the door position. This could be a second problem but will not know for sure until latch is replaced. Thank you, Tony R		10/13/2017
Dealer States	Tony, attached both reports. My writer wanted a STAR case opened for documentation and confirmation of service info. Will start with latch and report further findings.		10/13/2017
Agent States	Thank you, for the reports Sergio. Let me know what happens. Thank you, Tony R		10/13/2017
Dealer States	Tony, attached both reports. My writer wanted a STAR case opened for documentation and confirmation of service info. Will start with latch and report further findings.		10/13/2017
Agent States	Thank you, for the reports Sergio. Let me know what happens with the latch replacement. Thank you, Tony R		10/13/2017
Dealer States	Tony, replaced the latch assembly and all is good. Thank you, Sergio		10/17/2017
Agent States	Technician requested closure.* replacing latch assembly		10/17/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	08/11/2015	Mileage	3224	MDH	08118	
Engine	ERB	ERB				
Transmission	2195	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	03/17/2016	Created By		Updated Date	03/18/2016	Updated By

CONTACT

Dealer	08704	Corwin Chrysler Dodge Jeep Ram	Phone		
Address	301 38th St S				
City	Fargo	State	ND	ZIP	58103
Dealer Zone	74	County			
Technician TID/SID	S913130	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	RIGHT SIDE SLIDING DOOR INOPERABLE. WITH THE REMOTE KET AND THE BUTTON ON THE INSIDE. CAN HEAR A CLICK BUT THE DOOR WONT OPEN.				
Duplicated	Yes	Repairs Parts and Tests	THIS VAN WAS IN HERE ONCE BEFORE AND I TOOK A LOOK AT IT. I ENDED UP LUBRICATING THE LATCHES AND IT SEEMED TO FIX THE PROBLEM. VAN CAME BACK IN ABOUT A WEEK LATER AND ITS ACTING UP AGAIN. IVE RUN THE SLIDING DOOR OPEN TEST AND IT SAYS THAT THERE IS A LATCH FAULT. ITS AN INTERMITTENT PROBLEM. SOMETIMES THE DOOR WILL OPEN SOMETIMES IT WONT. WHEN I OPEN IT MANUALLY IT DOESNT SEEM LIKE ITS STICKING ON A LATCH. IT OPENS FAIRLY EASY. I CHECKED THE MOTOR CURRENT WHEN TRYING TO OPEN THE DOOR AND WHEN ITS ACTING UP THE MOTOR IS NOT SHOWING ANY CURRENT. IVE LOOKED AT THE LATCH OPERATING STATUS WHILE TRYING TO OPEN THE DOOR ELECTRONICALLY AND DID NOT SEE A CHANGE IN STATUS. WHEN IT WORKS EVERYTHING SEEMS TO WORK FINE BUT WHEN ITS NOT WORKING I JUST HEAR A CLICK IN THE DOOR. I CHECKED THE CONNECTOR ON THE DOOR AND THERE WAS NO CORROSION AND NOTHING SEEMED LOOSE.I DIDNT KNOW IF THIS WAS A COMMON PROBLEM YOU GUYS HAVE SEEN. THE DOOR SHUTS ELECTRONICALLY JUST FINE. PLEASE ADVISE		

DTC1	DTC2	DTC3	DTC4
Information Sent			
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No
		RO Number	██████

RESOLUTION

Description	Michael, it is possible, but we should verify the Q34 circuit and the ground circuit. If ok then lets check all powers and grounds at the latch and if ok replace the latch and retest for the concern. Ryan
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	RIGHT SIDE SLIDING DOOR INOPERABLE. WITH THE REMOTE KET AND THE BUTTON ON THE INSIDE. CAN HEAR A CLICK BUT THE DOOR WONT OPEN.		03/17/2016
Agent States	Michael, when this occurs do we have any DTC's? If there is a failure to open we should get a DTC. Ryan		03/17/2016
Dealer States	there are no dtc's when this is occuring		03/17/2016
Agent States	Michael, can you duplicate this concern now? Ryan		03/17/2016
Dealer States	it has happened today but its working right at the moment.		03/17/2016
Agent States	Michael, lets load test and verify the G902A and G909 grounds. Also when this occurs is the PSDMR seeing the request from the switch to open? Ryan		03/17/2016
Dealer States	I havnt load tested the ground but when I went to look to see if the switch is recognizing that it should be open im getting a unlock door to operate in the witech and the lock status is reading locked even though the door isn't locked. even when the door is opened manually its still reading locked.		03/17/2016
Agent States	Michael, lets load test the Q34 circuit from the door latch to the PSDMR using a light bulb and report back findings. Also are all the door locks functioning normally? Ryan		03/17/2016
Dealer States	I had done some more testing and noticed that I can get it to switch to unlock if I manually unlock it or when I electrically unlock it I have to push on the manual lock to move it a little and get it to unlock. I have the carrier plate out now and it doesn't look like its binding. is it possible that the latch isn't pushing the rod far enough for it to register to unlock? would you recommend replacing the latch		03/17/2016
Agent States	Michael, it is possible, but we should verify the Q34 circuit and the ground circuit. If ok then lets check all powers and grounds at the latch and if ok replace the latch and retest for the concern. Ryan		03/17/2016
Agent States	REPLACED DOOR LATCH AFTER TESTING ELECTRICAL AND IT COMING OUT FINE. Technician Closure Requested		03/18/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	08/18/2015	Mileage	15711	MDH	081815	
Engine	ERB	ERB				
Transmission	2265	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T CLOSE					
Created Date	12/22/2017	Created By		Updated Date	01/05/2018	Updated By

CONTACT

Dealer	23171	Huntington Jeep Chrysler Dodge	Phone		
Address	1220 E Jericho Tpke				
City	Huntington	State	NY	ZIP	11743
Dealer Zone	32	County			
Technician TID/SID	S20684P	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	4	Days In Shop	2
Initial Concern	customer states passenger slide door makes buzzing noise when locking				
Duplicated	Yes	Repairs Parts and Tests	first replaced pass slide door latch, fixed buzzing noise from lock, went to test slide door after realigning door on track, slide door would not cinch closed. replaced latch again, didnt fix cinching problem, got code B19DB-RIGHT POWER SLIDING DOOR CLOSE DIRECTION - PAWL SWITCH PERFORMANCE, replaced door module after following service procedure for that code, didnt fix problem, went back into door, found pinch wire for cinching motor, repaired wires, put back together and realigned door again, still not cinching, code is sill present after replacing wires.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	
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Called dealer in an attempt to gather updated info on this concern, Joe unable to provide current repair status. After 2 unsuccessful attempts to obtain repair status, closing case with instruction to contact STAR center if needed for assistance at a later date.-Edna

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	customer states passenger slide door makes buzzing noise when locking		12/22/2017
Agent States	Angelo called for assistance per the concern. He indicated the buzzing noise was corrected with the latch replacement. However once the new latch was installed the cinching problem occurred. Angelo indicated the wiring was found damaged and a new service connector was installed for the latch. That still did not correct the concern the door will close to the point of Cinching and then stop with the DTC B19DB. Angelo verified the circuits could carry a load after the wiring repair was performed. Angelo also replaced the door module with no change. I suggested to Angelo since there was wiring damage found and the original latch was functional just made noise, try reinstalling the original latch and let me know the result.-Nate		12/22/2017
Agent States	Angelo please update the case or it will be closed due to no response.-Nate		12/28/2017
Agent States	Called dealer in an attempt to gather updated info on this concern, service was unavailable; sent to voicemail. Angelo, please contact us if further STAR assistance is needed or update and close ticket with final repairs.-Thanks, Edna		01/04/2018
Agent States	Called dealer in an attempt to gather updated info on this concern, Joe unable to provide current repair status. After 2 unsuccessful attempts to obtain repair status, closing case with instruction to contact STAR center if needed for assistance at a later date.-Edna		01/05/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53
Built Date		Mileage	59083	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BT - MOTOR, CINCH				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	FAILS SYSTEMS TEST
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	06/10/2019	Created By		Updated Date	07/11/2019
				Updated By	

CONTACT

Dealer	23401	O'Daniel Motor Sales Inc	Phone	
Address	5611 Illinois Rd			
City	Fort Wayne	State	IN	ZIP
Dealer Zone	42	County		
Technician TID/SID	S52377A	Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email
				No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	31
Initial Concern	DOOR LOCK ACTUATOR WAS MAKING NOISE SO I REPLACED AS NECESSARY BUT BEFORE I HAD REPLACED I NOTICED THE DOOR HANDLE ON THE INSIDE WOULD NOT OPEN THE DOOR NOR FROM THE OUTSIDE ONLY PUSHING THE BUTTON FROM THE INSIDE WOULD OPEN IT AND ONCE OPEN THEN YOU CAN PULL THE HANDLE IT WILL CLOSE BUT NEVER WILL OPEN				
Duplicated	Yes	Repairs Parts and Tests	DOOR LOCK ACTUATOR FOR PREVIOUS CONCERN HAS BEEN REPLACED BUT VEHICLE WAS HAVING ISSUE BEFORE		
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 due to no response.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
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CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	06/10/2019	██████████	26598	11/09/2016	PAID
██████	06/10/2019	██████████	27104	04/27/2017	PAID
██████	06/10/2019	██████████	35363	10/17/2017	PAID
██████	06/10/2019	██████████	0	12/10/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	We have not heard from you in a few days, can you please provide an update on the vehicle? Is further assistance needed? If not then you can close out the case. Thanks, Nick		06/25/2019
Agent States	We are closing the case due to not receiving a response. If the vehicle has been fixed, please note what fixed the vehicle and close the case. If you are still in need of repair guidance, you may reopen the case for 15days. If 15 days pass you can create a new case and reference the old one. Thank You, Nick		06/25/2019
Agent States	John called in for assistance with the Right Rear Power Sliding Door not opening with the interior or exterior handles. The door will open with the B pillar button, key fob, and overhead console buttons. John stated that there are no DTC's present but the position 1 switch state is showing closed when it should show open. Recommended that John inspect and test circuit G76 for potential issues. If no concerns are found with the circuit then we should proceed with replacing the right rear door latch. Thanks, Nick		06/25/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY LTD PLATINUM
Built Date	07/23/2015	Mileage	30413	MDH	072317	
Engine	ERB	ERB				
Transmission	1905	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	07/10/2017	Created By		Updated Date	07/11/2017	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
config reort.pdf	CSDAdmin	05/31/2018
scan report.pdf	CSDAdmin	06/07/2018

CONTACT

Dealer	23563	Jack Wolf Chrysler Jeep Dodge Inc.	Phone		
Address	1615 N. State Street				
City	Belvidere	State	IL	ZIP	61008
Dealer Zone	51	County			
Technician TID/SID	S391700	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	intermittent drivers rear door handle will not release to open or close				
Duplicated	Yes	Repairs Parts and Tests	followed dtc diag for a b19e0 code for stuck door handle switch		
DTC1	b19e0	DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	209345

RESOLUTION

Description	Thanks for the update Spencer, let follow the B19E0 code & perform the wiring information. Check power/ground, circuits, pin fit. Jerome
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	intermittent drivers rear door handle will not release to open or close		07/10/2017
Agent States	Spencer, can you send me a vehicle scan & configure report & attach it to the ticket. Jerome		07/10/2017
Dealer States	ive attached the files that you requested		07/10/2017
Agent States	Thanks for the update Spencer, let follow the B19E0 code & perform the wiring information. Check power/ground, circuits, pin fit. Jerome		07/10/2017
Dealer States	followed diagnostics and found the latch to be the issue		07/11/2017
Agent States	siding door latch		07/11/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	09/25/2015	Mileage	24288	MDH	092510	
Engine	ERB	ERB				
Transmission	0585	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	08/18/2016	Created By		Updated Date	08/29/2016	Updated By

CONTACT

Dealer	23825	Jasper Jeep-Dodge-Chry-Plym	Phone		
Address	1050 Highway 515 South				
City	Jasper	State	GA	ZIP	30143
Dealer Zone	66	County			
Technician TID/SID	S31691B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	RT SLIDING DOOR INOP REPLACE PSDM CAN SEE MODULE ON SCAN CAN NOT READ PART NUMBER WITH SCANNER BUT JUST FOR A MOMENT NO DATA PRESENTCOMPARE DOOR MODULE DATA RT AND LEFT RT LOCK STATUS SWITCH SHOWS CLOSED WITH DOOR SHUT LEFT SIDE SHOWS OPEN LEFT SIDE SHOWS SECTOR GEAR SWITCH STATUS CLOSED RT SIDE SHOWS OPEN				
Duplicated	Yes	Repairs Parts and Tests	PSDM LEFT SIDEBUT AS I SAY CAN SEE MODULE BUT NOTHING ELSE PART NUMBER OR DATA		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description	We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. _Heather
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	RT SLIDING DOOR INOP REPLACE PSDM CAN SEE MODULE ON SCAN CAN NOT READ PART NUMBER WITH SCANNER BUT JUST FOR A MOMENT NO DATA PRESENT COMPARE DOOR MODULE DATA RT AND LEFT RT LOCK STATUS SWITCH SHOWS CLOSED WITH DOOR SHUT LEFT SIDE SHOWS OPEN LEFT SIDE SHOWS SECTOR GEAR SWITCH STATUS CLOSED RT SIDE SHOWS OPEN		08/18/2016
Dealer States	RT SLIDING DOOR INOP REPLACE PSDM CAN SEE MODULE ON SCAN CAN NOT READ PART NUMBER WITH SCANNER BUT JUST FOR A MOMENT NO DATA PRESENT COMPARE DOOR MODULE DATA RT AND LEFT RT LOCK STATUS SWITCH SHOWS CLOSED WITH DOOR SHUT LEFT SIDE SHOWS OPEN LEFT SIDE SHOWS SECTOR GEAR SWITCH STATUS CLOSED RT SIDE SHOWS OPEN		08/18/2016
Agent States	Hello Marty. Will you please provide a vehicle scan and configuration report for this vehicle. Is there codes present in the system for this door? Also if you go into inhibit monitors for this door is it counting the inhibits? Keep me updated. Thank you, Ken R.		08/18/2016
Dealer States	NO CODES NO INHIBITS		08/18/2016
Agent States	Hello Marty. I apologize for my late response as I was out of the office on Friday. Has the vehicle configuration restore been performed? Also the module does show active and communicating on the topology? Also lets try a battery disconnect and capacitive discharge. Keep me updated. Thank you, Ken R.		08/22/2016
Dealer States	after disconnect battery and capacitive discharge worked twice and set code b2506		08/22/2016
Agent States	Thank you for the update Marty. Have you gone through the diag procedure for this code? Keep me updated. Thank you, Ken R.		08/22/2016
Dealer States	after disconnect battery and capacitive discharge worked twice and set code b2506		08/22/2016
Agent States	Contacted dealer for update - service advisor was not available to provide any info. Marty, is this vehicle still at the dealer? If so, are you waiting on any parts? Please resubmit in STAR case with part number and ETA, or close out this ticket with repair information if no further assistance is needed. _Heather		08/26/2016
Agent States	We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. _Heather		08/29/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	49453	MDH	012621
Engine	ERB				
Transmission	1225				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BO - DOOR, SLIDING				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	06/20/2017	Created By		Updated Date	06/21/2017
				Updated By	

CONTACT

Dealer	24055	Jack Key Motor Company Inc	Phone		
Address	1840 N Main St				
City	Las Cruces	State	NM	ZIP	88001
Dealer Zone	70	County			
Technician TID/SID	S56588B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	r rear slidding door will not open				
Duplicated	Yes	Repairs Parts and Tests	have new latch in hand but cant open door		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Spoke with Juan and he states he is not able to open the door to replaced the latch assembly, he states the door is unlocked. Advised to start to remove the carrier plate to gain access to the latch assembly and if needed may have to manipulate the latch to open the door to replace the damaged latch assembly. If no further assistance is required please close this ticket. Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	r rear slidding door will not open		06/20/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Spoke with Juan and he states he is not able to open the door to replaced the latch assembly, he states the door is unlocked. Advised to start to remove the carrier plate to gain access to the latch assembly and if needed may have to manipulate the latch to open the door to replace the damaged latch assembly. If no further assistance is required please close this ticket. Jim W		06/20/2017
Agent States	s, technician requested closure. Jim W		06/21/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	08/04/2015	Mileage	6166	MDH	08048	
Engine	ERB	ERB				
Transmission	2135	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	02/03/2016	Created By		Updated Date	02/05/2016	Updated By

CONTACT

Dealer	25002	Carbone Dodge City	Phone	3157363371		
Address	5017 Commercial Dr					
City	Yorkville	State	NY	ZIP	13495	
Dealer Zone	32	County				
Technician TID/SID	S11899H	Technician Email				
Training Level		Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2	
Initial Concern	rh power sliding door inop at times. won't open from outside handle or b pillar switch					
Duplicated	Yes	Repairs Parts and Tests	checked codes, compared data to other side, the same			
DTC1		DTC2		DTC3		DTC4
Information Sent						
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description What fault do you have for the latch? I believe there is only one latch in each power sliding door. Matt S

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	rh power sliding door inop at times. won't open from outside handle or b pillar switch		02/03/2016
Agent States	Hello Thomas, Have we tried opening and closing the door with the scan tool when it is not working? Lets go ahead and try performing the		02/03/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	power sliding door learn cycle and see if this helps narrow down our problem. Thanks, Jason.		
Agent States	Hello Thomas,Have we tried opening and closing the door with the scan tool when it is not working? Lets go ahead and try performing the power sliding door learn cycle and see if this helps narrow down our problem.Thanks, Jason.		02/03/2016
Dealer States	performed open door test, when door wasn't working. came up with latch fault. would this be the front or rear latch		02/04/2016
Agent States	What fault do you have for the latch? I believe there is only one latch in each power sliding door. Matt S		02/04/2016
Agent States	What fault do you have for the latch? I believe there is only one latch in each power sliding door. Matt S		02/04/2016
Agent States	new latch		02/05/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	08/01/2015	Mileage	6763	MDH	080117	
Engine	ERB	ERB				
Transmission	2115	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	05/04/2016	Created By		Updated Date	05/07/2016	Updated By

CONTACT

Dealer	26016	Jim Riehl's Friendly Chry Jeep Inc	Phone		
Address	32899 Van Dyke Ave				
City	Warren	State	MI	ZIP	48093
Dealer Zone	42	County			
Technician TID/SID	S14299E	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	"OCCASIONALLY" RIGHT SLIDING DOOR WILL NOT OPEN WITH CONTROLS. MANUALLY OPEN AND THEN WORKS WITH CONTROLS.				
Duplicated	Yes	Repairs Parts and Tests	NO DTC'S , PASSES SCAN TOOL TESTS		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Thanks for the update Michael, I am closing this ticket. If the vehicle does return and further assistance is needed please request to open a ticket. Thanks, Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	"OCCASIONALLY" RIGHT SLIDING DOOR WILL NOT OPEN WITH CONTROLS. MANUALLY OPEN AND THEN WORKS WITH CONTROLS.		05/04/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Michael, You stated not able to verify but service did see happen, You stated there are no codes are there any POWER SLIDING DOOR SYSTEM INHIBIT MONITORS, Review Power Sliding Door Diagnosis and Testing (DIAGNOSIS AND TESTING - POWER SLIDING DOOR SYSTEM) Suggest to perform a wiggle test on the harness and inspect the pin fit and connectors at the PSDM. If the system again fails use the scan tool and monitor the handle, fobik and dash and b pillar switches for on/off. Jim W		05/04/2016
Dealer States	Activation Status RKE Battery Voltage 12.0 Volts Brakes Switch Status Not Pressed Full Open Switch Status Open Inhibit Reason Lock Engaged Inside/Outside Handle Switch Status Open Number of Good Cycles Since Set 4 Pawl (Secondary) Switch Status Open Position Sensor 1 Closed Position Sensor 2 Closed Primary Ratchet (Ajar) Switch Status Open PRNDL State SNA / Not Programmed Sector Gear Switch Status Open Sliding Door (PSDM) Position Counts 17 Sliding Door Lock Switch Status Open Temperature Reading 66.2		05/04/2016
Dealer States	THAT IS THE INHIBIT INFO. INHIBIT REASON STATES: LOCK ENGAGED		05/04/2016
Dealer States	LAST TIME IN DID WIGGLE TEST AND MONITORED SWITCHES, HANDLE ETC- ALL WORKED/READ FINE. THE INHIBIT INFO IS ALL I FOUND.		05/04/2016
Agent States	Per the inhibits states: OPEN INHIBIT - DOOR LOCKED Operator attempted ?power open? when the vehicle was locked, Inform customer of proper power sliding door/latch operation Invalid lock status received by the power sliding door control module, Using a scan tool observe the Bussed inputs to the power sliding door control module. Cycle the power door locks using the key fob, auto locks and interior lock switches. Verify the ?Lock? status reads correctly, repair as necessary Jim W		05/04/2016
Agent States	Per the inhibits states: OPEN INHIBIT - DOOR LOCKED Operator attempted ?power open? when the vehicle was locked, Inform customer of proper power sliding door/latch operation Invalid lock status received by the power sliding door control module, Using a scan tool observe the Bussed inputs to the power sliding door control module. Cycle the power door locks using the key fob, auto locks and interior lock switches. Verify the ?Lock? status reads correctly, repair as necessary Jim W		05/04/2016
Dealer States	Activation Status RKE Battery Voltage 12.0 Volts Brakes Switch Status Not Pressed Full Open Switch Status Open Inhibit Reason Lock Engaged Inside/Outside Handle Switch Status Open Number of Good Cycles Since Set 4 Pawl (Secondary) Switch Status Open Position Sensor 1 Closed Position Sensor 2 Closed Primary Ratchet (Ajar) Switch Status Open PRNDL State SNA / Not Programmed Sector Gear Switch Status Open Sliding Door (PSDM) Position Counts 17 Sliding Door Lock Switch Status Open Temperature Reading 66.2		05/04/2016
Dealer States	JIM, DID CHECK AND WHEN VEHICLE IS LOCKED AND PRESS SLIDING DOOR ON RKE- IT WLLL UNLOCK DOORS AND OPEN SLIDING DOOR.		05/05/2016
Agent States	Michael, You stated with the doors locked you can press the sliding door button to the open position and the locks unlock and the door opens ? Suggest to compare this operation to a known good like vehicle and let me know your results. Jim W		05/05/2016
Dealer States	JIM, COMPARED TO ANOTHER 2015 MODEL AND SAME RESULTS- WHEN DOORS[ALL]LOCKED AND PRESS RIGHT SLIDING DOOR TO OPEN ON RKE- UNLOCKS BOTH RIGHT DOORS AND OPENS SLIDING DOOR[DOES SAME ON LEFT SIDE]-		05/05/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	SO LOOKS LIKE THIS IS NORMAL OPERATION. BUT INHIBIT STATES LOCK ENGAGED. IM ASSUMMING SINCE THIS PROBLEM OCCURS WITH ANY BUTTON INPUT[PER ADVISOR AND CUSTOMER] ITS A MODULE OR DOOR PROBLEM, NOT A SWITCH.		
Agent States	Michael, I agree with your thinking on a module over a switch. Suggest prior to replacing a door module inspect all connectors and pins for push outs, and pin drag test. Jim W		05/05/2016
Dealer States	JIM W., I CHECKED, WIGGLED ALL CONNECTORS, PINS ETC- NO PROBLEMS FOUND. SO, I REPLACED RIGHT REAR DOOR MODULE AND RIGHT SLIDING DOOR MODULE AS SUSPECT. DOOR CONTINUED TO WORK IN SHOP AND RELEASED TO CUSTOMER.		05/06/2016
Agent States	Thanks for the update Michael, I am closing this ticket. If the vehicle does return and further assistance is needed please request to open a ticket. Thanks, Jim W		05/06/2016
Agent States	DOOR MODULE/S technician requested closure. Jim W		05/07/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	03/05/2016	Mileage	37860	MDH	03056	
Engine	ERB	ERB				
Transmission	0606	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	LATCH RATTLE	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	09/20/2018	Created By		Updated Date	01/18/2019	Updated By

CONTACT

Dealer	26536	West Hills Chrysler Jeep Dodge	Phone		
Address	900 W Hills Blvd				
City	Bremerton	State	WA	ZIP	98312
Dealer Zone	70	County			
Technician TID/SID	S68250M	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	10
Initial Concern	slider door stuck				
Duplicated	Yes	Repairs Parts and Tests	.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description no reply from technician

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	slider door stuck		09/20/2018
Agent States	Joshua called and he states he cannot open the door from the inside or outside, he states he just replaced the door lock actuator and can see he did not install correctly, advised to push on the lock mechanism and see if		09/20/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	the door will open so the actuator can be properly installed. Thanks, Jim W		
Agent States	Joshua, Please provide an update with this vehicle. If the vehicle is no longer at the dealership or parts are on order please close this ticket, Jim W ?Due to system upgrades, the STAR center will be closed on Saturday September 22nd and will reopen on Monday September 24th at 8am EST. For more information please refer to Dealer CONNECT>Service>Announcements for more details.?		09/21/2018
Agent States	Joshua, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W		09/30/2018
Agent States	Joshua, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks. Jim W		09/30/2018
Agent States	Joshua,		09/30/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	36405	MDH	030822
Engine	ERB				
Transmission	0626				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BT - MOTOR, CINCH				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	SEIZED				
Created Date	01/25/2018	Created By		Updated Date	01/25/2018
				Updated By	

CONTACT

Dealer	26768	Planet Chrysler Dodge Jeep Ram Fia	Phone		
Address	5190 N Test Dr				
City	Flagstaff	State	AZ	ZIP	86004
Dealer Zone	70	County			
Technician TID/SID	S87416N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	left rear sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	left rear sliding door is stuck in the lock cinched position. tried to unlatch through witech but get message latch fault. how do I get the latch to un cinch?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Garth, if the door will open you might have to break the mechanism to open the door. Jerome

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	left rear sliding door will not open		01/25/2018

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Garth, according to your finding/results sound like the latch is frozen. Try to remove the panel & use some channel lock or vice grip to pull the cable. Jerome		01/25/2018
Dealer States	the latch moves when inside door handle is pulled. but how do I get the cinch to un cinch		01/25/2018
Agent States	Garth, if the door will open you might have to break the mechanism to open the door. Jerome		01/25/2018
Agent States	had to cut through latch bracket on carrier plate in order to get to latch		01/25/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	33850	MDH	11050
Engine	ERB				
Transmission	0845				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BR - LATCH, FRONT				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	SEIZED				
Created Date	08/10/2018	Created By		Updated Date	08/10/2018
				Updated By	

CONTACT

Dealer	26876	Bedford Chrysler Dodge Jeep Ram	Phone		
Address	10048 S.R. 37				
City	Bedford	State	IN	ZIP	47421
Dealer Zone	42	County			
Technician TID/SID	S73006O	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	Passenger sliding door does not open.				
Duplicated	Yes	Repairs Parts and Tests	Vehicle needs a new door latch, when trying to move locking latch manually there is high resistance and lock does not move. My question is how do you open the power sliding door when the latch is seized/stuck closed?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Jacob, try to remove the panel with less damage as possible. We had tech to pull on the cable to get the latch open. Jerome
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Passenger sliding door does not open.		08/10/2018
Agent States	Jacob, try to remove the panel with less damage as possible. We had tech to pull on the cable to get the latch open. Jerome		08/10/2018
Agent States	New door latch repaired, requested info on how to open door with door latch stuck locked, star suggested carefully removing door panel to access latch, worked.		08/10/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2017	Body	53	DODGE GRAND CARAVAN GT
Built Date	11/25/2016	Mileage	25864	MDH	112520	
Engine	ERB	ERB				
Transmission	0706	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	101230307	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T CLOSE					
Created Date	09/13/2018	Created By		Updated Date	09/17/2018	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf	CSDAdmin	09/22/2018
Configuration Report.pdf	CSDAdmin	09/22/2018
DUPLICATE Configuration Report.pdf	CSDAdmin	03/03/2019

CONTACT

Dealer	26879	Lake Woods Chrysler Dodge Jeep Ram	Phone	
Address	815 NW 4th Street			
City	Grand Rapids	State	MN	ZIP 55744
Dealer Zone	74	County		
Technician TID/SID	S61033Q	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	DRIVERS REAR SLIDING DOOR DOESNT OPEN WITH THE KEY OR THE BUTTON ON THE DOOR. ALSO DOOR CLOSES ALL THE WAY THEN POPS BACK OPEN WITHIN 30 SECONDS				
Duplicated	Yes	Repairs Parts and Tests	DID A FLOW CHART FOR CODE B19CD AND IT SAID TO REPLACE THE DOOR MODULE DID THAT AND IT DIDNT FIX THE CONCERN.		
DTC1	B19CD	DTC2	B2503	DTC3	B2506
DTC4	B2507				
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description	<p>Hey Bryan, Looking over the scan report again and the codes that are active I think you may have a power sliding door latch issue. Going through the strategy based diagnosis for the 3 active left door codes shows the latch is a possible issue for all three codes. In addition when I look at the B19CD diagnosis, prior to the very first step it says: NOTE: If there are any Power Sliding Door DTCs in the Left Door Module, perform those test(s) first before proceeding with this test. Since you have already replaced the door module I would lean toward the latch being the issue as I stated previously. I would however, go through the strategy based diagnosis for the B2506 and/or B2507 before replacing the latch just to help confirm that is your issue.</p> <p>Thanks, Nick</p>
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	DRIVERS REAR SLIDING DOOR DOESNT OPEN WITH THE KEY OR THE BUTTON ON THE DOOR. ALSO DOOR CLOSES ALL THE WAY THEN POPS BACK OPEN WITHIN 30 SECONDS		09/13/2018
Agent States	<p>Hello Bryan, Have you checked the sliding door gaps when closed and compared them to the specs in the service information under 23 - Body/Body Structure/Gap and Flush/Specifications? I have seen this issue happen when one of these specs was only 1 mm out. If the other side doesn't do the issue then you can swap the power sliding door module on the track assembly to see if the issue goes to the other side? I have also seen a lot of rear latches cause this issue. What will happen is the sliding door will go to close and then go to cinch in the rear but the rear latch will not see the cinch state switch and then it will reverse because it thinks it has an obstruction blocking the door. You should be able to monitor the cinch state to see if it is switching when it is about to cinch in the door. Please advise, Nick</p>		09/13/2018
Dealer States	<p>I CHECKED THE GAP AND FITMENT SPECS AND THEY ARE ALL WITHIN SPEC. SWAPPING THE POWER SLIDING DOOR MODULES IS EASIER SAID THAN DONE. THIS VAN IS A BRAUNABILITY VEHICLE WHICH MEANS IT HAS ALL THE HANDICAP FEATURES ON IT. I CANT ACCESS THE RIGHT SLIDING DOOR MODULE DUE TO THE RAMP BEING IN THE WAY. I DID MONITOR THE CINCH STATE AND IT DOES GO INTO THE STATE BUT IT SOUNDS LIKE THE REAR LATCH IS TRYING TO LATCH BUT ISNT. IT TRYs IT ABOUT 3 OR 4 TIMES THEN POPS OPEN. WHEN IT POPS OPEN THE STATE CHANGES FROM CINCH TO OPEN. ALSO THE SLIDING DOOR STATUS SAYS MANUAL MODE EVEN WHILE THE DOOR IS CLOSED. IT NEVER CHANGES TO DOOR CLOSED.</p>		09/13/2018
Agent States	<p>Hey Bryan, Looking over the scan report again and the codes that are active I think you may have a power sliding door latch issue. Going through the strategy based diagnosis for the 3 active left door codes shows the latch is a possible issue for all three codes. In addition when I look at the B19CD diagnosis, prior to the very first step it says: NOTE: If there are any Power Sliding Door DTCs in the Left Door Module, perform those test(s) first before proceeding with this test. Since you have already replaced the door module I would lean toward the latch being the issue as I stated previously. I would however, go through the strategy based diagnosis for the B2506 and/or B2507 before replacing the latch just to help confirm that is your issue. Thanks, Nick</p>		09/13/2018
Agent States	rear sliding door latch		09/17/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	10/27/2015	Mileage	18181	MDH	102713	
Engine	ERB	ERB				
Transmission	0665	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BN - CABLE, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	04/26/2018	Created By		Updated Date	05/03/2018	Updated By

CONTACT

Dealer	26904	Autonation Chrysler Dodge Jeep	Phone		
Address	3118 Government Blvd				
City	Mobile	State	AL	ZIP	36606
Dealer Zone	66	County			
Technician TID/SID	S33801C	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left rear sliding door will not open from inside or outside.				
Duplicated	Yes	Repairs Parts and Tests	remove inside door panel and can not move door locking rod.need to remove glass but can not open door to loose rear window channel ,in order to remove glass.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Alice, I spoke Mike with the service department and was advised you are still waiting for parts. We are closing this ticket at this time. If further assistance is required later please request to re open this ticket. Thank you, Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	left rear sliding door will not open from inside or outside.		04/26/2018
Agent States	Hello Alice, This vehicle is equipped with sales code GKDS Left Sliding Door with Fixed Glass, If the glass is in the way have the glass removed to further open this lock. Jim W		04/26/2018
Dealer States	the van has elc power windows on side doors we can not get the door unlock to get open to replace latch is there any way to unlock latch ?		04/27/2018
Agent States	Alice, Suggest to take the door apart to achieve the linkage to open the door. Jim W		04/27/2018
Dealer States	ok but you can not take the door apart with out open the door cant not get the window out or the window carrier and the door will not open ?		04/27/2018
Agent States	Alice, If you cannot electrically unlock or unlatch the lock or latch to open the door you will need to somehow get access to the lock/latch to replace. Try removing the carrier bolts and see if you can pry open to gain access without damaging components. Jim W		04/27/2018
Dealer States	have tried that can not get to latch with without breaking carrier has no room		04/27/2018
Agent States	Alice, If you cannot electrically unlock or reach the lever to manually unlatch you may need to damage the carrier plate to gain access due to sub sequential damage may occur suggest to have a new parts on hand to install when you remove. Jim W		04/27/2018
Agent States	Alice, Please provide an update with this vehicle. If the vehicle is no longer at the dealership or parts are on order please close this ticket, Jim W		04/28/2018
Dealer States	Jim,got the door open but had to order some cables .part should be here today. thank for your help.		05/01/2018
Agent States	Thanks for the update Alice. when completed and no further assistance is required please close this ticket. Thank you, Jim W		05/01/2018
Agent States	Alice, Have you received parts for this vehicle, Is the vehicle now operating as designed ? If yes please close this ticket. Jim W		05/02/2018
Agent States	Alice, I spoke Mike with the service department and was advised you are still waiting for parts. We are closing this ticket at this time. If further assistance is required later please request to re open this ticket. Thank you, Jim W		05/03/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	15602	MDH	031115
Engine	ERB				
Transmission	0676				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BX - TRACK, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	09/27/2016	Created By		Updated Date	10/03/2016
				Updated By	

CONTACT

Dealer	26921	South Point Dodge Chrysler Jeep	Phone		
Address	5210 S Ih 35				
City	Austin	State	TX	ZIP	78745
Dealer Zone	63	County			
Technician TID/SID	S67956B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left sliding door will not open manually or electrically				
Duplicated	Yes	Repairs Parts and Tests	pulled inspection cover rods appear to be connected, how can I get the door open so I can remove panel???		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Gale, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	left sliding door will not open manually or electrically		09/27/2016
Agent States			09/27/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	Called Dealer, No one available to address this concern. Will return call. Michael		
Agent States	Called Dealer, Asked for Service Manager Gale, SM not available. Left message for him to return call to Star so we can address this concern. Michael		09/28/2016
Agent States	Technician Clay called, Left sliding door is locked and will not open manually or with any electrical switch. Tech will attempt to gain access to locking mechanism to release lock and remove door panel to evaluate. Michael		09/28/2016
Agent States	Gale, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric		10/03/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	02/19/2016	Mileage	30508	MDH	021913	
Engine	ERB	ERB				
Transmission	0406	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T CLOSE					
Created Date	06/03/2017	Created By		Updated Date	06/08/2017	Updated By

CONTACT

Dealer	26921	South Point Dodge Chrysler Jeep	Phone		
Address	5210 S Ih 35				
City	Austin	State	TX	ZIP	78745
Dealer Zone	63	County			
Technician TID/SID	S85496B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	right sliding door lock stuck in the unlocked position.				
Duplicated	Yes	Repairs Parts and Tests	the right sliding door latch was replaced. since latch replacement the sliding door does not open with the b- pillar switch or the remote. it will close with the switch or remote. the power door lock also does not work either.		
DTC1	b19e0	DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Douglas, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right sliding door lock stuck in the unlocked position.		06/03/2017
Agent States	Hello Douglas, What is the reason the latch was replaced ? You listed code b19e0 is this code currently active or is this why the latch was replaced. Jim W		06/03/2017
Dealer States	the lock button was seized up. it would not lock.the dtc is active. the dtc is for the left sliding door but it works fine.		06/03/2017
Agent States	Douglas, Suggest to contact Parts Specifier to confirm you have the correct part number of the latch you replaced ? Lets look in the scan tool to see the position of the left door handle switch and to see if it is seeing the switch opening and closing, Perform the diagnosis for this code and verify results. Jim W		06/03/2017
Agent States	Douglas, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle or if the vehicle is not at your dealership please close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks. Jim W		06/07/2017
Agent States	Douglas, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W		06/08/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	01/20/2016	Mileage	13297	MDH	012018	
Engine	ERB	ERB				
Transmission	1205	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	09/19/2017	Created By		Updated Date	09/19/2017	Updated By

CONTACT

Dealer	26935	Benny Boyd Andrews, LLC	Phone		
Address	1320 N. US 385				
City	Andrews	State	TX	ZIP	79714
Dealer Zone	63	County			
Technician TID/SID	S46955M	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	PASSANGER SLIDING DOOR WONT LOCK				
Duplicated	Yes	Repairs Parts and Tests	CHECKED RAIL TRACK FOR DOOR TO SEE IF ANYTHING WAS CAUSING IT TO NOT ALLOW TO LOCK		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Michael is this just the lock will not lock or the sliding door will not latch and close completely?

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	PASSANGER SLIDING DOOR WONT LOCK		09/19/2017
Agent States	Michael is this just the lock will not lock or the sliding door will not latch and close completely?		09/19/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	THE DOOR WILL NOT LOCK I RECENTLY JUST FOUND THAT WHEN EVER I HIT THE LOCK BUTTON FOUND TIPM NOT TO SEND VOLTAGE TO LOCK REAR DOOR		09/19/2017
Agent States	locking actuator		09/19/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	29672	MDH	031418
Engine	ERB				
Transmission	0686				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BB - LATCH, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	SEIZED				
Created Date	09/06/2017	Created By		Updated Date	09/13/2017
				Updated By	

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	S049980	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	right rear door will not lock , manually or with remote and switches.				
Duplicated	Yes	Repairs Parts and Tests	door inspected , wont lock manually.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Thanks for the update Rogelio, you can close this ticket out on your end. Jerome

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right rear door will not lock , manually or with remote and switches.		09/06/2017
Agent States	Rogelio, did you remove the panel to see if the rods, lack bent etc.? Jerome		09/06/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	yes every thing seems in place.		09/06/2017
Agent States	Rogelio, if you remove the rod from the latch, does the latch mechanism move freely or binding? Jerome		09/06/2017
Dealer States	it seems like its binding.		09/06/2017
Agent States	Rogelio, might have a bad latch? Jerome		09/06/2017
Dealer States	yes seems like the latch is binding		09/06/2017
Agent States	Rogelio, replace the latch according to your finding. Jerome		09/06/2017
Agent States	Rogelio, any update on this vehicle? Jerome		09/11/2017
Dealer States	part was order for customer will return for installation.		09/13/2017
Agent States	Thanks for the update Rogelio, you can close this ticket out on your end. Jerome		09/13/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53
Built Date		Mileage	68771	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	2BS - LATCH, HOLD OPEN				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	BLOCKED / RESTRICTED
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	10/02/2019	Created By		Updated Date	10/03/2019
				Updated By	

CONTACT

Dealer	27008	Hanlees Chrysler Dodge Jeep Ram of	Phone	
Address	473 Soscol Ave			
City	Napa	State	CA	ZIP
				94559
Dealer Zone	71	County		
Technician TID/SID	S93510C	Technician Email	oscarz1875@gmail.com	
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			Yes	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	1
Initial Concern	SLIDING DOOR WONT OPEN				
Duplicated	Yes	Repairs Parts and Tests	FOUND DOOR LATCH ACTUATOR IS STOCK IN LOCK POSITION , REMOVED DOOR PANEL OUT, TRY TO ACTUATED ONE CABLE AT TIME WONT OPEN ANE ADVICE HOW TO OPEN SLIDING DOOR		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Sent to body shop

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	10/02/2019		0	02/22/2016	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hello Oscar, sometimes technicians claim that they can get access to the bolts that hold the cinch motor to the latch(other technicians claim that is not possible), if possible remove the cinch motor from the latch and try getting it open that way. If not possible and trying to open/close the latch electrically fails then damage to the latch will be necessary. If we have to damage the latch to open it, try to focus the damage on the latch. We do recommend this be handled by a body shop in case damage to the body occurs. Please advise, Leo.		10/03/2019

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/30/2015	Mileage	38296	MDH	11303	
Engine	ERB	ERB				
Transmission	1125	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BK - ACTUATOR, INSIDE HANDLE					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	FROZEN	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	07/11/2017	Created By		Updated Date	07/17/2017	Updated By

CONTACT

Dealer	27017	Gregg Young Chrysler Dodge Jeep Ra	Phone		
Address	1803 South Locust St				
City	Grand Island	State	NE	ZIP	68801
Dealer Zone	74	County			
Technician TID/SID	S33593D	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	removed door panel and loosened module assembly. cannot move module out far enough to reach latch and the plastic bracket is covering most of it.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	I haven't heard from you in a while. Is this vehicle still in the shop? Are you in need of assistance? If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update. Thank you, Tony R.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	left sliding door will not open		07/11/2017
Agent States	Hello Jason, I suggest we see if we can manually unlock it by any means necessary. Maybe even try having some one put pressure on the door closing it to relieve pressure on the latch while trying to unlock. If we are un able to do this I can suggest that we take it to a body shop and have them get it out by any means necessary. Thank you, Tony R.		07/11/2017
Agent States	I haven?t heard from you in a while. Is this vehicle still in the shop? Are you in need of assistance? If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update. Thank you, Tony R.		07/14/2017
Agent States	lock actuator was seized in the lock position. disassembled door enough to get a hook tool on latch to pull level to get door open . Technician requested closure.		07/17/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2015	Body	53	DODGE GRAND CARAVAN SXT
Built Date	07/02/2015	Mileage	54757	MDH	070223	
Engine	ERB	ERB				
Transmission	1755	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FI - ACTUATOR, FUEL DOOR					
Primary System	08 - ELECTRICAL	Sub System	8PL - POWER LOCKS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	01/08/2018	Created By		Updated Date	01/11/2018	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Configuration Report.pdf	CSDAdmin	05/30/2018
[REDACTED] Vehicle Scan Report.pdf	CSDAdmin	06/07/2018

CONTACT

Dealer	27035	Bravo Chrysler Dodge Jeep Ram of A	Phone		
Address	1100 W Main St				
City	Alhambra	State	CA	ZIP	91801
Dealer Zone	71	County			
Technician TID/SID	S063310	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	right sliding door wont open				
Duplicated	Yes	Repairs Parts and Tests	seems latch is stuck on locked. removed lock linkage but door still wont open. any ideas on opening door		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	Alejandro, with the door panel removed, you have to remove the bolts from the bottom roller assembly in the front of the door, then push end on the front and rear of the door. Larry
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right sliding door wont open		01/08/2018
Agent States	Hi, Alejandro. Please attach a scan and configuration report to the ticket, and list any aftermarket, or Mopar accessories installed on the vehicle. Please send reports, Thank you. Larry		01/08/2018
Dealer States	reports attached		01/09/2018
Agent States	Alejandro, with the door panel removed, you have to remove the bolts from the bottom roller assembly in the front of the door, then push end on the front and rear of the door. Larry		01/09/2018
Agent States	new latch		01/11/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/16/2015	Mileage	30198	MDH	111610	
Engine	ERB	ERB				
Transmission	3115	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BN - CABLE, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	01/02/2018	Created By		Updated Date	01/04/2018	Updated By

CONTACT

Dealer	27059	Classic Cdjrf of Arlington	Phone		
Address	1111 Interstate 20 E				
City	Arlington	State	TX	ZIP	76018
Dealer Zone	63	County			
Technician TID/SID	S58163N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	power sliding door driver side will not open or unlock.				
Duplicated	Yes	Repairs Parts and Tests	removed door panel, window, regulator and support to gain access.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Donald the only thing you can do is do what ever it takes to open the door within reason or see if a body shop can get the door open for you? Please let me know what you choose to do. Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	power sliding door driver side will not open or unlock.		01/02/2018
Agent States	Hello Donald. Do you have any DTC's? Can you please attach a vehicle scan and configuration report to the ticket? So the inside and		01/02/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	outside door handle would not open the door and the manually locks wont work when pushing the button on the inside of the driver sliding door? Have you inspected all the door cables and links to make sure they are not bent and contacted to the latch? Please advise. Justin		
Dealer States	yes, the manual lock will not move. the cables and rods appear undamaged or bent. the locking mechanism will not move. stuck in lock position.		01/03/2018
Agent States	Donald did you trace the cable/ link back to the latch and then disconnect to see if the lock mechanism will move freely and to see if the latch is seized where the cable/link is attach to the latch lever? Please advise. Justin		01/03/2018
Dealer States	yes justin, i removed the lock rod and still was unable to release.		01/03/2018
Agent States	Donald what part wont release the latch lever on the latch assembly wont move freely or the cable when switch lock switch back and forth in the door panel? Please advise. Justin		01/03/2018
Dealer States	the latch lock/unlock assembly in the rear of the door will not release. the lock lever in the door panel moves freely. the one in the latch does not move to unlock the latch.		01/03/2018
Agent States	Donald form what it seems then is that the lock lever on the latch is seized and we should replace the rear latch assembly and then retest to see if that fixes the locking issue. Please advise. Justin		01/03/2018
Dealer States	OK, PROBLEM IS THE DOOR IS STUCK CLOSED.		01/03/2018
Agent States	Donald the only thing you can do is do what ever it takes to open the door within reason or see if a body shop can get the door open for you? Please let me know what you choose to do. Justin		01/03/2018
Agent States	lock actuator. Technician requested closure of ticket. Thank you Justin		01/04/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	36959	MDH	12227
Engine	ERB				
Transmission	3525				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BR - LATCH, FRONT				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	DAMAGED
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	02/19/2018	Created By		Updated Date	02/23/2018
				Updated By	

CONTACT

Dealer	27082	Rocky Mountain Yeti Evanston	Phone	
Address	100 Wasatch Road			
City	Evanston	State	WY	ZIP
Dealer Zone	74	County		
Technician TID/SID	S11200L	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Left rear sliding door will not lock/unlock, unable to open door.				
Duplicated	Yes	Repairs Parts and Tests	I believe the problem lies with the rear door latch, but not sure which way to proceed. Door is still latched to vehicle, so unable to remove latch assembly. Is there a way to open or remove door?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Cesar, Have you gotten this door repaired? Did the customer return? Please let us know the latest, Thanks Allen.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Left rear sliding door will not lock/unlock, unable to open door.		02/17/2018
Agent States	Cesar, Sorry no published procedure for door latches that will not release. We recommend to remove the inside door trim panel release handle and use the cables to attempt to free up this latch-if possible use spray lube on the back side of the latch and work the cables to see if you can get it to release. From your description some damage may occur just do your best to keep it to a minimum. Let us know your results, Thanks Allen.		02/19/2018
Dealer States	I have already removed the inside door panel, can see the rod for the lock/unlock and have attempted to move it, but no luck just kinda bends the rod. Will continue using spray lube and working the cables and rods. Thanks		02/19/2018
Agent States	Cesar, Thanks for your reply. See if you can work a long skinny screw driver onto the latch itself to tap on the mechanism to try and work it free at the latch itself. It may help to have an assistant put pressure on the outside release handle so if it does release it will pop open. Let us know your results, Thanks Allen.		02/19/2018
Agent States	Cesar, We found this vehicle is returning for repairs on 2-21-18 please update this case, thanks Allen.		02/20/2018
Agent States	Cesar, Have you gotten this door repaired? Did the customer return? Please let us know the latest, Thanks Allen.		02/23/2018
Agent States	Was able get door removed, found door latch stuck in lock position. replaced rear door latch.		02/23/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN S
Built Date	12/09/2015	Mileage	22742	MDH	120922	
Engine	ERB		ERB			
Transmission	3245		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	2BO - DOOR, SLIDING						
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	BINDS						
Created Date	06/02/2017	Created By		Updated Date	06/07/2017	Updated By	

CONTACT

Dealer	38999	Adamson Motors Inc	Phone		
Address	4800 Highway 52 North				
City	Rochester	State	MN	ZIP	55901
Dealer Zone	74	County			
Technician TID/SID	S15337B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	LEFT SLIDING DOOR WILL NOT UNLOCK						
Duplicated	Yes	Repairs Parts and Tests	NO REPAIRS TRYED YET. JUST TRIED TO WORK THE MANUAL LOCK KNOB BACK AND FORTH BUT IS STUCK, ALSO WORKED MANUAL KNOB AND POWER LOCK AT THE SAME TIME TO SEE IF IT WOULD COME LOOSE. NOT WORKING. ANY SUGGESTIONS.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Talk to Jerry on the phone, he stated he got the door to open today. tech going to order a part for this concern. Jerome
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	LEFT SLIDING DOOR WILL NOT UNLOCK		06/02/2017
Agent States	Jerry, no known case on this concern. We heard of tech remove the panel & pull on the cable to get the door open. Jerome		06/02/2017
Agent States	Talk to Jerry on the phone, he stated he got the door to open today. tech going to order a part for this concern. Jerome		06/07/2017
Agent States	SLIDING DOOR LOCK ACTUATOR		06/07/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/05/2015	Mileage	56217	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	WON'T STAY CLOSED					
Created Date	06/03/2020	Created By		Updated Date	06/15/2020	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf	S94464o	06/03/2020
Configuration Report.pdf	S94464o	06/03/2020

CONTACT

Dealer	41337	Gulf Chrysler-Dodge-Jeep Inc	Phone		
Address	3781 S McKenzie St				
City	Foley	State	AL	ZIP	36535
Dealer Zone	66	County			
Technician TID/SID	S94464O	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	20
Initial Concern	sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	replace lock actuator and latch assembly		
DTC1	B19E0	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description	Vehicle returned to customer.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/03/2020		3726	08/22/2016	PAID
	06/03/2020		5775	12/06/2016	PAID
	06/03/2020		15831	05/24/2017	PAID
	06/03/2020		21407	10/16/2017	PAID
	06/03/2020		34841	08/13/2018	PAID
	06/03/2020		39125	12/10/2018	PAID
	06/03/2020		49751	08/29/2019	PAID
	06/03/2020		3726	08/22/2016	PAID
	06/03/2020		3726	08/23/2016	REJECTED
	06/03/2020		0	12/22/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	the lock actuator originally failed, we could not get left rear sliding door to do anything, so replaced lock actuator and now everything works fine but acts as if something is binding or getting in the way,i have triple checked the strickers for signs of hitting is such a way its not designed to like obvious marks on the strickers and the latches, all rollers are in good working condition.well when that failed due to the dtc B19E0 - Left Sliding Door Handle Switch Circuit Stuck i felt like the latch assembly was bad cause it would pop back out. and nether of the door handles are opening the door unless manual labor is exerted to open, but it will open and close with the button but again once it makes it too the strikers it does not stay it pops back out stays popped. but you can assist the rear of the sliding door just as it makes contact and push the rear of the left sliding door in and it latches stays closed.		06/04/2020
Agent States	Hi Grant. If you switch the overhead lockout switch to locked, will the door operate correctly in manual override mode?		06/04/2020
Dealer States	with manual lockout switched to off, same results, closes and literally seconds it pops open,		06/04/2020
Agent States	Tried call to dealer. Technician was away on lunch. Will try calling back in an hour.		06/04/2020
Agent States	Attempted second call to dealer. Tech still away on lunch. Left number for Grant to call.		06/04/2020
Dealer States	hello bill i will return ASAP things in the shop are slamming and i have to put this on the back burner for now, i will try and get back on this today thank, also i tried calling back and says no voice mail for that line		06/04/2020
Agent States	Thanks for the update Grant. Was this DTC present when the vehicle first came in? Did this DTC occur after the initial repair? When you get back to this vehicle, let's see if the door handles are sticking at all. Also, check that the cables are routed correctly and not binding or sticking.		06/05/2020
Dealer States	the DTC came after the repair. all cables and handles are routed correctly and are not sticking		06/09/2020
Dealer States	verified the cables latches and handles are operating normal, honestly not too sure if this issue happened after the repair or this was an original concern that was not mentioned cause the door would not open.		06/09/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	would like to hear back asap Thank You - Grant		06/09/2020
Agent States	Sorry for the delay Grant. I was out of the office yesterday. If the cables, latches, and handles are all functioning correctly, we'll need to do some circuit checks. First, I suggest checking the connectors at the door latch and at the LRDM for any damage or corrosion, then check the pins and terminals for proper fit and drag. Then I suggest you follow the service library procedure for DTC B19E0, which will outline some circuit checks at the LRDM. If you get to that point, let me know your specific readings from those circuit checks.		06/10/2020
Dealer States	10-4 will do ill get back to you.		06/10/2020
Agent States	Thanks Grant. I will look forward to your update.		06/15/2020
Agent States	Hi Grant. Do you have an update on the vehicle at this time?		06/15/2020
Agent States	Called and talked with Grant. Vehicle has been returned to the customer and the case will be closed at this time. Diagnosis incomplete. Instructed tech to continue diagnosis by using service library information for DTC B19E0 when the vehicle returns. Tech will re-open or reference this case if further assistance is needed. Bill H		06/15/2020
Agent States	Hi Grant. Are you still in need of assistance with this vehicle? 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 it within 14 days. Thank you, Bill H		06/15/2020

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	07/31/2015	Mileage	18880	MDH	073123	
Engine	ERB	ERB				
Transmission	2065	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INTERIOR APPEARANCE					
Created Date	04/17/2017	Created By		Updated Date	04/20/2017	Updated By

CONTACT

Dealer	41423	Marty Cancila Dodge Chrysler Jeep	Phone		
Address	2175 N Highway 67				
City	Florissant	State	MO	ZIP	63033
Dealer Zone	51	County			
Technician TID/SID	S83543B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	passenger sliding door stuck closed				
Duplicated	Yes	Repairs Parts and Tests	door panel is removed, either latch or actuator are stuck, will not unlock. unable to remove carrier plate due to door stuck closed, any ideas on how to get the door opened without destroying door or carrier plate		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Thanks for the update James. You can close this ticket out on your end. Jerome

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger sliding door stuck closed		04/17/2017
Agent States	James, we have heard tech removing the panel without breaking it. Jerome		04/17/2017
Dealer States	door panel is not problem, its the carrier plate,		04/17/2017
Agent States	Thanks for the update James. Again tech stated no problem getting to the frozen latch. Jerome		04/17/2017
Dealer States	There is no way to get to sliding door latch without damaging carrier, I have been able to access latch on liftgate but not sliding door.		04/17/2017
Agent States	Thanks for the update James, just let your Warranty Administrator or Service Writer know that you have to break the carrier. Jerome		04/18/2017
Agent States	James, any update on this vehicle? Jerome		04/19/2017
Dealer States	Had to break carrier plate where it attaches to latch plate to access lock actuator to break it to release lock, had to take window regulator off carrier which fell apart inside door. replace carrier plate, latch assembly, window regulator and lock rod.		04/20/2017
Agent States	Thanks for the update James. You can close this ticket out on your end. Jerome		04/20/2017
Agent States	door latch		04/20/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN R/T
Built Date	12/15/2015	Mileage	35362	MDH	121520	
Engine	ERB		ERB			
Transmission	3455		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	04/06/2017	Created By		Updated Date	04/10/2017	Updated By

CONTACT

Dealer	41838	Ourisman Chrysler Jeep Dodge of	Phone		
Address	5900 Richmond Hwy				
City	Alexandria	State	VA	ZIP	22303
Dealer Zone	35	County			
Technician TID/SID	S42152L	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Left sliding door will not open, will not unlock.				
Duplicated	Yes	Repairs Parts and Tests	Attempted to replace door latch but it seems door lock actuator is seized. Door will not unlock when pulling on door lock rod.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description	Brian, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	Left sliding door will not open, will not unlock.		04/06/2017
Agent States	Hello Brian, If the actuator is actually seized will need to remove the panel and manipulate the latch to open the door and replace the latch assembly. Let me know if further assistance is required, Thanks, Jim W		04/06/2017
Agent States	Brain please provide an update with this vehicle, If no further assistance is required please close this ticket, Thanks, Jim W		04/07/2017
Agent States	Brian, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle or if the vehicle is not at your dealership please close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks. Jim W		04/08/2017
Agent States	Brian, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W		04/10/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/18/2015	Mileage	32286	MDH	121816	
Engine	ERB	ERB				
Transmission	3435	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	08/10/2017	Created By		Updated Date	08/16/2017	Updated By

CONTACT

Dealer	41874	Boniface-Hiers Chrysler Dodge Jeep	Phone		
Address	2555 W. King Street				
City	Cocoa	State	FL	ZIP	32926
Dealer Zone	66	County			
Technician TID/SID	S88118N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	DRIVERS SLIDER DOOR WILL NOT UNLOCK AND OPEN				
Duplicated	Yes	Repairs Parts and Tests	DIAGNOSTIC REPAIRS HAVE LED TO THE LOCK ACTUATOR BEING DEFECTIVE. HOW DO WE GET THE DOOR OPEN TO GET ACCESS TO THE LATCH ASSEMBLY. WE NEED TO REMOVE THE INNER DOOR PANEL AND CARRIER PLATE.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description	Spoke with Ed and he states the latch was manipulated to open and the vehicle is now repaired with a new latch. Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	DRIVERS SLIDER DOOR WILL NOT UNLOCK AND OPEN		08/10/2017
Agent States	Hello Ed, You stated you cannot unlock the door using the switch, scan tool etc. ? Suggest to remove the outer belt molding and pull back the top edge of the door panel to attempt to use a long screwdriver/prybar to manipulate the lock actuator to access the door to open. If no results will need to remove the door panel and carrier plate to gain access to repair. Sub sequential damages may occur while removing, let me know your results. Jim W		08/10/2017
Agent States	Ed, Please provide an update, If this vehicle is repaired or not at the dealership please close this ticket, If parts are on order please provide the part number, description and ETA of the part. Thank you, Jim W		08/11/2017
Agent States	Ed, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle or if the vehicle is not at your dealership please close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks. Jim W		08/12/2017
Agent States	Spoke with Ed and he states the latch was manipulated to open and the vehicle is now repaired with a new latch. Jim W		08/16/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	01/20/2016	Mileage	12730	MDH	01201	
Engine	ERB	ERB				
Transmission	0146	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8FL - SOLENOID, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	8PL - POWER LOCKS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	NOISY					
Created Date	12/14/2016	Created By		Updated Date	12/19/2016	Updated By

CONTACT

Dealer	42062	Santa Cruz Chrysler Dodge Jeep Ram	Phone		
Address	1616 Soquel Avenue				
City	Santa Cruz	State	CA	ZIP	95062
Dealer Zone	71	County			
Technician TID/SID	S548550	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	rear sliding doors actuators make buzzing noise when locking and during rolling auto-lock feature				
Duplicated	Yes	Repairs Parts and Tests	inspected for any loose conections, cleaned connectors, searched for any available tsbs , tried to compare to similar vehicle but no similar vehicle in shop at this time		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description waiting on parts.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States			12/14/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	rear sliding doors actuators make buzzing noise when locking and during rolling auto-lock feature		
Agent States	Please resubmit this same ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket		12/14/2016
Dealer States	resubmitted ticket from electrical to body category		12/14/2016
Agent States	Angel are the door locks still working when the noise occurs? Does the vehicle set any DTC? can we determine if this is coming from both sliding door lock actuators or just one? Has the vehicle been modified in any way?-Nate		12/14/2016
Dealer States	hi Nate vehicle has not been modified, both side actuators are making noise, and there are no DTCS, although the left side door actuators intermittently seems to stick, and will not lock/unlock at times, right side seems to be working fine other than making buzzing noise		12/14/2016
Agent States	Angel I would say order both latches, start by replacing the left rear, if the noise is gone from that one replace the other.-Nate		12/15/2016
Dealer States	thanks nate I have ordered both actuators, I will update once parts are installed		12/16/2016
Agent States	Angel if we are waiting on parts lets close the case. If further assistance is needed all details are saved to the system by the VIN. We can reopen or start a new case and reference this on, thanks and have a great weekend.-Nate		12/16/2016
Agent States	waiting on parts.		12/19/2016

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	07/21/2015	Mileage	10919	MDH	07214	
Engine	ERB	ERB				
Transmission	1825	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8BK - KEY, TRANSPONDER (ANY)					
Primary System	08 - ELECTRICAL	Sub System	8Q - VEHICLE THEFT SECURITY	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	01/27/2017	Created By		Updated Date	02/03/2017	Updated By

CONTACT

Dealer	42762	Bonneville & Son Inc	Phone		
Address	625 Hooksett Rd				
City	Manchester	State	NH	ZIP	03104
Dealer Zone	32	County			
Technician TID/SID	S11100N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2		
Initial Concern	POWER SLIDING DOOR ON THE PASS SIDE OF THE VEHICLE IS INTERMITTANTLY NOT OPENING WITH THE KEY FOB OR THE OVERHEAD INTERIOR BUTTONS.						
Duplicated	Yes	Repairs Parts and Tests	PREVIOUS TECHNITION REPLACED THE WIRING HARNESS ON THE POWER SLIDING DOOR ON THE PASS SIDE.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	11/16/2018	[REDACTED]	7945	11/14/2016	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	11/16/2018		10869	01/27/2017	PAID
	11/16/2018		0	08/07/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	POWER SLIDING DOOR ON THE PASS SIDE OF THE VEHICLE IS INTERMITTANTLY NOT OPENING WITH THE KEY FOB OR THE OVERHEAD INTERIOR BUTTONS.		01/27/2017
Agent States	Nicholas. Are there any DTC's? Also we should be able to look at the inhibit monitors in the scan tool. It should state the reason the door is not opening. Thank you. Kevin M.		01/27/2017
Agent States	Nicholas, go to the PSDM in your scan tool. Select more options, System tests, and then select open door test. Check the routine status for a pass or fail message. If the door did not pass, the scan tool will display the reason. Let me know what you find. Thank you. Kevin M.		01/27/2017
Dealer States	THERE ARE NO DTC'S. WHEN I RUN THE SELF TEST IT GIVES ME A "NO RESPONSE"		01/27/2017
Agent States	Nicholas, Hi, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 business hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you. Kevin M.		01/31/2017
Agent States	Nicholas If the vehicle has been released to the customer you can go ahead and close the ticket. If you need assistance, you can reopen the ticket within 15 days or open a new ticket and reference this one. Thank you. Kevin M.		02/01/2017
Dealer States	SORRY FOR THE LATE RESPONSE. WAS UNABLE TO BE AT WORK FOR A FEW DAYS. THE VEHICLE IS A HANDICAP ENABLED VEHICLE. THE CUSTOMER NEEDED THE VEHICLE FOR USE. HE WILL RETURN WEDNESDAY FEB 8TH.		02/01/2017
Agent States	Nicholas, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric		02/03/2017
Agent States	CUSTOMER NEEDED THE VEHICLE FOR USE.		02/03/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	11/19/2015	Mileage	32283	MDH	111916	
Engine	ERB		ERB			
Transmission	3145		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID	101089534	Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	INTERNAL DEFECT		
Customer Complaint / Reason for contact	INTERMITTENT OPERATION						
Created Date	03/19/2018	Created By		Updated Date	04/03/2018	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf	CSDAdmin	09/22/2018
Vehicle Scan Report.pdf	CSDAdmin	09/22/2018

CONTACT

Dealer	42906	Capitol Chrysler Jeep Dodge	Phone		
Address	3201 Missouri Blvd				
City	Jefferson City	State	MO	ZIP	65109
Dealer Zone	51	County			
Technician TID/SID	S39592M	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2		
Initial Concern	[TechCONNECT Reference Ticket] Driver side front and sliding door intermittently auto lock themselves. Intermittently, the rear liftgate will not open with the key fob						
Duplicated	Yes	Repairs Parts and Tests	Key fobs and WIN module have been replaced to rule out any wireless communication error				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Dusty, Please provide an update. If an update is not received within 48 hours I need to close the ticket. -Brian
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	[TechCONNECT Reference Ticket ██████████ Driver side front and sliding door intermittently auto lock themselves. Intermittently, the rear liftgate will not open with the key fob		03/19/2018
Agent States	Dusty, Please attach a scan report and configuration report. Are there any aftermarket or Mopar accessories installed on the vehicle? Has only the liftgate concern been duplicated? Does the liftgate open properly from the other inputs? -Brian		03/19/2018
Dealer States	Attached reports, yes only liftgate concern has been duplicated. Customer has been having these issues off and on for over a year. The liftgate only malfunctions from the key fob, seems to work normally from interior controls		03/19/2018
Agent States	Dusty, Does the concern happen with both fobs? Are you able to monitor the RFH data to see if the liftgate request from the fob is being received? -Brian		03/20/2018
Dealer States	Yes the concern occurs with both fobs, and yes WCM data is showing that the liftgate button is being pressed		03/21/2018
Agent States	Dusty, Check the inhibit monitors to see if there are any inhibits preventing the liftgate from opening with the RKE. As the RKE will not work with the key in the ignition, verify the WIN is not sensing a key in the ignition when it is not. -Brian		03/21/2018
Agent States	Dusty, Please provide an update. If an update is not received within 48 hours I need to close the ticket. -Brian		03/23/2018
Dealer States	Inhibit data has not been stored when this fault occurs		03/23/2018
Agent States	Dusty, Does the WIN properly sense when a key is and is not in the ignition? -Brian		03/26/2018
Dealer States	Yes, bus powers down and WIN data shows no key in ignition		03/26/2018
Agent States	Dusty, Does the power liftgate module have any data for the power liftgate switch or the RKE request from the WIN? -Brian		03/27/2018
Dealer States	Yes, watched PLGM data when operating with RKE, data read request every time button was pressed on RKE, opening and closing		03/27/2018
Agent States	Dusty, To clarify, when the power liftgate is not responding to the RKE inputs, the PLGM (power liftgate module) data indicates that it is properly receiving the RKE inputs? -Brian		03/28/2018
Dealer States	Yes that is correct		03/28/2018
Agent States	Dusty, With the PLGM receiving the RKE request and not carrying out the request, a faulty PLGM appears to be the cause of the concern. As with all modules, it is recommended to verify proper power and ground and ensure there are no connector issues before replacement of the module. -Brian		03/28/2018
Agent States	Dusty, Please provide an update. If an update is not received within 48 hours I need to close the ticket. -Brian		04/03/2018
Agent States	PLGM replaced, could not duplicate concern afterwards and customer has not returned Technician Closure Requested		04/03/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTYP53
Built Date		Mileage	115498	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group					
Component Group	8CD - BLOCK, FUSE				
Primary System	08 - ELECTRICAL	Sub System	08A - POWER DISTRIBUTION SYSTEMS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ADJUSTMENT				
Created Date	01/27/2021	Created By		Updated Date	02/08/2021
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Configuration Report.pdf	s25034f	01/27/2021
[REDACTED] Vehicle Scan Report.pdf	s25034f	01/27/2021

CONTACT

Dealer	43173	Freedom Country	Phone	
Address	3602 E Central Texas Expy			
City	Killeen	State	TX	ZIP 76543
Dealer Zone	63	County		
Technician TID/SID	S25034F	Technician Email	[REDACTED]	
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	4	Days In Shop	17
Initial Concern	pass sliding door outside or inside handles not working				
Duplicated	Yes	Repairs Parts and Tests	have replaced right sliding door modules, door harness and latch assy, has code b19E5. all wiring checks out good when ohm it through door and from tipm and the door adjar sense wire.		
DTC1	B19E5	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description closed

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	01/27/2021		115485	01/14/2021	REJECTED
	01/27/2021		115485	01/14/2021	SUSPENDED
	01/27/2021		0	01/18/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Do we have any Aftermarket Accessories installed?		01/27/2021
Agent States	Ok Bruce, with everything plugged in, let's attach a Scan and a Configuration report to this Ticket.		01/27/2021
Dealer States	reports attached and no aftermarket parts		01/27/2021
Agent States	Ok Bruce, where in the Diag for the Active B19E5 do we fail?		01/27/2021
Dealer States	no where thats why we are lost, everything in that door is brand new parts that i installed and all cables are hooked up and working good, if you pull the handle to open the door it will not power back or power close, opens fine with the remote but wont cinch back down when closing		01/27/2021
Agent States	I Understand Bruce, is the BCM, RFH seeing the requests?		01/27/2021
Dealer States	do you mean the tipm cause it doesnt have a bcm, and its not switching from open to closed on the pass side door, it switches on the drivers door		01/28/2021
Dealer States	any updates from you to go off of? thanks		01/28/2021
Agent States	Apologies Bruce, I am seeing a few with Broken wiring in the Harness and as it makes it's way back into the Body of the vehicle. Let's double check the I700, and the I750 inline connectors and see if we have any Terminal issues or chaffed wires.		01/29/2021
Dealer States	ohmed all wiring in the track and its good along with wiring connector behind right b-pillar and all wiring checks out good.		01/29/2021
Dealer States	and also check for any wire being shorted to ground and all good		01/29/2021
Agent States	Ok Bruce, we can test the resistance of a circuit and still get a reading even if we only have a couple strands holding it together, let's Load Test the Switch wiring and see if we get a Different result. We have everything New Parts wise, it has to be something Hiding in the wiring. Let me know.		02/08/2021
Agent States	Just looking for an Update, let me know how I can assist. Close as needed		02/08/2021
Agent States	Just looking for an Update, let me know how I can assist. Close as needed		02/08/2021
Agent States	Just looking for an Update, let me know how I can assist. Close as needed		02/08/2021
Agent States	no response, please reopen if further assistance is needed		02/08/2021

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT	
Built Date	04/18/2016	Mileage	26077	MDH	041814		
Engine	ERB	ERB					
Transmission	1036	DG2					
Emmission	50 State Emissions						

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	2BR - LATCH, FRONT						
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	WON'T OPEN						
Created Date	09/06/2018	Created By		Updated Date	09/06/2018	Updated By	

CONTACT

Dealer	43233	Dick's Country Chrysler Jeep Dodge		Phone	
Address	767 S W Baseline				
City	Hillsboro	State	OR	ZIP	97123
Dealer Zone	70	County			
Technician TID/SID	S45939B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	attempt to open electrically and manually. lock actuator is frozen and won't allow door to be unlocked. removed door panel in attempt to access latch and open door. is there a way to release the latch? unable to remove carrier plate or moveable glass due to access to mounting bolts blocked by closed door.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	Thank you for the update and please close this ticket out if no further assistance is needed Justin
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	left sliding door will not open		09/06/2018
Agent States	Hello Robert, Usually we try and operate any of the levers on the latch to try an get it to release. If that is not possible, your best bet would be to consult with a body shop to try and get the door open. That has been our recommendation to other techs that have experienced similar problems. Thanks, Justin		09/06/2018
Dealer States	Thanks Justin. I was actually able to get it unlocked by grabbing onto the lock/unlock rod to the inside handle with vise grips and pull that way instead of trying to use the lever on the handle assy. Might help others in the future.		09/06/2018
Agent States	Thank you for the update and please close this ticket out if no further assistance is needed Justin		09/06/2018
Agent States	vise grips		09/06/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/15/2015	Mileage	29818	MDH	121519	
Engine	ERB	ERB				
Transmission	3455	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	INTERNAL DEFECT	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	03/08/2017	Created By		Updated Date	03/14/2017	Updated By

CONTACT

Dealer	43325	Five Star Chrysler Dodge Jeep Ram	Phone		
Address	3068 Riverside Drive				
City	Macon	State	GA	ZIP	31210
Dealer Zone	66	County			
Technician TID/SID	S00632L	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	customer states left rear door will not unlock				
Duplicated	Yes	Repairs Parts and Tests	attempted to force door lock released, cannot in any way form or fashion unlatch door to remove actuator door lock mechanism is stuck in a bind, what is my next step please advise		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	[REDACTED]

RESOLUTION

Description	Joseph yes, lets go ahead and close it for now. If you need star assistance all case notes are saved to the database by VIN. The case can be reopened within the first 14 days, other wise a new request can be sent.-Nate
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	customer states left rear door will not unlock		03/08/2017
Agent States	Joseph we do not have a set procedure for removing a latch that is seized in the closed position. If we can access the latch with spray penetrating lubricant and soak the latch mechanism itself, see if there is a possibility we will be able to "work" it loose. Otherwise we may have to break door panel components to get the door opened.-Nate		03/08/2017
Agent States	Joseph we have not received any response from you regarding this concern. Please update the case or close it with repair details.-Nate		03/14/2017
Dealer States	we are in contact with our district rep on the matter, do I need to close this case?		03/14/2017
Agent States	Joseph yes, lets go ahead and close it for now. If you need star assistance all case notes are saved to the database by VIN. The case can be reopened within the first 14 days, other wise a new request can be sent.-Nate		03/14/2017
Agent States	Technician closure requested: Sent to Body shop per district manager.		03/14/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	DODGE GRAND CARAVAN SXT
Built Date	05/28/2015	Mileage	2365	MDH	052817	
Engine	ERB	ERB				
Transmission	1295	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T CLOSE					
Created Date	01/20/2016	Created By		Updated Date	01/20/2016	Updated By

CONTACT

Dealer	43718	Autonation Dodge Ram Arapahoe	Phone		
Address	10743 E Arapahoe Rd				
City	Centennial	State	CO	ZIP	80112
Dealer Zone	74	County			
Technician TID/SID	S85478B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left sliding door will not open or close.				
Duplicated	Yes	Repairs Parts and Tests	had code for latch. went through with diagnostics and replaced latch. now l will open but not close. says obstacle is reason on witech.. try multiple things. acutators says cant do open test because its not fully closed when it is closed. psdml says closed but dmrl says open?? not fault codes wiring diagram cant find anything		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	left sliding door will not open or close.		01/19/2016
Dealer States	update for door. after replacing latch. I get no codes. I cant not perform open test through witech it reads door not closed when it is. I can use the button and it opens fine. when trying close with button it goes all the way till its just about to latch and then opens back up. no codes. when using witech and try to close it. it reads obstacle for reason it does not close. I notice that the sliding door module reads door closed but door module rear left reads open latch when its closed, when its closed the dome lights do go out. cant find where to go. wiring diagram is basically empty I can get connector pin outs but not much else		01/19/2016
Agent States	MODULE WHICH WAS NOT IN THE DIAGNOSTIC MANUAL.		01/20/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	03/01/2016	Mileage	7266	MDH	030123	
Engine	ERB	ERB				
Transmission	0546	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	04/12/2017	Created By		Updated Date	04/20/2017	Updated By

CONTACT

Dealer	44058	Dodgeland And FIAT of Columbia	Phone	
Address	190 Greystone Blvd			
City	Columbia	State	SC	ZIP 29210
Dealer Zone	66	County		
Technician TID/SID	S10342P	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	CUSTOMER STATES THE RIGHT SIDE PSD DOES NOT OPEN AT TIMES FROM THE INSIDE DOOR SWITCH OR EXTERIOR HANDLE				
Duplicated	Yes	Repairs Parts and Tests	TECH BEFORE ME PERFORMED THE FLASH ON THE PSD MODULE.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

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

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States			04/12/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
	CUSTOMER STATES THE RIGHT SIDE PSD DOES NOT OPEN AT TIMES FROM THE INSIDE DOOR SWITCH OR EXTERIOR HANDLE		
Agent States	Spoke with tech on the phone and he notes that the PSD issue seems to have changed when he checked the lower connector. Tech has checked pin fit and didn't find an issue. Tech will further inspect connector and terminal crimps. Tech will check for inhibits when door does not open. Tech will report test results. Thanks Jason, -Dave L		04/12/2017
Agent States	Contacted dealer for update - no advisor available to provide any info. Jason, is this vehicle still at the dealer? If so, could you please resubmit with repair info. If the vehicle is no longer there we ask that you close out this ticket with repair information as well. Thank you _Heather		04/18/2017
Agent States	Contacted dealer for update - no advisor available to provide any info after several attempts. We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. _Heather		04/20/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	43025	MDH	012817
Engine	ERB				
Transmission	0236				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BO - DOOR, SLIDING				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	10/18/2017	Created By		Updated Date	11/02/2017
				Updated By	

CONTACT

Dealer	44221	Lithia's Grants Pass Auto Center	Phone	
Address	1421 N.E. 6th St			
City	Grants Pass	State	OR	ZIP
Dealer Zone	70	County		
Technician TID/SID	S21623P	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	passenger sliding door will not open from remote button or B pillar button.				
Duplicated	Yes	Repairs Parts and Tests	replaced door latch, ran door latch sector test, DTC b2511 set stored immediately after using inside B pillar button.		
DTC1	B2511	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hello Joseph. We are closing the ticket due to no progress being made on the repairs and the vehicle is not being actively worked on. You may re-open the ticket within 14 days, or start a new one when the vehicle is actively being worked on. Thank you for using Star. Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger sliding door will not open from remote button or B pillar button.		10/18/2017
Agent States	Hello Joseph. Can you please attach a vehicle scan and configuration report to the ticket? Ok after you ran the door latch sector test the DTC's B2511 went stored and the B-pillar is working now? Or when you hit the B-pillar Button the door the code B2511 will pop up stored? Have you tested the Q780, and the Q778 circuit? If so which test have you performed on the circuits? Have you inspected the related harness to make sure nothing is pinched or stretched? Please advise, Justin		10/18/2017
Agent States	Hello Joseph. We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin		10/20/2017
Agent States	I had called the dealership to get an update on the vehicle. I had got a hold of service advisor Daren. Daren had said the vehicle was still there. They have ordered a latch and is going to installed it. They will update me when the latch is in and if the issue is still present as well. Thank you. Justin		10/25/2017
Agent States	Hello Joseph. We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin		10/27/2017
Agent States	I had called the dealership to get an update on the vehicle. I was on hold for about ten minutes and no one came back they were busy with customers. Joseph if you could update the ticket with the status of the vehicle. If there is no response. We will being closing the ticket in the next 48 hours because we have not received a response. If you still need further assistance you can re-open the ticket within 15 days or make a new ticket and reference the old ticket and we can start to assist from there. Thank you for using FAC star. Justin		10/31/2017
Agent States	Hello Joseph. We are closing the ticket due to no progress being made on the repairs and the vehicle is not being actively worked on. You may re-open the ticket within 14 days, or start a new one when the vehicle is actively being worked on. Thank you for using Star. Justin		11/02/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	12/21/2015	Mileage	22221	MDH	122114	
Engine	ERB	ERB				
Transmission	3515	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	04/29/2017	Created By		Updated Date	05/04/2017	Updated By

CONTACT

Dealer	44277	Motor Inn of Spirit Lake Inc	Phone		
Address	2702 17th Street				
City	Spirit Lake	State	IA	ZIP	51360
Dealer Zone	74	County			
Technician TID/SID	S77146N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left rear sliding door wont open				
Duplicated	Yes	Repairs Parts and Tests	I inspected for dtc's, none found. I performed the door open test and it fails saying "latch failure" I looked up on how to replace the latch and all directions show having the door open to replace it. I am wondering how I am suppose to replace the door latch or atleast get to the latch when I cant get the door open at all. during the test when it tries to open the door I can hear it click and it still doesn't open. do I need to drill a hole on the inside or outside large enough to get my arm in to release the latch to open the door to be able to inspect stuff. from what I can tell when I pull on the inside and outside door handles I can hear something on the back of the door where the latch is at trying to move so I believe the cables are all good. please let me know what you think I should do to try and get this door open so I can take I apart to figure out what is actually failed		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road	No	RO Number	[REDACTED]

or Tow-
in

RESOLUTION

Description	Michael, If this is your only option carefully attempt to remove the panel, Advise that sub sequential damage could occur while attempting to remove panel to access the latch. Due to the vehicle not at the dealership I am closing this ticket. when the vehicle returns and further assistance is required please request to re open this ticket. Thank you, Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	left rear sliding door wont open		04/29/2017
Agent States	Michael, You stated the left rear door will not open at all and you can hear the latch, Is the lock unlocking and not opening viewing in the scan tool ? If the lock is not opening maybe we can apply voltage to open if the lock is showing unlocked and there is a concern with the latch lets remove the door panel and gain access to the latch,. Jim W		04/29/2017
Agent States	Michael, Please provide an update, If this vehicle is repaired or not at the dealership please close this ticket, Thank you, Jim W		05/01/2017
Agent States	Michael, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W		05/03/2017
Dealer States	customer has not yet returned with the vehicle. I did however inspect the door for the unlock and lock and the scan tool does show it's unlocking. so I will need to remove the door panel. how do I remove the door panel though if I cant open the door and the directions show to have the door opened in order to remove the door panel		05/03/2017
Agent States	Michael, If this is your only option carefully attempt to remove the panel, Advise that sub sequential damage could occur while attempting to remove panel to access the latch. Due to the vehicle not at the dealership I am closing this ticket. when the vehicle returns and further assistance is required please request to re open this ticket. Thank you, Jim W		05/04/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53
Built Date	[REDACTED]	Mileage	32264	MDH	10295
Engine	ERB				
Transmission	2774				
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BR - LATCH, FRONT				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	09/21/2017	Created By		Updated Date	09/22/2017
				Updated By	

CONTACT

Dealer	44373	Baxter Chrysler Dodge Jeep Ram	Phone		
Address	6601 Telluride Drive				
City	Lincoln	State	NE	ZIP	68521
Dealer Zone	74	County			
Technician TID/SID	S75590H	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	RIGHT SLIDING DOOR INTERMITTENTLY WILL NOT UNLOCK AND WILL NOT ELECTRONICALLY OPEN, REPEAT CONCERN WITH NO PROBLEMS FOUND. ALL WIRING LOAD TESTED TO BE GOOD AND ALL CONNECTORS UP TO THE DOOR ARE GOOD. REFERENCE A NOTE FOUND ON STAR FOR FRETTING AND OR OXIDATION AT CONNECTIONS ARE ALL THAT IS AVAILABLE NO PROBELMS FOUND WHEN OPERATING THE DOOR AND OR LOCKS AT THE DEALER SHIP. CUSTOEMR IS DISABLED AND THIS IS BECOING AN ISSUE				
Duplicated	Yes	Repairs Parts and Tests	LOAD TESTED DOOR TRACK WIRING HARNESS WIRES. CHECKED FOR CORROSION AND SPREAD PINS AND TERMINALS IN CONNECTORS. IS THERE ANY OTHER REFERENCES OR TEST THAT CAN BE PERFORMED WITH NO CODES IN THE SYSTEMS BEFORE POSSIBLE LOOKING INTO LATCH AND ACTUATOR REPLACEMENT. THANKS		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

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Description	Called dealer. The door locks will not unlock for customer intermittently. The Fobik and the Master Switch. The dealer has not duplicated yet. The customer also reports that if he manually unlocks the RR door all remote switch and Fob will work again. Advised that the TIPM controls the locks. The RKE Fobik signals the RFHUB to unlock and the RFHUB busses that information to the TIPM. so at this time I advised that to change the customer settings to unlock all doors on first press of the fobik. The only other check is to monitor the RKE signal in the RFHUB to see that the signal is received. And the same with Master Switch monitor data in the TIPM to see if the switch state changes. Called back tech and the RS door is the only one to not unlock. When occurs you would need to measure voltage from the TIPM to the lock for R/S see if being supplied by TIPM Relay(internal relay).
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	RIGHT SLIDING DOOR INTERMITTENTLY WILL NOT UNLOCK AND WILL NOT ELECTRONICALLY OPEN, REPEAT CONCERN WITH NO PROBLEMS FOUND. ALL WIRING LOAD TESTED TO BE GOOD AND ALL CONNECTORS UP TO THE DOOR ARE GOOD. REFERENCE A NOTE FOUND ON STAR FOR FRETTING AND OR OXIDATION AT CONNECTIONS ARE ALL THAT IS AVAILABLE NO PROBELMS FOUND WHEN OPERATING THE DOOR AND OR LOCKS AT THE DEALER SHIP. CUSTOEMR IS DISABLED AND THIS IS BECOING AN ISSUE		09/21/2017
Agent States	Look to see if the upfitter has tied into any wiring for the door. You might want to contact the upfitter to inquirer to see if they do tie into current harnesses. As this is not a common concern, it could be related to the up-fitting. Check with up-fitter. TimB.		09/21/2017
Dealer States	UPFITTERS SAY THEY DO NOT TIE INTO ANY OF THE HARNESS TO THE BACK. THIS IS A REAR ENTRY WHEEL CHAIR VAN WITH A CUT OUT FROM THE REAR THAT GOES UP TO THE BACK OF THE FRONT SEATS IN THE FLOOR. I REMOVED THE RIGHT SIDE B PILLAR AND VERIFIED THAT NOTHING IS TIED INTO THAT HARNESS THERE THAT WOULD RUN TO THE DOOR TRACK WIRING HARNESS.		09/21/2017
Agent States	Called dealer. The door locks will not unlock for customer intermittently. The Fobik and the Master Switch. The dealer has not duplicated yet. The customer also reports that if he manually unlocks the RR door all remote switch and Fob will work again. Advised that the TIPM controls the locks. The RKE Fobik signals the RFHUB to unlock and the RFHUB busses that information to the TIPM. so at this time I advised that to change the customer settings to unlock all doors on first press of the fobik. The only other check is to monitor the RKE signal in the RFHUB to see that the signal is received. And the same with Master Switch monitor data in the TIPM to see if the switch state changes. Called back tech and the RS door is the only one to not unlock. When occurs you would need to measure voltage from the TIPM to the lock for R/S see if being supplied by TIPM Relay(internal relay).		09/21/2017
Agent States	LATCH ASSEMBLY		09/22/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/11/2015	Mileage	52400	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	8FY - SWITCH, B-PILLAR					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	BINDS, STICKS, OR SEIZED	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	09/05/2019	Created By		Updated Date	09/11/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
VEHICLE SCAN REPORT 2016 town country.pdf	s20401b	09/05/2019
CONFIGURATION REPORT 2016 town counrty.pdf	s20401b	09/05/2019

CONTACT

Dealer	44413	Family Chrysler Dodge Jeep Ram	Phone		
Address	6735-39 Essington Avenue				
City	Philadelphia	State	PA	ZIP	19153
Dealer Zone	35	County			
Technician TID/SID	S20401B	Technician Email	eag@familyautos.com		
Training Level	CORE	Contact Via SMS		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	24
Initial Concern	passenger sliding door wont open				
Duplicated	Yes	Repairs Parts and Tests	replaced sliding door latch , now door wont operate with switch at times , and door will attempt to close than kicks open,		
DTC1	b19e5	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
RO Number					

RESOLUTION

Description | Per technician: Veh is done , sliding door was out of adjustment.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/05/2019		28790	05/01/2018	PAID
	09/05/2019		0	02/29/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Eddie: Are there any aftermarket installations on this vehicle? Please attach a vehicle SCAN and CONFIGURATION report to the case. Why was latch replaced? When door will not open from switches, will it open from the FOB? After latch replacement was the door relearned (POWER SLIDING DOOR LEARN CYCLE)? Refer to service library doc: 08 - Electrical / 8E - Electronic Control Modules / MODULE, Door, Power Sliding (PSDML/PSDMR) / Operation and review sliding door inhibits: The power sliding door must be in the full open or closed position in order for the power sliding door system to start a normal cycle. If the door is not in this position (based on the input from the switches integral to the cinching latch assembly) the PSDM will only perform a power open cycle. Does the data show door closed when attempting to open? Advise on findings. Maureen		09/05/2019
Dealer States	no aftermarket installations , latch was binding , opens with fob , door was relearned , data shows open when opening door. attached both reports		09/05/2019
Agent States	Eddie, thank you for the information and the reports. Did you follow the diagnostics for the active codes B19E5 and B19DB? Does drivers side sliding door operate properly from switches? If so with both doors closed sliding door data: latches, pawl position, inputs from switches and handles, etc. Let me know. Maureen		09/06/2019
Agent States	Eddie: what have you found? Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update. Thank you, Maureen		09/06/2019
Dealer States	it seems that the door is not catching the latch properly, going attempt to adjust door and see if it catches the striker.		09/06/2019
Agent States	Eddie, is the vehicle still at the dealership?		09/11/2019
Agent States	Eddie, is the vehicle still at the dealership? Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update. Thank you, Maureen		09/11/2019
Agent States	Eddie, thanks for the update. Please keep me posted. Maureen		09/11/2019
Agent States	Eddie, were you able to adjust the door for proper operation? Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update. Thank you, Maureen		09/11/2019
Agent States	Eddie, did the door adjustment correct the issue? Let me know. Maureen		09/11/2019
Dealer States	Veh is done , sliding door was out of adjustment.		09/11/2019
Agent States	Eddie, thank you for the update. I will close the case. Maureen		09/11/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	08/11/2016	Mileage	5	MDH	081112	
Engine	ERB		ERB			
Transmission	1666		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	01/28/2017	Created By		Updated Date	01/31/2017	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
16 dodge caravan.pdf	CSDAdmin	06/20/2018
DUPLICATE1_16 dodge caravan.pdf	CSDAdmin	03/03/2019

CONTACT

Dealer	44474	Peake Chrysler Dodge Jeep Ram FIAT	Phone		
Address	6551 Pratt Rd				
City	Williamson	State	NY	ZIP	14589
Dealer Zone	32	County			
Technician TID/SID	S10144E	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2		
Initial Concern	all doors will power lock with both switches and key fob, passenger front door, passenger slider, and lift gate will not unlock,						
Duplicated	Yes	Repairs Parts and Tests	checked all fuses, no codes, ran actuator test still nothing, restored configuration				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello James. My name is Jesse and I'm reviewing your ticket. Using the Witech one/two - please complete a vehicle scan report, a vehicle configuration report and attach to the reports to the ticket.		01/28/2017
Dealer States	all doors will power lock with both switches and key fob, passenger front door, passenger slider, and lift gate will not unlock,		01/28/2017
Dealer States	sent the info		01/31/2017
Agent States	The reports haven't appeared on my end. Make another attempt to attach the files. Use the Save the original file format via the Witech report viewer. For further information on attaching files, see the Tech connect homepage. Technical Assistance Tutorial > System Information and Features > Attaching Scan Reports Other Documents and Steps to Delete temporary files. After browsing the Saved file, ensure the Attach button is selected prior to resubmitting the ticket.		01/31/2017
Dealer States	its there in additional attachments now its there 2 times, hit the (choose file tab)		01/31/2017
Dealer States	upload tab sorry its a pdf file		01/31/2017
Agent States	James, thank you for the update. Does the Witech data screens reveal input request in the RFhub and BCM for unlock? My thoughts are, Complete a body verification test. Refer to Service information > 28 - DTC-Based Diagnostics > MODULE, Body Control (BCM) Standard Procedure MODULE, Body Control (BCM) Standard Procedure (BODY VERIFICATION TEST) Validate the battery state of charge. Kindly respond with battery state of charge measurement.		01/31/2017
Dealer States	van does not have a bcm im thinking the tipm is the bcm? does show passenger doors unlock in data screen, drivers side works as it should front door and slider, passenger front door and slider and lift gate all lock but will not unlock?		01/31/2017
Agent States	Yes, TIPM.		01/31/2017
Dealer States	14.4 is the charging voltage in the tipm		01/31/2017
Agent States	Not charging voltage.. With the ignition off, remove the battery surface charge and record the battery state of charge?		01/31/2017
Dealer States	swapped tipm, everything works thanks		01/31/2017
Agent States	If you require further assistance, feel free to respond or open another technical assistance request. If no further assistance is required, please close the ticket. Include your findings and provide feedback. Jesse S.		01/31/2017
Agent States	new tipm - Technician Closure Requested		01/31/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE
Built Date	12/16/2015	Mileage	31971	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	INTERNAL DEFECT	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	07/02/2019	Created By		Updated Date	07/03/2019	Updated By

CONTACT

Dealer	44519	Waldorf Dodge Ram	Phone		
Address	2294 Crain Hwy				
City	Waldorf	State	MD	ZIP	20601
Dealer Zone	35	County			
Technician TID/SID	S50394J	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	1
Initial Concern	right sliding door will not open buzzing sound when locking , lock is stuck				
Duplicated	Yes	Repairs Parts and Tests	trying to get door open to check and repair , can see rubber plug on left side if rear cover panel is removed is that an access hole to release door latch to get open		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description Closed case.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	07/02/2019		0	12/31/2015	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Whenever there is a broken latch in a sliding door it is best to replace the door panel if needed no outside body damage to open the door. So you might need to access the latch as best as you can and use a pry bar and hammer to break the latch to open. It will break apart. You can try having the handle pulled outside and lay on the floor inside and kick the door to unjam the latch. Most times breaking the latch apart works best. Keep us posted. TimB		07/03/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKM53
Built Date		Mileage	133055	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	2BK - ACTUATOR, INSIDE HANDLE				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	DAMAGED
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	03/05/2020	Created By		Updated Date	03/09/2020
				Updated By	

CONTACT

Dealer	44526	Tru West Chrysler Dodge Jeep Ram	Phone	
Address	333 South Broadway			
City	Cortez	State	CO	ZIP
				81321
Dealer Zone	74	County		
Technician TID/SID	S41759F	Technician Email	RUDYMAESTAS@TRUWESTAUTO.COM	
Training Level	CORE	Contact Via SMS	No	Contact Via Email
				Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	4
Initial Concern	NEITHER SLIDING DOOR WILL OPEN AUTOMATICALLY OR MANUALLY AND THE LOCK SWITCH ON BOTH DOORS ARE JAMMED AND WILL NOT UNLOCK.....				
Duplicated	Yes	Repairs Parts and Tests	JUST WONDERING IF THERE IS AN ACCESS TO GET THESE DOORS OPEN SO I CAN PULL THE PANEL AND REPAIR THE DOOR LOCK MECHANISM.....THANKS FOR YOUR HELP.....RUDY		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description	Customer decline repair
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Rudy, only way to get inside is to remove the panel & minimal damage to the door. Jerome		03/09/2020
Dealer States	GOT BOTH DOORS OPEN AND PRICED REPAIR PARTS FOR CUSTOMER.....CUSTOMER DECLINED REPAIR AT THIS TIME AND TOOK VEHICLE		03/09/2020
Agent States	Thanks for the update Rudy, Jerome		03/09/2020

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKM53
Built Date		Mileage	83037	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	8GW - REPAIR				
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	01/09/2020	Created By		Updated Date	01/21/2020
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
SCAN REPORT LOCK ISSUE.pdf	s58971r	01/09/2020
SCAN REPORT LOCK ISSUE.pdf	s58971r	01/09/2020
scan report.pdf	s58971r	01/14/2020

CONTACT

Dealer	44527	Frontier Dodge Chrysler Jeep Ram	Phone		
Address	5801 Spur 327				
City	Lubbock	State	TX	ZIP	79424
Dealer Zone	63	County			
Technician TID/SID	S58971R	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	21
Initial Concern	door don't open stuck on close on passenger rear sliding door				
Duplicated	Yes	Repairs Parts and Tests	replace passenger rear door and it opens and shut		
DTC1	B19E5	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Waiting on Customers authorization
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	01/09/2020		0	10/19/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	REPLACE REAR DOOR LATCH AND THE DOOR WORKS BUT ONE PROBLEM IS WHEN THE DOOR CLOSE WITH BUTTON IT CRACKS BACK OPEN ENOUGH TO PUT FINGER TIPS IN. AND THE DOOR HANDLES WONT OPEN OR SHUT THE DOOR U HAVE TO MANUALLY SHUT THE DOOR		01/09/2020
Agent States	Hello Timothy, when you say you replaced the Passengers rear door, You mean the Door Morule? ot the Latch? Or the actual door? Have you followed the Diag. for the B19e5? John		01/09/2020
Dealer States	THE DOOR LATCH REAR OF THE DOOR. PART NUMBER 68030378AE I REPLACE THAT LATCH CAUSE THE DOOR WOULD NOT OPEN AND NOW IT DOES SINCE I REPLACE IT AND NOW THIS CODE IS ACTIVE AND I FALLOWED THE STEPS AND I HAD O.L OHMS I TESTED Q54 TO GROUND I GOT O.L OHMS AND TESTED Q54 TO Q780 AND I GOT O.L OHMS		01/10/2020
Dealer States	NOW THE DOOR SHUTS MANUALLY BUT NOT WHEN THE BUTTON IS PRESSED TO CLOSE IT SHUTS BUT IT DONT SHUT COMPLETEY OR WHEN YOU PULL THE HANDLES FOR THE DOOR TO SHUT ON IT OWN IT WONT SHUT YOU HAVE TO SHUT IT BY HAND		01/10/2020
Agent States	Timothy, it is suggested to de-pin the Q54 circuit from the latch and the DNRR, measure the resistance and let us know what your readings are. Also, while you have it de-pinned, check the terminal tension on them. Let us know what you find please. John		01/10/2020
Dealer States	ok I tested the wire and im getting o.l ohms and the connection on those are ok no loose wires or bad		01/10/2020
Dealer States	damaged		01/10/2020
Dealer States	RE: ok I retested the wire cause at first I tested it while they where in the connection and took the apart and got .o ohms but not damage on the connections		01/10/2020
Agent States	Timothy, thanks for the update. To be clear, you have 0.0 ohms? or OL? There should be some resistance, like .02 or so. John		01/10/2020
Dealer States	ok I get more 0.0 ohms and it will change to 0.1 for like 2 secs and back to 0.0		01/10/2020
Agent States	Timothy, It is suggested to replace the DMRR and reevaluate. John		01/10/2020
Dealer States	ok is this the part you wanting me to replace ? part number 68079910AB		01/10/2020
Agent States	Timothy, yes, that looks correct. Let us know an ETA on parts please. John		01/10/2020
Dealer States	ok I just got the approval on it and just got it ordered		01/13/2020
Agent States	Timothy, thanks for the update. Did they give you an ETA? John		01/13/2020
Dealer States	it will be here 1/14/2020		01/13/2020
Agent States	Okay Timothy, thanks. Let us know how it goes please. John		01/14/2020
Dealer States			01/14/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
	ok I replace the module and im still having the same issue not sticky handles and the code is still active and also the door don't open automatic when you pull on the handles still same issues as before		
Agent States	Timothy, It is suggested to replace the Q54 circuit and reevaluate. John		01/14/2020
Agent States	Timothy, it is also suggested to run a redundant ground on the Q781 circuit as well. John		01/14/2020
Dealer States	ok . i have a question I went ahead and tested all the wires resistance of the wires and my meter went crazy when I touch Q34 and Q58 meter stays beeping .and with wire Q54 and im guessing it D264 the white and orange wire my meter beeps off and on fast		01/15/2020
Agent States	Timothy, this indicates continuity. Are the connections at the Latch and Door Module disconnected? The rapid beeping sounds like it may be going through a Module. If the connections are isolated, and these circuits have continuity, I would suggest replacing them. John		01/15/2020
Dealer States	ok I didn't disconnect it from the latch cause it hard to get to when mostly everything together but when I disconnect the main harness wont do it		01/15/2020
Agent States	Timothy, did you perform a learn cycle after replacing the Latch? John		01/15/2020
Dealer States	yes sir I did and I did it to open and close by witech and the closing part fails and it says latch fault		01/15/2020
Agent States	Timothy, what is the part number of the Latch you replaced please? John		01/15/2020
Dealer States	68030378AE		01/16/2020
Dealer States	this latch I replace is not operating like the left side when it goes to shut and lock on to the hinge . the right side just close and don't make the locking sound the sound where it grips on the hinge it just pops back up		01/16/2020
Agent States	Timothy, is is suggested to replace the actuator with this part number; 05020678AC and reevaluate. John		01/17/2020
Dealer States	i figured it out I cut the wire to q54 and it was working like it should so im going to up sell the harness		01/17/2020
Dealer States	but what I also did was hooked up just the wiring together just laying in the vehicle and there no dtcs but when it all together on the door there codes		01/17/2020
Agent States	Timothy, good to hear, sounds like a Harness. Let us know what the Customer decides please. John		01/21/2020
Agent States	Timothy, Did the customer decide? I'll close the case as waiting on parts/authorization. John		01/21/2020

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/18/2015	Mileage	30732	MDH	121818	
Engine	ERB	ERB				
Transmission	3425	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8GW - REPAIR					
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	08/14/2018	Created By		Updated Date	08/14/2018	Updated By

CONTACT

Dealer	44588	Heller Motors Inc	Phone	
Address	720 S Deerfield Rd			
City	Pontiac	State	IL	ZIP
Dealer Zone	51	County		
Technician TID/SID	S66043J	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	sliding door will not open nor will it lock or unlock will not work from fob , over head switch and rear door switch				
Duplicated	Yes	Repairs Parts and Tests	replace sliding door module and replace sliding door lock actuator check wiring and found that it has the power there the door will close but will not let you open it with any of the buttons from in the vehicle and will not open front the fob . if you open the door your self then hit the button it will close it but will not open it		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	sliding door will not open nor will it lock or unlock will not work from fob , over head switch and rear door switch		08/13/2018
Dealer States	completed wiring inspection found that the signal wire on the sliding door connection was broken off repaired it and now it is working ok at this time		08/13/2018
Agent States	broken wire		08/14/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTKM53
Built Date		Mileage	70414	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8CI - BATTERY				
Primary System	08 - ELECTRICAL	Sub System	08D - BATTERY SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	BUZZ				
Created Date	10/24/2019	Created By		Updated Date	07/23/2020
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Configuration Report.pdf	s27601o	10/30/2019
[REDACTED] Vehicle Scan Report.pdf	s27601o	10/30/2019

CONTACT

Dealer	44618	Drivers Village, Inc.	Phone	
Address	5885 E Circle Dr			
City	Cicero	State	NY	ZIP 13039
Dealer Zone	32	County		
Technician TID/SID	S27601O	Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	274
Initial Concern	lock buzzing				
Duplicated	Yes	Repairs Parts and Tests	replaced right sliding door latch. Now vehicle has issue with the cinch motor. dtc b19e5. performed diag and found faulty latch. tested wiring, swapped door module with other side no change. possible bad new latch?? everything else works except door doesnt cinch closed.		
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 Adjusted the door cable

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	10/24/2019		0	02/15/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Dan, if you look in witech is the PDCM giving a command to the cinch to close? Was the cinch function working with the old latch? Greg		10/25/2019
Dealer States	yes cinch worked normal before latch replacement, cant see cinch motor command in data?		10/25/2019
Agent States	Hello Dan, If the old latch did not have this concern but the new one does and you can find no reason		10/25/2019
Dealer States	i think your last message got cut off, please try again		10/25/2019
Agent States	Hello Dan, Can you look in the PLGM data and if you can see no reason for the cinch operation not to happen then if you didn't have this issue before you replaced the latch and now you all I can recommend is to get another latch and retest. Can you look into performing the liftgate latch homing procedure once it is replaced. Bob.		10/29/2019
Agent States	Hello Dan can you update this case when you get a chance? If we don't hear from you we will have to close. Bob.		10/29/2019
Dealer States	I am able to actuate the cinch motor through the scan tool, its the sliding door not the liftgate. tried another latch on friday and still having same issue. Verified wiring on circuits on the door side, q54 q778 q58 q34 q46 q48. The door closes fine manually so i dont think its a binding or fit issue.		10/29/2019
Agent States	Hello Dan, are you still setting the b19e5 code? Have you performed the learn cycle several times? Bob.		10/29/2019
Dealer States	yes still setting the dtc, while performing theblearn cycle through the scan tool opening is no problem. its wen closing it will get to the point where the cinch motor should pull the back latch tight and it doesnt. Checked wiring in the sliding track loom no noticably broken or pinched wiring		10/29/2019
Agent States	Hello Dan, thanks for the info., if that codes is active then you will need to diagnose it, repair it, get it to go stored and retest. Bob.		10/30/2019
Dealer States	i went through the diag tree for that dtc 2x and it keeps leading me to replace the latch. Did i get a bad batch of latches or is there something else going on im missing. Ive changed dozens of these latches over the years and never seen 1 do this?		10/30/2019
Agent States	Hello Dan we will need you to run scan and configuration reports and attach them to this case so we we can review. Bob.		10/30/2019
Dealer States	i attached the reports for you		10/30/2019
Agent States	Hello Dan, I am investigating your concern and will report back. Bob.		11/01/2019
Agent States	Hello Dan,		11/01/2019
Agent States	Hello Dan, Does it try to do the cinch and then stop OR does it not do the cinch at all? Bob.		11/01/2019

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	no it doesnt even try to cinch, i can however actuate the cinch and release with the scan tool		11/01/2019
Agent States	Thanks for the info., with all the doors closed is the door ajar light on? In the TIPM and door modules are you seeing correct door ajar signals? Bob.		11/08/2019
Agent States	Hello Dan, can you update this case when you get a chance? If we don't hear from you we will have to close. Bob.		11/08/2019
Agent States	Called the dealer and spoke with Dan and he stated that he adjusted the door cable and the vehicle has been released. Bob.		11/08/2019

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2015	Body	53	DODGE GRAND CARAVAN SXT	
Built Date	07/03/2015	Mileage	17656	MDH	070318		
Engine	ERB	ERB					
Transmission	1415	DG2					
Emmission	50 State Emissions						

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	2BT - MOTOR, CINCH						
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	NOISY		
Customer Complaint / Reason for contact	NOISY						
Created Date	02/10/2016	Created By		Updated Date	02/11/2016	Updated By	

CONTACT

Dealer	44621	Lithia Chrysler Dodge Jeep Ram Fia			Phone	
Address	2121 Martin Luther King Jr Blvd					
City	Eugene	State	OR	ZIP	97401	
Dealer Zone	70	County				
Technician TID/SID	S05686H	Technician Email				
Training Level		Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2	
Initial Concern	RATCHETING NOISE WHEN CLOSING					
Duplicated	Yes	Repairs Parts and Tests	NOT SURE WHAT SINCHES THE DOOR SHUT			
DTC1		DTC2		DTC3		DTC4
Information Sent						
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Hello Austin, if you look at the latch removal or installation you can see that there is an actual cinch motor on the door that is attached but separate from the latch. It could still be the latch that is binding. You can try removing the inside of the door and monitoring visually and by touch if one or both are binding. Let me know what you find. Thanks, Jason.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	RATCHETING NOISE WHEN CLOSING		02/10/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Austin, if you look at the latch removal or installation you can see that there is an actual cinch motor on the door that is attached but separate from the latch. It could still be the latch that is binding. You can try removing the inside of the door and monitoring visually and by touch if one or both are binding. Let me know what you find. Thanks, Jason.		02/10/2016
Agent States	LATCH. Technician requested closure.		02/11/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN R/T
Built Date	12/09/2015	Mileage	41341	MDH	12096	
Engine	ERB	ERB				
Transmission	0625	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	03/15/2017	Created By		Updated Date	03/17/2017	Updated By

CONTACT

Dealer	44647	Boulder Chrysler Dodge Ram Inc	Phone		
Address	3200 28th Street				
City	Boulder	State	CO	ZIP	80301
Dealer Zone	74	County			
Technician TID/SID	S15245G	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	left sliding door will not unlock, will not respond with key.				
Duplicated	Yes	Repairs Parts and Tests	wondering if there is a way to undo latch with out breaking interior carrier.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ethan, We are closing this case due to parts ordered. You can reopen this case any time in the next 14 days if you need further assistance, Thanks Allen.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	07/11/2019		41341	05/30/2017	PAID
	07/11/2019		41341	05/30/2017	SUSPENDED
	07/11/2019		0	12/24/2015	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	left sliding door will not unlock, will not respond with key.		03/15/2017
Agent States	Ethan, So this door wont open from inside or out with fobs or switches? If that's the case then try to direct spray lube onto the latch and then wiggle it in to try and release. sorry no procedure for this things may need to be broken for access. Any dtc codes? Please let us know, Thanks Allen.		03/15/2017
Dealer States	no codes, I will try to spray the latch and try to get it loose		03/15/2017
Agent States	Ethan, thanks for the reply, and let us know, Allen.		03/15/2017
Agent States	Ethan, How did you make out with this repair-hope you did not have to break too much. Please update this case and let us know, Thanks Allen.		03/17/2017
Dealer States	currently waiting on parts.		03/17/2017
Agent States	Ethan, We are closing this case due to parts ordered. You can reopen this case any time in the next 14 days if you need further assistance, Thanks Allen.		03/17/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	02/05/2016	Mileage	43727	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group						
Component Group	2BK - ACTUATOR, INSIDE HANDLE					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	07/28/2020	Created By		Updated Date	07/29/2020	Updated By

CONTACT

Dealer	44860	Blue Ribbon Chry-Dodge-Jeep Inc	Phone	
Address	1703 So Kerr Blvd			
City	Sallisaw	State	OK	ZIP
Dealer Zone	63	County		74955
Technician TID/SID	S43531C	Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	14
Initial Concern	left sliding door will not open auto or manually right door lock buzzes				
Duplicated	Yes	Repairs Parts and Tests	put new door lock actuator on right door after shutting door now it will not open I would like to know the proper way to open a sliding door when it is stuck locked		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description Tech requested closure

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	07/28/2020	[REDACTED]	49872	05/02/2018	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	07/28/2020		31183	02/16/2017	PAID
	07/28/2020		0	02/17/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Gary. Can you attach a current scan and configuration report to the case please? Are you stating that neither door will open in manual override? If that's the case, there may be something broken mechanically in the doors. There is no set procedure for opening a mechanically stuck door. Usually, it will require stripping as much of the inner door panel off as possible to attempt to get to the latch to manually release it.		07/29/2020
Dealer States	the left side door lock actuator doesn't work with key fob and does not work manually it don't feel right		07/29/2020
Dealer States	ok ive gotten the right side figure out I missed a pin when installing the new actuator . but the left sliding door will not open when I do a door open test eith scantool I can hear a click in the door it shows latch fault I assume that is the main latch at rea of door		07/29/2020

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY LIMITED
Built Date	10/14/2015	Mileage	6971	MDH	101411	
Engine	ERB	ERB				
Transmission	2815	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2AV - DOOR (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	02/16/2017	Created By		Updated Date	02/16/2017	Updated By

CONTACT

Dealer	45083	Mac Haik Dodge Chrysler Jeep	Phone		
Address	3207 South General Bruce Drive				
City	Temple	State	TX	ZIP	76504
Dealer Zone	63	County			
Technician TID/SID	S12835M	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	drivers power sliding door does not open with outside door handle				
Duplicated	Yes	Repairs Parts and Tests	checked for codes. none. no bulletins. door opens from inside handle and inside switch. data indicates door is ajar if I am reading it correctly, but would that make the latch not open the door? would like to know where to proceed from here.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello John. Please attach a vehicle scan and configuration report to this ticket. Are there any codes involved in this. Is the door fully non-operational from the outside door handle or will it only not power open? Ken R.		02/16/2017
Dealer States	drivers power sliding door does not open with outside door handle		02/16/2017
Dealer States	Reports sent. Outer door handle is completely non functioning either for power or manual. thank you for your help.		02/16/2017
Agent States	Hello John. Thank you for the update. Have you gone into the door itself to inspect and be sure that the door handle is still physically attached to the latch? Ken R		02/16/2017
Agent States	REATTACHED CABLE THAT HAD BECOME DISCONNECTED FROM DOOR LATCH. Technician requested closure		02/16/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	08/21/2015	Mileage	44772	MDH	082115	
Engine	ERB	ERB				
Transmission	0595	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	08/01/2018	Created By		Updated Date	08/03/2018	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
sheet.pdf	CSDAdmin	09/22/2018

CONTACT

Dealer	45114	Columbiana Chrysler Jeep Dodge	Phone			
Address	100 Commerce Circle					
City	Columbiana	State	OH	ZIP	44408	
Dealer Zone	42	County				
Technician TID/SID	S46642B	Technician Email				
Training Level		Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	cust. states the driver side sliding door lock cycles rapidly at times						
Duplicated	No	Repairs Parts and Tests	tipm was replaced				
DTC1	b1eb1-1b	DTC2	u0010	DTC3	u0141	DTC4	u0155
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Hello John, just looking for an update. Rich
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	cust. states the driver side sliding door lock cycles rapidly at times		08/01/2018
Agent States	Hello John, let's attach a scan and a configuration report to this ticket. Does this vehicle have ANY aftermarket accessories installed? Was the TIPM replaced for this concern, or was this after TIPM replacement this failure showed up? Let me know, Rich		08/01/2018
Agent States	Hello John, just looking for an update. Rich		08/02/2018
Agent States	cust. gave us the wrong info. the issue is the sliding door not opening at times		08/03/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	44907	MDH	122213
Engine	ERB				
Transmission	3525				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	8FW - DRIVE ASSEMBLY				
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	08/09/2017	Created By		Updated Date	08/15/2017
				Updated By	

CONTACT

Dealer	45118	Lithia Chrysler Dodge Jeep FIAT of	Phone		
Address	2727 Dowd Drive				
City	Santa Rosa	State	CA	ZIP	95407
Dealer Zone	71	County			
Technician TID/SID	S944550	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	sliding door inop at times from outside handle. always inop from inside button. will release latches but not completely open or close. has B2511-RIGHT POWER SLIDING DOOR LATCH RELEASE SECTOR SWITCH PERFORMANCE.				
Duplicated	Yes	Repairs Parts and Tests	performed b2511 test. 1 and 2 ok, test 3 shows Sector Gear Switch Status" displays open but door will not open, feel like door sticks when unlatched, not sure what next to do . all this happened after lock actuator was replaced		
DTC1	b2511	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	I had called the dealership to get an update on the vehicle. I had got a hold of a service advisor in service. Kyle is the service advisor working with the vehicle. The vehicle is still there and they had said they had order some parts for the vehicle. Was advise to update the ticket with what they had found and what they are doing so I know if they needed assistance on the vehicle. If there is no assistance needed on the vehicle then can you please close out the ticket. Thank you, Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	sliding door inop at times from outside handle. always inop from inside button. will release latches but not completely open or close. has B2511-RIGHT POWER SLIDING DOOR LATCH RELEASE SECTOR SWITCH PERFORMANCE.		08/09/2017
Agent States	Aldo for test 3 if the sector status say open and you tried to open the door and it did not work, Then test 3 would be no and it has go to test 4. Have you followed the rest of the procedure of the code to see where it leads you? These issue it started to happen after the lock or latch assembly was replaced on the sliding door? Have you made sure the door adjustment was right because you said the door will feel like it sticks when unlatching or gone back threw to make sure none of the harness is being pinch or routed the wrong way? Please advise, Justin		08/09/2017
Agent States	Aldo We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin		08/11/2017
Agent States	I had called the dealership to get an update on the vehicle. I had got a hold of a service advisor in service. Kyle is the service advisor working with the vehicle. The vehicle is still there and they had said they had order some parts for the vehicle. Was advise to update the ticket with what they had found and what they are doing so I know if they needed assistance on the vehicle. If there is no assistance needed on the vehicle then can you please close out the ticket. Thank you, Justin		08/15/2017
Dealer States	PERFORMED TEST 4 AND FOUND A DEFECTIVE DOOR LATCH. WAITING ON SERVICE ADVISOR TO ADVISE.		08/15/2017
Agent States	REPLACING THE DOOR LATCH		08/15/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/28/2015	Mileage	2404	MDH	112811	
Engine	ERB	ERB				
Transmission	3295	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2GT - RISER, SEAT, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	ST - SEATS (ANY)	Area of Failure	NOISY	
Customer Complaint / Reason for contact	NOISY					
Created Date	06/02/2016	Created By		Updated Date	06/07/2016	Updated By

CONTACT

Dealer	45120	Naperville Chrysler Jeep Dodge Ram	Phone		
Address	1565 W Ogden Ave				
City	Naperville	State	IL	ZIP	60540
Dealer Zone	51	County			
Technician TID/SID	S35685N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2	
Initial Concern	customer states r. sliding door inop on occasion from remote and door handle. customer states seat squeaks when accelerating and decelerating.					
Duplicated	Yes	Repairs Parts and Tests	went on ride with customer to verify seat noise, I can hear a faint squeak from the driver seat. can only get noise to happen with customer in the driver seat. checked to make sure seat mounting bolts were tight. can not duplicate the sliding door issue with fob or door handle. no dtcs present, and all modules are up to date. seeking assistance on this vehicle because it is brand new.			
DTC1		DTC2		DTC3		DTC4
Information Sent						
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description ticket closed, Jim W

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states r. sliding door inop on occasion from remote and door handle. customer states seat squeaks when accelerating and decelerating.		06/02/2016
Agent States	Hello Jakob, We had a couple of similar cases and techs reported replacing the latch to correct issue. You stated there are no codes did you check for inhibit monitors ? Review Power Sliding Door Diagnosis and Testing (DIAGNOSIS AND TESTING - POWER SLIDING DOOR SYSTEM) which lists inhibit monitors. For the drivers seat squeaking no similar cases reported. Suggest to attempt to lube and put the seat in different positions to see if there is any change in the noise. Also compare with a like vehicle. Jim W		06/02/2016
Agent States	Jakob, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. Jim W		06/07/2016
Agent States	ticket closed, Jim W		06/07/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	09/03/2015	Mileage	37831	MDH	090321	
Engine	ERB	ERB				
Transmission	2415	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	NOISY					
Created Date	05/14/2018	Created By		Updated Date	05/15/2018	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
eicher.pdf	CSDAdmin	09/22/2018

CONTACT

Dealer	45136	Tri Star Uniontown	Phone		
Address	2 Superior Way				
City	Uniontown	State	PA	ZIP	15401
Dealer Zone	35	County			
Technician TID/SID	S93570B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2
Initial Concern	clicking from right sliding door latch while closing, and sometimes while going down the road.				
Duplicated	No	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	AI, thank you for the update. Before we perform any repairs, we need to duplicate the concern. At this point, since we are unable to duplicate the concern, I am going to close the ticket. If for any reason you need further assistance on this vehicle, simply respond to the ticket within 15 days and it will reopen the case. If after the 15 days, open a new ticket and reference this ticket number. Thank you for using FCA STAR, Leo.
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	clicking from right sliding door latch while closing, and sometimes while going down the road.		05/14/2018
Agent States	Hello AI, so we cannot duplicate the issue at this time? How often does the customer claim this happens? When it does happen, how is the weather? Please advise, Leo.		05/14/2018
Dealer States	happens daily sometimes,warm or hot weather		05/14/2018
Agent States	AI, thank you for the update. Are you able to duplicate the issue? Please advise, Leo.		05/14/2018
Dealer States	NO		05/14/2018
Agent States	I called AI at (412-841-5735). No answer. Since we are unable to duplicate the issue, we should not continue until we can duplicate the concern. Continue to try to recreate the symptom, to get an idea of where to go with the diagnosis. How do we know the clicking noise was coming from the latch while closing? Have we done the sliding door tests in WITECH for opening and closing? Please advise, Leo.		05/14/2018
Dealer States	I HAVE PROFORMED door test ck. ok.customer stated noise from latch		05/14/2018
Agent States	AI, thank you for the update. Before we perform any repairs, we need to duplicate the concern. At this point, since we are unable to duplicate the concern, I am going to close the ticket. If for any reason you need further assistance on this vehicle, simply respond to the ticket within 15 days and it will reopen the case. If after the 15 days, open a new ticket and reference this ticket number. Thank you for using FCA STAR, Leo.		05/14/2018
Agent States	waiting on door sinch Technician requested closure.		05/15/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/07/2015	Mileage	31482	MDH	110712	
Engine	ERB	ERB				
Transmission	3075	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	06/19/2018	Created By		Updated Date	06/25/2018
				Updated By	

CONTACT

Dealer	45189	Dch Chrysler Dodge Jeep Ram FIAT	Phone	
Address	26845 Ynez Rd			
City	Temecula	State	CA	ZIP
Dealer Zone	71	County		
Technician TID/SID	S88960Q	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	customer states the sliding doors are inoperable. tried opening with the fob and will not open. customer also states after fuse replacement, fuse will blow about a week later.				
Duplicated	Yes	Repairs Parts and Tests	replaced with new fuse, and checked wires for shorting		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Eliabar, thank you for finding root cause. Please close this ticket, unless further assistance is needed. Mark

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/08/2019		37201	10/23/2018	PAID
	08/08/2019		37201	10/23/2018	REJECTED
	08/08/2019		46556	06/24/2019	PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/08/2019		46556	06/24/2019	REJECTED
	08/08/2019		2573	01/12/2016	PAID
	08/08/2019		22047	03/03/2017	PAID
	08/08/2019		31482	06/18/2018	PAID
	08/08/2019		31482	06/18/2018	REJECTED
	08/08/2019		31482	06/18/2018	SUSPENDED
	08/08/2019		30553	05/29/2018	PAID
	08/08/2019		30824	06/04/2018	REJECTED
	08/08/2019		0	11/23/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states the sliding doors are inoperable. tried opening with the fob and will not open. customer also states after fuse replacement, fuse will blow about a week later.		06/19/2018
Agent States	Elibar, any known resent repairs besides blown fuse. Any resent body repairs or aftermarket accessories in this vehicle? Is anything spliced into sliding door wiring? 1 similar case found (field report). "FOUND HARNESS RUBBING STUD NEAR SPLICE" Let's follow FUSES - BATTERY and locate splice S336. Mark		06/19/2018
Dealer States	upon inspection of splice s336 found red wire rubbing against frame for stow and go. found suspect to be on Middle of seat frame, wire going to driver side sliding door.		06/20/2018
Agent States	Elibar, thank you for finding root cause. Please close this ticket, unless further assistance is needed. Mark		06/20/2018
Agent States	splice s336 found red wire rubbing against frame for stow and go. found suspect to be on Middle of seat frame, wire going to driver side sliding door.		06/25/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	04/15/2016	Mileage	85691	MDH		
Engine	ERB		ERB			
Transmission	DG2		DG2			
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	CALIBRATION	
Customer Complaint / Reason for contact	ALIGNMENT					
Created Date	05/07/2019	Created By		Updated Date	05/09/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
1.pdf	s38283m	05/07/2019
2.pdf	s38283m	05/07/2019

CONTACT

Dealer	45273	Runde Auto Group of Manchester	Phone	
Address	1221 W Main St			
City	Manchester	State	IA	ZIP 52057
Dealer Zone	51	County		
Technician TID/SID	S38283M	Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	03	Days In Shop	23
Initial Concern	lh sliding door will not open from inside or outside				
Duplicated	Yes	Repairs Parts and Tests	latch has froze in lock position. bbroke latch open to get door open/. removed and replaced the latch and reinstalled. door open and shuts and lock works but power sliding is binding on rear latch. inspected latch position and will open and shut correctly if exterior handle is pulled fully. door will not open or shut with interior buttons door moves for a second then stops. removed and replaced door cables and still same concern.		
DTC1	b2509	DTC2	b2507	DTC3	DTC4
Information Sent					
			No	RO Number	

Scan Tool
Software
Version

Last
TechConnect
Search

Vehicle
Off Road
or Tow-in

RESOLUTION

Description Closure Requested

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	05/07/2019		28170	01/24/2017	PAID
	05/07/2019		29340	03/01/2017	PAID
	05/07/2019		29342	02/28/2017	PAID
	05/07/2019		29343	03/09/2017	PAID
	05/07/2019		32312	03/15/2017	PAID
	05/07/2019		34847	05/02/2017	PAID
	05/07/2019		34847	05/02/2017	REJECTED
	05/07/2019		0	05/06/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Brandon, let diagnose the B2509 active code & retest. Jerome		05/08/2019
Dealer States	went thru pinpoint test for b2509 and wiring checks out ok and pinpoint test points to a faulty door latch. will get a replacement latch and retest.		05/08/2019
Agent States	Thanks for the update Brandon, keep me informed. Jerome		05/09/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	04/15/2016	Mileage	85651	MDH		
Engine	ERB		ERB			
Transmission	DG2		DG2			
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	LATCH RATTLE	
Customer Complaint / Reason for contact	BROKEN					
Created Date	05/07/2019	Created By		Updated Date	05/10/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
power sliding door learn.docx	t6000jw	05/08/2019
1.pdf	s38283m	05/07/2019
2.pdf	s38283m	05/07/2019

CONTACT

Dealer	45273	Runde Auto Group of Manchester	Phone	
Address	1221 W Main St			
City	Manchester	State	IA	ZIP 52057
Dealer Zone	51	County		
Technician TID/SID	S38283M	Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	03	Days In Shop	23
Initial Concern	drivers power sliding door will not open from inside or outside				
Duplicated	Yes	Repairs Parts and Tests	broke latch apart to get door open. removed and replaced the power sliding door latch and door opens and shuts and locks work. power sliding door did not want to pull latch all the way would open manually correctly. thought cables were stretched. removed and replaced the power sliding door cables and still same concern. binding on rear latch. power sliding door works with interior and exterior handle but binds on rear latch. power sliding door does not work with interior buttons it opens or closes for a second then stops.		
DTC1	b2509	DTC2	b2507	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

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	05/07/2019		28170	01/24/2017	PAID
	05/07/2019		29340	03/01/2017	PAID
	05/07/2019		29342	02/28/2017	PAID
	05/07/2019		29343	03/09/2017	PAID
	05/07/2019		32312	03/15/2017	PAID
	05/07/2019		34847	05/02/2017	PAID
	05/07/2019		34847	05/02/2017	REJECTED
	05/07/2019		0	05/06/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Brandon, You state you replaced the sliding door latch and cables with no results and still binding ? Per your scan report you have active codes B2507, B2509 what are your results with the diagnosis ? Is the door properly adjusted to the body equally around the perimeter ? Jim W		05/08/2019
Dealer States	circuits test good no shorts or opens. going to replace the door latch again. door manually slides good no binding		05/08/2019
Agent States	Brandon, Thanks for the update. Keep me posted with results. Jim W		05/10/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	08/10/2015	Mileage	15832	MDH	081019	
Engine	ERB	ERB				
Transmission	2185	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	2GT - RISER, SEAT, (ANY)						
Primary System	23 - BODY/SHEET METAL	Sub System	ST - SEATS (ANY)	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact							
Created Date	01/10/2017	Created By		Updated Date	01/10/2017	Updated By	

CONTACT

Dealer	45478	Gillman Chrysler Jeep Dodge	Phone		
Address	10585 W Sam Houston Pkwy S				
City	Houston	State	TX	ZIP	77099
Dealer Zone	63	County			
Technician TID/SID	S974610	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	passenger side door and sliding door, and lift gate do not unlock w/ key or door switches. Only lock buttons responding						
Duplicated	Yes	Repairs Parts and Tests	door locks not binding. can manually lock/unlock doors. no dtc's stored				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger side door and sliding door, and lift gate do not unlock w/ key or door switches. Only lock buttons responding		01/10/2017
Agent States	resubmit		01/10/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	03/09/2016	Mileage	71910	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group						
Component Group	8GW - REPAIR					
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	10/06/2020	Created By		Updated Date	10/13/2020	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Vehicle Scan Report 111.pdf	s39234m	10/06/2020

CONTACT

Dealer	45478	Gillman Chrysler Jeep Dodge	Phone	
Address	10585 W Sam Houston Pkwy S			
City	Houston	State	TX	ZIP 77099
Dealer Zone	63	County		
Technician TID/SID	S39234M	Technician Email	[REDACTED]	
Training Level	CORE	Contact Via SMS		Contact Via Email Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	14
Initial Concern	door will not open				
Duplicated	Yes	Repairs Parts and Tests	remove and replace rear left sliding door rear latch also try a door module from another town and cuntry		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description Per technician: wiring repair.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	04/23/2021		26008	07/19/2017	PAID
	04/23/2021		26818	07/31/2017	PAID
	04/23/2021		27143	08/03/2017	PAID
	04/23/2021		31538	10/18/2017	PAID
	04/23/2021		32094	11/02/2017	PAID
	04/23/2021		37382	03/22/2018	PAID
	04/23/2021		42435	05/21/2018	PAID
	04/23/2021		47004	08/06/2018	PAID
	04/23/2021		71910	09/30/2020	PAID
	04/23/2021		71910	09/30/2020	SUSPENDED
	04/23/2021		52018	01/08/2019	PAID
	04/23/2021		68932	06/22/2020	PAID
	04/23/2021		0	03/22/2016	PAID
	04/23/2021		74440	01/21/2021	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	ok so I check the sliding door moving harness all cables tested good I also check door harness q781 bk from door module to latch tested good . ????? ok so when I click on the swish to close the door it go to close but the latch motor don't secure the door I also check the tn/gr and tn/wt cables that go from module small connector to the motor on latch tested good also tested ground to the system and is all good u can call me for more info		10/06/2020
Agent States	Angel: thank you for the report and the repair information. Does the left sliding door not open or not close properly? With active code B19E0, did you test circuit Q55? and active code B19E0 you tested Q781, what about Q59? Does the right sliding door operate properly? Suggest comparing data in the right and left rear door modules and in the right and left sliding door modules. What differs when door will not open or door will not close? Maureen		10/06/2020
Dealer States	place call me 8329823971		10/06/2020
Agent States	Called and spoke to Angel: we reviewed all the testing he has performed. He has the door off and inside panel removed, he has tested all circuits and has replaced the latch. He has taken a screen shot of the data in the door modules left side and right side and compared the data. He is going to reassemble the door and perform the door relearn per: 08 - Electrical / 8N - Power Systems / Power Sliding Door / Standard Procedure: POWER SLIDING DOOR LEARN CYCLE Currently the door opens with power and will close with power but when it is almost closed the latch does not cinch. Once he retests it, please let me know of any codes set. Maureen NOTE: Any time a power sliding door component is removed, replaced, door adjustment is performed or diagnostic trouble codes are addressed and erased, a learn cycle must be performed.		10/06/2020
Agent States	Angel: WiTech is having issues right now, Hopefully they are resolved soon so you can relearn the door and recheck for codes. Maureen		10/06/2020

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	call me please		10/07/2020
Dealer States	call me please		10/07/2020
Agent States	Called and spoke to Angel: vehicle has been repaired. he found chaffed wire at lower left corner of door. I will close the case. Maureen		10/13/2020
Agent States	Angel: Have you spoken with the TA? Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update. Thank you, Maureen		10/13/2020
Agent States	Angel: I am having phone issues. What have you found? Maureen		10/13/2020
Agent States	Angel: I have contacted your TA and he attempted to call you. Do you have any update? Maureen		10/13/2020
Agent States	Angel: is the vehicle still at the dealership? Maureen		10/13/2020

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	09/03/2015	Mileage	29790	MDH	09039	
Engine	ERB		ERB			
Transmission	2395		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	12/01/2017	Created By		Updated Date	12/04/2017	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
door lock.docx	CSDAdmin	05/31/2018

CONTACT

Dealer	45500	Brandon Dodge On Broadway	Phone		
Address	5600 S Broadway				
City	Littleton	State	CO	ZIP	80121
Dealer Zone	74	County			
Technician TID/SID	S45291N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Driver's sliding door wont unlock				
Duplicated	Yes	Repairs Parts and Tests	The door is stuck in a locked condition and will not unlock or open. I am attempting to gain access to the door latch for testing purposes. I can not remove the door carrier plate due to not being able to open the door. Is there an emergency release for this door latch or some other way to gain access?		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Anthony, no emergency release on the latch. We seen & heard tech use vice grip to channel lock to pull the cable to release the door. Jerome
--------------------	--

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Driver's sliding door wont unlock		12/01/2017
Agent States	Hello Anthony, You are stating the door is locked, Have you attempted to use the scan tool to attempt to unlock the lock ? Is it possible to lower the window and remove the top edge of the door panel and use a long screwdriver/prybar to manipulate the latch to unlock ? If not able try supplying voltage to the P5 circuit and verify if the lock will unlock, I attached a image of page. Jim W		12/01/2017
Dealer States	The lock mechanism itself has failed in a locked state and will not physically move. Attempting to actuate the lock has no effect. I was able to remove the door trim panel and gained access to the lock actuator rods and have tried to physically move the lock mechanism with those. The window is a fixed window. I have removed the glass and gained limited access to the lock mechanism. I was not able to get the mechanism to move from there. It seems something within the latch itself has gotten stuck.		12/04/2017
Agent States	Thanks for the update Anthony, Jim is out of the office today I'm his backup. According to you finding/results sound like a frozen latch. Jerome		12/04/2017
Dealer States	I agree it does. I was wondering if there is an emergency release procedure for this door? The way things are sitting right now the only way forward I see is cutting into the door skin to gain access to the latch to get it to release.		12/04/2017
Agent States	Anthony, no emergency release on the latch. We seen & heard tech use vice grip to channel lock to pull the cable to release the door. Jerome		12/04/2017
Agent States	Had to break the door lock actuator off of the door latch mechanism. At that point in time I could use the latch release cables to open the door.		12/04/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	09/18/2015	Mileage	3361	MDH	091823	
Engine	ERB	ERB				
Transmission	1125	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	01/20/2016	Created By		Updated Date	01/25/2016	Updated By

CONTACT

Dealer	45512	Deery Brothers Motors of Iowa	Phone		
Address	651 Highway 1 W				
City	Iowa City	State	IA	ZIP	52246
Dealer Zone	51	County			
Technician TID/SID	S66487M	Technician Email			
Training Level		Contact Via SMS	<input type="checkbox"/>	Contact Via Email	<input type="checkbox"/>

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	passenger side sliding door wont open by b pillar switch and will not power open by handle				
Duplicated	Yes	Repairs Parts and Tests	there are no codes and all modules are online performed self test on passenger sliding door I get latch fault in the box when finished and the door will not open checked the input with scan tool for b pillar switch all is ok there visual inspection of door wiring all ok there im suspecting a module issue		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	Christopher, grab a copy of the config report and scan report. Try a latch assembly in the door and let me know. Jeff
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger side sliding door wont open by b pillar switch and will not power open by handle		01/20/2016
Agent States	Christopher, grab a copy of the config report and scan report. Try a latch assembly in the door and let me know. Jeff		01/20/2016
Agent States	No update from tech, case closed		01/25/2016

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2017	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	11/14/2016	Mileage	33732	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group						
Component Group	8CD - BLOCK, FUSE					
Primary System	08 - ELECTRICAL	Sub System	08A - POWER DISTRIBUTION SYSTEMS	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	ADJUSTMENT					
Created Date	02/24/2020	Created By		Updated Date	05/27/2020	Updated By

CONTACT

Dealer	45525	Tate Branch Autoplex	Phone		
Address	1044 N Canal St				
City	Carlsbad	State	NM	ZIP	88220
Dealer Zone	70	County			
Technician TID/SID	S95521E	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	97
Initial Concern	customer states drivers rear sliding door will not open.				
Duplicated	Yes	Repairs Parts and Tests	performed wi-tech door open and fails with latch at fault. removed sliding door trim panel and removed window regulator. manual rod is stuck solid at the lock actuator. door does not open. unable to remove assemble. need to break components to gain access to rear latch and lock actuator.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description closed

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
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CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	02/24/2020		17842	11/06/2018	PAID
	02/24/2020		17842	11/06/2018	SUSPENDED
	02/24/2020		0	12/08/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Ok Cleet, if you don't have any other way, we are stuck with that. You are the Boots on the ground and know what you are looking at, so let's get with your Service Manager and keep him informed. Let me know how I can assist		02/24/2020
Agent States	Just looking for an update, close as needed		02/25/2020
Agent States	Just looking for an update, close as needed		02/26/2020
Agent States	no response		02/27/2020

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY S
Built Date	11/09/2015	Mileage	9568	MDH	110920	
Engine	ERB		ERB			
Transmission	3085		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FX - HARNESS, WIRING					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	07/08/2017	Created By		Updated Date	07/13/2017	Updated By

CONTACT

Dealer	45546	Key Chrysler Dodge Jeep Ram	Phone	
Address	3700 16th St			
City	Moline	State	IL	ZIP 61265
Dealer Zone	51	County		
Technician TID/SID	S85273B	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	sliding door intermittent not operate and control from overhead left door open with right switch pressed //// second problem overhead doom lights not operate with door opening				
Duplicated	Yes	Repairs Parts and Tests	none //// dimmer control switch replaced		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Richard, Please provide an update, If this vehicle is repaired or not at the dealership please close this ticket, If parts are on order please provide the part number, description and ETA of the part. Thank you, Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	sliding door intermittent not operate and control from overhead left door open with right switch pressed //// second problem overhead doom lights not operate with door opening		07/08/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Richard, Has this vehicle been modified, aftermarket accessories ? Are there any codes set ? Also verify for any inhibit monitors setting and review in Dealer Connect Power Sliding Door Diagnosis and Testing (DIAGNOSIS AND TESTING - POWER SLIDING DOOR SYSTEM) for possible causes of inhibit monitors. Is the overhead light not operating with both sliding doors or just one ? You also mentioned the left door will open with the right switch ? is this correct ? If yes use the scan tool and view the switch being pressed. Jim W		07/08/2017
Dealer States	no aftermarket accessories. no modifications. no codes. the dome lights do not work with any door or the switch. when I shut the vehicle off and then turn it back on, the left door switch does not open either door, and the right door switch opens the left door. data is showing the left door switch pressed when I press the right door switch and shows no door switch when I push the left. after the vehicle sits running for a few minutes, doors operate normally until I restart the vehicle again.		07/10/2017
Agent States	Richard, Are there any inhibit monitors setting ? You mentioned if the vehicle is running everything is operating as designed, have you performed a load test on the battery to confirm within specs ? Jim W		07/11/2017
Agent States	Richard, Please provide an update with this vehicle. Suggest to also look for any water intrusion at the sliding door modules and switches. Jim W		07/11/2017
Agent States	Richard, Please provide an update, If this vehicle is repaired or not at the dealership please close this ticket, If parts are on order please provide the part number, description and ETA of the part. Thank you, Jim W		07/12/2017
Agent States	repaired shorted wire in body harness by roof, technician requested closure, Jim W		07/13/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	21898	MDH	03050
Engine	ERB				
Transmission	0606				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BB - LATCH, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	09/26/2016	Created By		Updated Date	10/05/2016
				Updated By	

CONTACT

Dealer	45550	Crown Chrysler Dodge Jeep Ram	Phone	
Address	3571 Village North Blvd			
City	Mc Donald	State	TN	ZIP
Dealer Zone	66	County		
Technician TID/SID	S37957N	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	rear passenger sliding door wont open.				
Duplicated	Yes	Repairs Parts and Tests	Tried to look up and tsbs to see if anyone was having same problem.tried to get the door to unlock and open but cannot get the door to unlock manually or with key.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Closing due to no response.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	rear passenger sliding door wont open.		09/26/2016
Agent States	James, we're going to have to get that door pad cover off and inspect why the latch is not releasing. I don't have any like cases of this issue. Do the power door locks work on the other doors? Kevin M.		09/26/2016
Dealer States	yes they do. I have tried to get the door to open. can you take the door cover off with the door shut?		09/27/2016
Agent States	Hello James. My name is Ken. I will be watching Kevin's cases while he is out of the office. Have you attempted to unlock or unlatch the door using the scan tool? Keep me updated. Thank you, Ken R.		09/27/2016
Dealer States	yes I have tried to unlock with the scan tool. Door will not unlock by switch, scan tool, key, or manually.		09/30/2016
Agent States	James, the door panel itself should be able to be removed with the door closed. The carrier plate would be another matter but you may be able to get enough room to manipulate the latch to get it unlocked. Due to not being able to unlock it at all electronically, that would be the first thing I would attempt. -Jason		09/30/2016
Agent States	James, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. -Jason		10/04/2016
Agent States	Closing due to no response.		10/05/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	54049	MDH	030521
Engine	ERB				
Transmission	0546				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BN - CABLE, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	05/09/2018	Created By		Updated Date	05/23/2018
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
door scan.pdf	CSDAdmin	09/22/2018
door conf.pdf	CSDAdmin	09/22/2018
RU RT Powersliding Door.pdf	CSDAdmin	09/22/2018
16RT.JPG	CSDAdmin	09/22/2018
16RTmodule.JPG	CSDAdmin	09/22/2018

CONTACT

Dealer	45567	Lithia Dodge of Las Cruces	Phone	
Address	860 N Telshor Blvd			
City	Las Cruces	State	NM	ZIP 88011
Dealer Zone	70	County		
Technician TID/SID	S60633B	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	right sliding door will not unlock. button will not move, door will not open. how can I remove the rear latch without opening the door? I believe I will need to cut the carrier and try to force the latch. I have removed the door panel and tried to move the linkage by hand. will not unlock. no access holes in carrier to reach rear latch				
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	
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RESOLUTION

Description	Tech called and the PSD will not open. I first had tech on scan tool I added the training manual RU/RT power sliding door manual to case for him he can download. Had him look at data and page 21 for latch operation. Currently the pawl is operating as the door does close and latch closed. When opening the latch the door stops the latches for ajar and the secondary did not change to closed switch state. He has replaced the latch so advised to get schematics and the latch grounds from the latch to the door module and the door module to chassis ground have to be checked. Then the latch drivers Q49 and Q47 and look at sector sense Q779 and the ajar switch sense Q77 check circuits from latch to the door module. For terminal fit. Keep us posted. TimB
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right sliding door will not unlock. button will not move, door will not open. how can I remove the rear latch without opening the door? I believe I will need to cut the carrier and try to force the latch. I have removed the door panel and tried to move the linkage by hand. will not unlock. no access holes in carrier to reach rear latch		05/09/2018
Agent States	He reports he has 3 RT's where the PSD internal cables and linkages are inop. Cannot open doors at all. Has tried booting bottom as the handle is pulled. Advised if there is any part that has to be damaged the inside door panel is the place to go to. If out side is damaged it is cost of panel prep and paint. He will report results. TimB		05/09/2018
Agent States	Called dealer. Tech reports the vehicle has not returned to dealer so advised I will close the case. TimB		05/14/2018
Dealer States	replaced latch assembly. now opens and closes manually ok. will not work on power sliding. fault b250d b2513 b19e5 and b19db did not have any faults with old latch		05/17/2018
Agent States	Mark called in and we talked about this issue. Prior to replacing the latch, he had no DTC's now he does. After clearing the DTC's, B19E5 came back active. After going through the diagnostic procedure, the last step says to replace the latch we have already done that twice. In the possible causes for the DTC the latch is not an option but the door module is. I think we may need a module and will do some research to verify tomorrow. The latch part number is 68030378AE and according to STAR parts is correct for this VIN. The original latch was seized, so he had to make a hole in the carrier plate and damage the old latch to open the door. I will contact Mark tomorrow with more information. Leo.		05/17/2018
Agent States	I called Mark at (724-516-0286). I explained that we should go after the door module as long as the wiring in the track wiring for the sliding door is good and all the door gaps are within specification. We can swap modules from a known good vehicle to see if it will fix it. In TechCONNECT under Service Info 23 - Body/Body Structure/Gap and Flush/Specifications SPECIFICATIONS you can find the specifications for the correct gaps, refer to attached document to see the ones we should measure for this issue. Using the wiring diagrams as a guide and terminal test lead kit 2022900080, check all related splices and connectors for signs of water intrusion, corrosion, pushed out or bent terminals, and correct pin tension on all related circuits for this issue. You can call me at (866-799-1692 ext. 1244), should you have any questions. Please advise, Leo.		05/18/2018
Dealer States	does it matter what year the mini van that I get the known good module from? mine is a 2016 of course. could I use 2008 - 2016?		05/18/2018
Agent States			05/18/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	Mark, according to STAR parts, from 2008 to 2018 RT's use the same Door module. See attached picture for location, some techs confuse with sliding door module. Please advise, Leo.		
Agent States	Tech called and the PSD will not open. I first had tech on scan tool I added the training manual RU/RT power sliding door manual to case for him he can down load. Had him look at data and page 21 for latch operation. Currently the pawl is operating as the door does close and latch closed. When opening the latch the door stops the latches for ajar and the secondary did not change to closed switch state. He has replaced the latch so advised to get schematics and the latch grounds from the latch to the door module and the door module to chassis ground have to be checked. Then the latch drivers Q49 and Q47 and look at sector sense Q779 and the ajar switch sense Q77 check circuits from latch to the door module. For terminal fit. Keep us posted. TimB		05/21/2018
Agent States	broken wt/yl wire		05/23/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE
Built Date	01/04/2016	Mileage	98949	MDH		
Engine	ERB		ERB			
Transmission	DG2		DG2			
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	02/11/2019	Created By		Updated Date	02/14/2019	Updated By

CONTACT

Dealer	45569	Tate's Auto Center of Gallup, Inc.	Phone		
Address	1200 W Jefferson Ave				
City	Gallup	State	NM	ZIP	87301
Dealer Zone	70	County			
Technician TID/SID	S95721K	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	7
Initial Concern	CUSTOMER STATES THAT REAR DRIVER DOOR WILL NOT OPEN .				
Duplicated	Yes	Repairs Parts and Tests	REMOVE THE INTERIOR PANEL TRYED TO RELEASE TO CABLES BUT STILL WOULDNT OPEN .		
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. Nick

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	02/12/2019		0	01/22/2016	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
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CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	08/04/2015	Mileage	3500	MDH	080423	
Engine	ERB	ERB				
Transmission	2135	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BK - ACTUATOR, INSIDE HANDLE					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	12/17/2015	Created By		Updated Date	12/23/2015	Updated By

CONTACT

Dealer	45597	Summit Chrysler Dodge Jeep Ram	Phone		
Address	1553 Upper Lenox Ave				
City	Oneida	State	NY	ZIP	13421
Dealer Zone	32	County			
Technician TID/SID	S80230N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	right hand sliding door doesn't open from outside handle will close from outside handle but that's it power open doesn't work power close does will open with inside handle and all buttons and key				
Duplicated	Yes	Repairs Parts and Tests	replaced the door chain harness		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	This ticket is being closed due to STAR Center no response. You can reopen this ticket if further repair guidance is STAR Center needed. Thanks ? FCA Star
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right hand sliding door doesn't open from outside handle will close from outside handle but that's it power open doesn't work power close does will open with inside handle and all buttons and key		12/17/2015

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hi Jeffrey. We have seen a couple cases where the module didn't see that the door was unlocked. Make sure the door is unlocked and read the lock state. It should show unlocked. Let me know what you find. Thank you. BrianM.		12/17/2015
Agent States	Hello Jeff, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks. BrianM. ? FCA STAR Center		12/22/2015
Agent States	This ticket is being closed due to STAR Center no response. You can reopen this ticket if further repair guidance is STAR Center needed. Thanks ? FCA Star		12/23/2015

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	08/04/2015	Mileage	4108	MDH	080423	
Engine	ERB	ERB				
Transmission	2135	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	12/29/2015	Created By		Updated Date	12/30/2015	Updated By

CONTACT

Dealer	45597	Summit Chrysler Dodge Jeep Ram	Phone		
Address	1553 Upper Lenox Ave				
City	Oneida	State	NY	ZIP	13421
Dealer Zone	32	County			
Technician TID/SID	S80230N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	right sliding door will not open from outside door handle or inside but all buttons will, will close with the handles auto				
Duplicated	Yes	Repairs Parts and Tests	none just a track harness		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description Tech requested closure.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right sliding door will not open from outside door handle or inside but all buttons will, will close with the handles auto		12/29/2015
Dealer States	prevouis star case says to check lock state lock state says locked and does not change then all of sudden it changed and works properly is		12/29/2015

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	this a module or latch issue which should I replace its being very intermittant		
Agent States	Hello Jeffrey, Since its intermittent any repair would be a guess. I would replace the latch before the module. Matt S		12/29/2015
Dealer States	they said they had experienced this before on the first star case that u guys closed saying check lock state and I did what fixed those??		12/29/2015
Agent States	I see a couple cases closed with the latch being the cause of the concern. If you can duplicate this concern you can swap the right and left psdm's to see if concern follows the module. Thanks, Matt S		12/29/2015
Agent States	I see a couple cases closed with the latch being the cause of the concern. If you can duplicate this concern you can swap the right and left psdm's to see if concern follows the module. Thanks, Matt S		12/29/2015
Dealer States	already changed it didn't fix it ordered a latch that should fix it please close if no more questions?		12/30/2015
Agent States	Tech requested closure.		12/30/2015

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53
Built Date		Mileage	95883	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2AU - CYLINDER, LOCK (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	ANTENNA GRID LINE BROKEN
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	04/12/2021	Created By		Updated Date	05/24/2021
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
2016 t&c config.pdf	s09862o	04/12/2021
2016 t&c.pdf	s09862o	04/12/2021
2016 t&c scan report.pdf	s09862o	05/04/2021
2016 t&c vehicle health.pdf	s09862o	05/04/2021
2016 t&c config.pdf	s09862o	05/04/2021

CONTACT

Dealer	45657	Cedar City Chrysler Dodge Jeep Ram	Phone		
Address	1010 North Main				
City	Cedar City	State	UT	ZIP	84721
Dealer Zone	70	County			
Technician TID/SID	S09862O	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	62
Initial Concern	door lock making noise on unlock and auto sliding door not operational as intended				
Duplicated	Yes	Repairs Parts and Tests	installed door latch tested operation auto door open was non operational diagnosed to bad latch replaced latch and door will try to shut when door handle is pulled and open itself when door is already open while following pin point tests found latch was cause again replacing latch dosent seem like the cause load tested all wires all tested good		

DTC1	b1940	DTC2	b250d	DTC3	b2511	DTC4	b19f5
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description lock assembly

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	04/12/2021		0	03/28/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Shad when does the sound happen at initial operation or when the door closes? Did we check the track for objects? Is the hinge ok per TT9003617 – bulletin? Steve		04/13/2021
Dealer States	the noise was from the door lock actuator customer decided to install a new latch noise has since gone and the main concern is after installing the first door latch the auto door open and close no longer was operational after diagnosing found latch at fault replaced with another latch and the auto door open is working but not as intended door tries to close when you are trying to open it and open when trying to close it followed pinpoints for dtcs submitted and told me to replace the latch again and i dont believe i would get two faulty latches		04/13/2021
Agent States	Thank you for your data, if we use our multi-meter at the door motor when being used. Does the polarity match from positive to negative on the correct circuits or does polarity change once the motor is triggered? Is the door lubricated? If we test a section of the door harness how much resistance do we find? Steve		04/13/2021
Dealer States	the polarity when triggered matches as intended when switching the circuit and i have lubricated the door to eliminate that as a possible cause and after testing wires i found all wires test below 1 ohm and pass a load test		04/13/2021
Agent States	Thank you for your response, when viewing the commands on the scan tool for the door do they match with what the vehicle is doing? Have we tried to reconfigure the BCM? What is the part number they gave us for the latch? Do you think this could be a concern with the motor? Steve		04/15/2021
Dealer States	after reconfiguring bcm codes b19e5 b 2511 b250d and b19f1 remain followed those codes attached pin point tests and says to replace latch but this would be latch number three the latch part number 68030378ae when the door moves from a middle position from the button it seems to work so i dont believe its a motor problem		04/15/2021
Agent States	Thank you for your data after having our concern reviewed has this door ever been replaced? Has the ever been any circuits that have had an overlay? If all circuits are testing good and the latch has been replaced that leaves the motor or the door. Steve		04/15/2021
Dealer States	THE DOOR HAS NEVER BEEN REPLACED TO MY KNOWLEDGE AND I DIDNT SEE ANYWHERE THAT THERE HAS BEEN AN OVERLAY OR SPLICE IN THE WIRING THE DOOR DOSENT HAVE ANY DAMAGE		04/15/2021

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Thank you for your response could we test with a known good motor? Steve		04/16/2021
Dealer States	installed known good motor no change		04/16/2021
Agent States	Thank you for data we replaced the latch three times, tested with a known good motor, and found no circuit issues in the harness before the door. Looking at the data provided the concern is the door or I can send our concern to engineering. Steve		04/16/2021
Dealer States	replaced latch two times but the concern I'm having wouldn't be caused by the door its acting like the latch is the issue but having put two in I struggle to think it would be that again but every pin point test says to replace the latch for the codes i listed above when worked out and didnt know if there was another pinpoint test to run that might further test it to be one hundred percent on the fix		04/16/2021
Agent States	After your pin point test let us know. What is the part number of the latch you are getting? Looking at what the door is doing polarity is being flipped due to how the door is wired or an internal defect. Please keep us updated. Steve		04/19/2021
Dealer States	the latch part number is 68030378ae during further pin point testing i found that if you hold the handle open the door will operate as intended but when the auto closing door button is pushed the latch isn't pulling the cable to releasing the door to allow it to close		04/19/2021
Agent States	Thank you for your response I will send our concern to engineering if yo do no hear from us before you leave, please respond to the case. Steve		04/20/2021
Dealer States	should i expect a call or be contacted on here		04/20/2021
Agent States	Thank you for your response there will be a response on the case. I will resend the concern if yo do not hear from us before you leave please respond to the case. Steve		04/21/2021
Dealer States	still no word or updates		04/21/2021
Agent States	STAR MC: Shad, Lets look into the PSDM data at the door latch data and ajar data. Does both data correspond with the door position? Also look into the door handle data to see if the data is reading correctly. Let me know what you find. Thanks, Shaun		04/28/2021
Agent States	Hi Shad our case is being escalated if you do not hear from us by lunch tomorrow please respond to the case. Steve		04/28/2021
Dealer States	after checking the data you had me look at while moving and fully open it says unlatched while closed it says position one and door handle data seemed to be correct		04/29/2021
Agent States	Shad, Since this concern did not occur until after the customer replaced the latch, may indicates this issue is either with the replacement latches, connector or circuitry. Does the customer have the original latch? If so, lets reinstall the original latch to see the original concern returns and the current issue go away. Also can you please attach a current SCAN report to this case for review. Lets also double check the latch connector for damaged terminals and partially pushed out terminals. Check terminal tension using the proper MOPAR terminal tension tool. Let me know what you find. Thanks, Shaun		05/04/2021
Dealer States	after installing the original latch the door concern went away and the noise concern returned		05/04/2021
Agent States	Thank you for your response I will forward the message over to engineering. Steve		05/24/2021

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Shad, Let's leave the original latch installed and replace just the noisy lock actuator per bulletin 23-017-20. Let us know if this resolves the issue. Thanks, Shaun		05/24/2021
Agent States	TA to close the case due to no activity. If additional assistance is needed, please reopen.		05/24/2021

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE
Built Date	02/08/2016	Mileage	64370	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	INTERNAL DEFECT	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	03/21/2019	Created By		Updated Date	03/22/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf	S06855Q	03/21/2019
Vehicle Scan Report.pdf	S06855Q	03/21/2019

CONTACT

Dealer	45669	Brewbaker Dodge Chrysler Jeep Ram	Phone		
Address	2209 Cobbs Ford Road				
City	Prattville	State	AL	ZIP	36066
Dealer Zone	66	County			
Technician TID/SID	S06855Q	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	LEFT REAR SLIDING DOOR WONT OPEN OR UNLOCK				
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 Closed case per request.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
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CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	03/21/2019		4792	08/04/2016	PAID
	03/21/2019		10014	10/27/2016	PAID
	03/21/2019		15082	01/18/2017	PAID
	03/21/2019		19989	04/07/2017	PAID
	03/21/2019		0	02/22/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	I HAVE REMOVED DOOR APNEL AND CARRIER PLATE, IVE ATTEMPTED TO MANUALLY OPEN THE DOOR WITH NO SUCCESS.		03/22/2019
Agent States	Called dealer. Talked with Darigas and currently he was able to get latch sprung but needs a new latch assembly as there was internal failure and getting released to open damaged slightly. He has latch assembly ordered and requested case closed. TimB		03/22/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	47676	MDH	031219
Engine	ERB				
Transmission	0686				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BR - LATCH, FRONT				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	01/19/2018	Created By		Updated Date	01/19/2018
				Updated By	

CONTACT

Dealer	45679	Meador Commerce Dodge Chrysler	Phone	
Address	105 State Highway 224			
City	Commerce	State	TX	ZIP 75428
Dealer Zone	63	County		
Technician TID/SID	S82233K	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	drivers side sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	remove door panel window, carrier plate		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	So glad that did work Kris. If you should need any further assistance with this vehicle once you get the new part in, you can always reopen any ticket for 15 days after it has been closed, simply by responding on it. Thank you. Brian S.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	drivers side sliding door will not open		01/19/2018
Agent States			01/19/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	Kris called in for assistance with the power sliding door latch. It will not move. He is able to communicate with the module, but the actuator tests will not release the latch. We are going to attempt to over-ride the module control and feed power and ground directly to the cinch motor using pins 6 & 7 on the C1 connector on the left rear door module. He will let me know if that works or if we will have to take a more aggressive approach. Brian S.		
Dealer States	YES BRIAN THAT WORKED PERFECTLY THANKS GOT A LATCH ASSY COMMING GOING TO CLOSE CASE,, THANKS		01/19/2018
Agent States	So glad that did work Kris. If you should need any further assistance with this vehicle once you get the new part in, you can always reopen any ticket for 15 days after it has been closed, simply by responding on it. Thank you. Brian S.		01/19/2018
Agent States	replace door latch Technician requested closure.		01/19/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	01/11/2016	Mileage	19000	MDH	011117	
Engine	ERB	ERB				
Transmission	1265	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	331 - DRIVEABILITY CORE GROUP					
Component Group	8AV - SENSOR, (ANY)					
Primary System	18 - VEHICLE PERFORMANCE	Sub System	18C - IGNITION CONTROLS	Area of Failure	INTERMITTENT OPERATION	
Customer Complaint / Reason for contact	MIL ON					
Created Date	06/08/2017	Created By		Updated Date	06/21/2017	Updated By

CONTACT

Dealer	52488	Button Motors Inc	Phone		
Address	1220 E Boulevard				
City	Kokomo	State	IN	ZIP	46902
Dealer Zone	42	County			
Technician TID/SID	S97782P	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0		
Initial Concern	**Special Handling - I2R** Jessica Campbell, Button Motors Inc/52488, SA Garrett Runs rough with ticking noise, no enough fuel, driver sliding door does not want to open, rear hatch does not close automatically, AC takes while to cool down., and back up camera goes on and off with screen scrambling. Customer asking for help with repair.				
Duplicated		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	Called dealer back on 6/21/2017 at 10:10 A.M. SA Garrett stated vehicle has been returned back to the customer. I am closing the case. Jay
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Called dealer 6/8/2017 4:13 P.M. SA Garrett stated vehicle had stored P0132 and P1128 DTCs. Technician was unable to find any leaks in the exhaust system. Tech replaced upstream and downstream O2 sensors. Also no issue found with the sliding doors, rear hatch or back up camera. For A/C concern performed HVAC actuator calibration. Found rear evaporator leaking. Part is on order. I requested him to have technician contact me if he needs technical assistance. Jay		06/08/2017
Dealer States	**Special Handling - I2R** Jessica Campbell, Button Motors Inc/52488, SA Garrett Runs rough with ticking noise, no enough fuel, driver sliding door does not want to open, rear hatch does not close automatically, AC takes while to cool down., and back up camera goes on and off with screen scrambling. Customer asking for help with repair.		06/08/2017
Agent States	Called dealer back on 6/13/2017 9:25 A.M. SA Garrett stated unable to find any issue with the hatch. The evaporator for the rear A/C is at the dealer. Vehicle may be ready by tomorrow. I requested Garrett to contact me when vehicle is repaired and customer has picked up the vehicle. Jay		06/13/2017
Agent States	Returned call back to SA Garrett on 6/15/2017 at 2:24 P.M. SA Garret stated customer picked up the vehicle and returned back stating the passenger sliding door will not open when pulled on the handle. Vehicle is in the bay and the technician is working on it. I requested Garrett to have technician contact me if he needs technical assistance or with an update. Jay		06/15/2017
Agent States	Called dealer back on 6/19/2017 at 11:18 A.M. Operator transferred call to SA Garrett. I left him VM to contact me with an update on the vehicle. Jay		06/19/2017
Agent States	Called dealer back on 6/21/2017 at 10:10 A.M. SA Garrett stated vehicle has been returned back to the customer. I am closing the case. Jay		06/21/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN R/T
Built Date	11/05/2015	Mileage	2294	MDH	110512	
Engine	ERB		ERB			
Transmission	3045		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8GU - CONNECTOR						
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INTERMITTENT OPERATION						
Created Date	07/15/2016	Created By		Updated Date	07/19/2016	Updated By	

CONTACT

Dealer	54194	Tate Dodge Chrysler Jeep, Inc.	Phone		
Address	7429 Ritchie Hwy				
City	Glen Burnie	State	MD	ZIP	21061
Dealer Zone	35	County			
Technician TID/SID	S21659C	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	PASS SIDE SLIDING DOOR WILL NOT OPEN INTERMITTENTLY DASH SAYS DOORS MUST BE UNLOCKED WHEN THEY ARE. ONLY CODES IN DOOR MODULES IS B21A1 ECU RESET/RECOVERY OCCURED						
Duplicated	Yes	Repairs Parts and Tests	CHECKED CODES AND TESTED THE DOOR LOCKS AND SLIDING POWER OPEN NUMEROUS TIMES				
DTC1	B21A1	DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Darin, Please verify good connector power and ground circuits at door module. Must be able to duplicate customers concern. Let me know what you find. Thanks, Brian
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	PASS SIDE SLIDING DOOR WILL NOT OPEN INTERMITTENTLY DASH SAYS DOORS MUST BE UNLOCKED WHEN THEY ARE. ONLY CODES IN DOOR MODULES IS B21A1 ECU RESET/RECOVERY OCCURED		07/15/2016
Agent States	Darin, Please verify good connector power and ground circuits at door module. Must be able to duplicate customers concern. Let me know what you find. Thanks, Brian		07/15/2016
Agent States	EVERYTHING WAS GOOD NO PROBLEMS FOUND WITH POWER OR GROUNDS		07/19/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	03/09/2016	Mileage	42150	MDH	030922	
Engine	ERB	ERB				
Transmission	0646	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	07/07/2017	Created By		Updated Date	07/11/2017	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
16 town.pdf	CSDAdmin	06/07/2018
16 town part 2.pdf	CSDAdmin	05/31/2018

CONTACT

Dealer	54604	Oliver C Joseph Inc	Phone		
Address	3795 West State Route 15				
City	Belleville	State	IL	ZIP	62226
Dealer Zone	51	County			
Technician TID/SID	S82454P	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	sliding door passenger side will not open or lock at times.				
Duplicated	Yes	Repairs Parts and Tests	replaced the door latch because upon removal found that it was bent and could not bend back. when reinstalled the locks work good unlock/lock. the problem that I have is when you pull the handle the door will open or close all the way with no problem. but if you use anything else to open or close the door stop part way. took back apart to check wire and all connectors and found no damage.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
			No	RO Number	

Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in		
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RESOLUTION

Description	Salvador does the request change to handle active during the opening procedure and then It stops moving because the handle think it was hit? Also you should be able to check the inhibitors for the power sliding door to see what is telling the sliding door to stop the cycle? The inhibitors should be under the monitors tab or maybe the report tab of the WITECH screen. Please advise, Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	sliding door passenger side will not open or lock at times.		07/07/2017
Agent States	Salvador have you check the inhibitors to see what is causing the door to stop like a pinch sensor going off or it having trouble opening the door like anything is binding? Did it start to do this issue after the door latch was replaced? Is there anything after market on the vehicle? Does it only happen on the passenger side? Can you please attach a vehicle scan and configuration report to the ticket. Please advise, Justin		07/07/2017
Dealer States	it does not feel like its binding. it stops when you try to open and when the door is open it stops when you try to close it. not sure when it started took some time to open door because when it came in it was stuck locked. it does not have anything aftermarket. and it only happens to the passenger side. (drive side is good) and report attach.		07/07/2017
Agent States	Salvador I did not get the reports. Have you checked the inhibitors to see if there is a stop for some reason like a pinch sensor going off? Can you see a request in the passenger sliding door module or right rear door module form the FOBIK or the buttons? If you can see the request does it have a request to shut it off when it is mid way opening the door? Please advise, Justin		07/07/2017
Dealer States	resend		07/07/2017
Agent States	Salvador thank you for the reports. Can you see a request in the passenger sliding door module or right rear door module form the FOBIK or the buttons? If you can see the request does it have a request to shut it off when it is mid way opening the door? Also do it only do the issue with the B-pillar switch the FOBIK button or the over head console switch? Lets try this First do a battery disconnect and capacitor discharge on the vehicle, lock and secure it, and then allow a full sleep cycle. Then test the door again. Please advise, Justin		07/07/2017
Dealer States	yes can see request from key fob, b-pillar and overhead console. with scanner doing the open or close function after it stops and screen changes scanner says handle active. did the disconnect and after 1 hour still have same problem.		07/07/2017
Agent States	Salvador does the request change to handle active during the opening procedure and then It stops moving because the handle think it was hit? Also you should be able to check the inhibitors for the power sliding door to see what is telling the sliding door to stop the cycle? The inhibitors should be under the monitors tab or maybe the report tab of the WITECH screen. Please advise, Justin		07/10/2017
Dealer States	when putting all back to recheck (after checking wires)found loose terminal connector to the switch for handle was partly out and giving a signal for door handle. put terminal back in seat in connector. used fob, b-pillar , and overhead all working. in side and outside handles working all so. the other problem was that the cable from latch to outside handle was routed different way. had picture of another door and can		07/11/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
	tell rerouted cable also. rechecked all locks and switches all working to spec.		
Agent States	found loose terminal in door latch connector. and cable routed the wrong way. put all back. and all working to spec.		07/11/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	44974	MDH	062915
Engine	ERB				
Transmission	1776				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	2BO - DOOR, SLIDING				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	04/06/2018	Created By		Updated Date	04/10/2018
				Updated By	

CONTACT

Dealer	57076	Elmwood Chrysler Dodge Jeep Ram	Phone		
Address	625 Taunton Ave				
City	E Providence	State	RI	ZIP	02914
Dealer Zone	32	County			
Technician TID/SID	S56284H	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2
Initial Concern	slider door not working with buttons				
Duplicated	Yes	Repairs Parts and Tests	new rear latch and harness		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Steven thank you for the update. At this point are you in need of further assistance? If not please close out the ticket. Thank you. Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	slider door not working with buttons		04/06/2018
Agent States	Steven had called about a sliding door issue on the driver side. He has code B2509 stored will go active when the issue happens. The door		04/06/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	will open but then stop randomly and some time it sill just click. The rear latch was replaced at a ford dealership. Steven replaced the harness inside the track part of the door because he found a broken wire. So at this point I had advise that we check the resistance on the Q781 and Q59 and make sure that it is not shorted together as well. Steven is also going to inspect the latch that was replaced to see if they had done anything wrong when installing the latch. Steven will let me know what he finds. Thank you. Justin		
Dealer States	I checked both q781 and q59 and they both good not shorted together		04/06/2018
Agent States	Steven thank you for the update. What was the resistance value on the circuits? How did the latch look was that damaged or installed incorrectly? I wonder if you reset the door module for that door if that would do anything as well? Please advise. Justin		04/06/2018
Agent States	Hello Steven. We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin		04/09/2018
Dealer States	found new latch was defected...		04/10/2018
Agent States	Steven thank you for the update. At this point are you in need of further assistance? If not please close out the ticket. Thank you. Justin		04/10/2018
Agent States	latch Technician requested closure of ticket. Thank you Justin		04/10/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	01/13/2016	Mileage	28112	MDH	011315	
Engine	ERB	ERB				
Transmission	1115	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FX - HARNESS, WIRING					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	LOCKS - LOCKS UP					
Created Date	10/25/2016	Created By		Updated Date	10/26/2016	Updated By

CONTACT

Dealer	57081	Galeana's Van Dyke Dodge	Phone		
Address	28400 Van Dyke Avenue				
City	Warren	State	MI	ZIP	48093
Dealer Zone	42	County			
Technician TID/SID	S769400	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	customer states that left sliding door is inop using key fob or manual button on b pillar.				
Duplicated	Yes	Repairs Parts and Tests	no test preformed or parts charged. cannot gain access to door lock.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	Brian, please try and operate door locks with witech. If not, might have to get old school and put the window down and use the old jimmy by looking at the right side and seeing what linkage needs to be pulled or pushed. Keep me posted thanks, Ron
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states that left sliding door is inop using key fob or manual button on b pillar.		10/25/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Brian, please try and operate door locks with witech. If not, might have to get old school and put the window down and use the old jimmy by looking at the right side and seeing what linkage needs to be pulled or pushed. Keep me posted thanks, Ron		10/25/2016
Agent States	WAS UNSURE HOW TO GAIN ACCESS TO DOOR WITH SLIDING DOOR LOCKED. Technician Closure Requested		10/26/2016

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53
Built Date		Mileage	29181	MDH	11213
Engine	ERB				
Transmission	3215				
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8AG - MODULE, (ANY)				
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	INACCURATE				
Created Date	12/12/2016	Created By		Updated Date	12/22/2016
				Updated By	

CONTACT

Dealer	57716	Swant Graber Motors	Phone	
Address	1690 East Division Ave			
City	Barron	State	WI	ZIP
Dealer Zone	74	County		54812
Technician TID/SID	S71134N	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	power sliders inop from door switch				
Duplicated	Yes	Repairs Parts and Tests	reconfigured b pillar lock out switch is true how do we disable that that's why sliders are inop		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description Dealer un responsive

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	power sliders inop from door switch		12/12/2016
Agent States	Patrick, please check the overhead council switch #4 is switched to the proper position located in the owners manual. Please advise thanks, Ron		12/12/2016

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	overhead switch changes tried different switch, sliders open and close from overhead but don't from b pillar switch or handles		12/12/2016
Agent States	Patrick, please perform capacitor drain and see if that cures the concern thanks, Ron		12/12/2016
Dealer States	did drain still has same issue.		12/12/2016
Agent States	Patrick, can you see the command for the lock/unlock switch in the CCN, TIPM or the PSDM's? Please advise thanks, Ron		12/12/2016
Dealer States	it shows the pillar button being pressed in all but the CCN doesn't change.		12/12/2016
Agent States	Patrick, does the CCN see Park? Please advise thanks, Ron		12/12/2016
Dealer States	yes shows all shift positions in cnn correctly		12/12/2016
Agent States	Patrick, looks like you need a CCN. Keep me posted thanks, Ron		12/12/2016
Agent States	Hi, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you.		12/14/2016
Agent States	Dealer un responsive		12/19/2016
Agent States	Dealer un responsive		12/19/2016
Agent States	new cluster Technician Closure Requested		12/22/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/17/2015	Mileage	11959	MDH	121719	
Engine	ERB	ERB				
Transmission	3445	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	NOISY					
Created Date	10/17/2016	Created By		Updated Date	10/25/2016	Updated By

CONTACT

Dealer	59349	Erdkamp Motors, Inc.	Phone		
Address	Seneca Street				
City	Exeter	State	NE	ZIP	68351
Dealer Zone	74	County			
Technician TID/SID	S64128B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2	
Initial Concern	rear sliding doors buzz when yiu open drivers door or push lock button both sides. it sounds like latch					
Duplicated	Yes	Repairs Parts and Tests	scanner			
DTC1		DTC2		DTC3	DTC4	
Information Sent						
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Hello, please provide and update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this case if it is closed and further repair guidance is needed. Thank you.				
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	rear sliding doors buzz when yiu open drivers door or push lock button both sides. it sounds like latch		10/17/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Spoke with Mike, Both sliding door latches buzzing when using door lock switches and when putting in and out of gear. Suggested to compare to alike vehicle, Mike stated already compared vehicles. Suggested to check voltages coming from TIPM. Let me know what you find. Bryan		10/17/2016
Agent States	Hello, please provide and update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this case if it is closed and further repair guidance is needed. Thank you.		10/24/2016
Agent States	replaced both sliding door lock actuators. Technician Closure Requested		10/25/2016

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTKM53
Built Date		Mileage	39118	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	[REDACTED]				
Component Group	8FW - DRIVE ASSEMBLY				
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	CORRODED				
Created Date	07/09/2019	Created By		Updated Date	07/12/2019
				Updated By	

CONTACT

Dealer	59350	Moss Bros. Chrysler Dodge Jeep Ram	Phone		
Address	8151 Auto Drive				
City	Riverside	State	CA	ZIP	92504
Dealer Zone	71	County			
Technician TID/SID	S58100C	Technician Email	[REDACTED]		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	11
Initial Concern	RH SLIDING DOOR WILL NOT OPEN				
Duplicated	Yes	Repairs Parts and Tests	NO PARTS		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	No response from technician. This case is being closed due to inactivity. If this vehicle requires additional assistance it can be reopened (if less than 15 days old) at a later date or you can submit a new case if more help is needed, and this one can and will be referenced. Thank you for using FCA Star Center-
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	07/09/2019	[REDACTED]	0	01/25/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Robert called and door and stuck closed. Back latch will not release to open door. Any know methods to get that open. Advised Robert only method is to lube and use long screw drive and try tapping and keep trying with the wi tech to get it to open after removing the inner door cover. Thanks ken.		07/12/2019
Agent States	How are you doing with this? And if any questions let me know, and please give me a progress update. Thanks Ken.		07/12/2019
Agent States	Need an update on this and if any questions let me know. Also if the car is gone or you?re waiting on parts, let us know. Or the case could be closed if we don?t get daily Updates. Or do you want me to call? Thanks Ken.		07/12/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN R/T
Built Date	01/05/2016	Mileage	22088	MDH	010510	
Engine	ERB		ERB			
Transmission	3565		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2HY - SEAL, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	35 - WEATHERSTRIP/SEALS	Area of Failure	COLLAPSED	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	04/21/2017	Created By		Updated Date	04/24/2017	Updated By

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	S22950C	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	PASSENGER SIDE SLIDING DOOR NOT OPEN				
Duplicated	Yes	Repairs Parts and Tests	CHECK UPDATES, TSB OR STAR CASE NONE		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hello Sergio, If you look in the scan tool is the door showing locked ? If so suggest to go to the tipm and supply voltage to the P34 circuit and verify if the latch will unlock. Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	PASSENGER SIDE SLIDING DOOR NOT OPEN		04/21/2017
Agent States	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket		04/21/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CHANGE GROUP		04/21/2017
Agent States	Hello Sergio, If you look in the scan tool is the door showing locked ? If so suggest to go to the tipm and supply voltage to the P34 circuit and verify if the latch will unlock. Jim W		04/21/2017
Agent States	LATCH		04/24/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/15/2015	Mileage	22438	MDH	121514	
Engine	ERB	ERB				
Transmission	3455	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BQ - HINGE, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	BENT	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	08/16/2016	Created By		Updated Date	08/22/2016	Updated By

CONTACT

Dealer	59655	Sterling Heights Dodge Chrysler	Phone		
Address	40111 Van Dyke Avenue				
City	Sterling Heights	State	MI	ZIP	48313
Dealer Zone	42	County			
Technician TID/SID	S04044B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Lft sliding door inop-wont unlock				
Duplicated	Yes	Repairs Parts and Tests	is there a way to unlock lft sliding door latch to get door to open?		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hello L. Does the door attempt to operate and it will not come out all the way. On this side of the door there is an extra latch that closes if the gas cap door is opened and will stop the door from operating. keep Me updated. Thank you, Ken R.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Lft sliding door inop-wont unlock		08/15/2016
Agent States			08/15/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket		
Dealer States	Tried to open through witech with no luck		08/16/2016
Agent States	Hello L. Please clarify, is the door not able to be manually or electronically opened from the interior exterior and also the fobiks, or interior buttons? Is the actual door lock not unlocking? Keep me updated. Thank you, Ken R.		08/16/2016
Dealer States	Lock rod to rear latch is jammed. latch wont unlock. Larry		08/16/2016
Agent States	Hello L. Does the door attempt to operate and it will not come out all the way. On this side of the door there is an extra latch that closes if the gas cap door is opened and will stop the door from operating. keep Me updated. Thank you, Ken R.		08/16/2016
Agent States	Info only. Technician requested closure		08/22/2016

CHERWELL REPORT

VEHICLE

VIN	2	Model Year	2016	Body	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	01/26/2016	Mileage	33946	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group							
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	CIRCUIT OPEN		
Customer Complaint / Reason for contact	INTERMITTENT OPERATION						
Created Date	10/24/2018	Created By		Updated Date	11/13/2018	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
SCAN REPORT [REDACTED].pdf	s01419k	10/25/2018

CONTACT

Dealer	59655	Sterling Heights Dodge Chrysler	Phone		
Address	40111 Van Dyke Avenue				
City	Sterling Heights	State	MI	ZIP	48313
Dealer Zone	42	County			
Technician TID/SID	S01419K	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	7		
Initial Concern	Power sliding door inop intermittently. Must press button or fob several times, usually when doors are locked.						
Duplicated	Yes	Repairs Parts and Tests	Replaced sliding door latch				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Technician closed the case, so we will be closing the case on our side. If further assistance is needed, they can open a new case referencing this one or call the Star Center at 800-850-7827. Alex
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	10/24/2018		33631	10/10/2018	PAID
	10/24/2018		33631	10/10/2018	REJECTED
	10/24/2018		0	02/01/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	The only door having a problem is passenger sliding door. All other doors operating normally.		11/13/2018
Agent States	At the RIGHT POWER SLIDING DOORMODULE		11/13/2018
Agent States	Marc, can we get a Vehicle Scan and Configuration report? Have we checked the battery in the FOB/K? Can we actuate the door to open from the scan tool? When pressing the fob are we standing on the driver side or passenger side?		11/13/2018
Agent States	Can we actuate with scan tool?		11/13/2018
Agent States	Just to confirm both sliding doors are inop but the liftgate works? Does the Liftgate work at all? Can we check data and see what the ignition status and the what the shifter position is in?		11/13/2018
Agent States	Can we get a voltage reading at circuit A959 RD pin 3 and resistance at Z909 at pin 6 BK/OR?		11/13/2018
Dealer States	Scan report attached. Verified fob battery ok per DVOM. Note: concern happens when using fob or button on overhead console.		11/13/2018
Dealer States	When actuated with scan tool door does not operate. No DTC's set. Witech shows test complete, latch fault but no codes set.		11/13/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	02/06/2016	Mileage	63928	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	GRINDING					
Created Date	06/21/2019	Created By		Updated Date	06/27/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
pdf	s25187n	06/21/2019
edr.pdf	s25187n	06/21/2019

CONTACT

Dealer	59834	Coronet Dodge Incorporated	Phone		
Address	3705 Frontage Road				
City	Peru	State	IL	ZIP	61354
Dealer Zone	51	County			
Technician TID/SID	S25187N	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	7
Initial Concern	actuator grinding noise from inside rear of both sliding door when using any of the unlock buttons. no dtcs				
Duplicated	Yes	Repairs Parts and Tests	checked for dtcs shorts and opens		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	fit and finish
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WARRANTY CLAIMS

<i>CLAIM#</i>	<i>CREATED DATE</i>	<i>VIN</i>	<i>MILLAGE</i>	<i>DATE RECIEVED</i>	<i>STATUS</i>
	06/21/2019		21341	09/29/2016	PAID
	06/21/2019		47295	06/18/2018	PAID
	06/21/2019		0	02/19/2016	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hello Eric, are there any aftermarket components or modifications on the vehicle? Have you made sure the doors are at proper flush and gap. I suggest comparing to like vehicle to make sure it is excessive. Tony R		06/27/2019
Agent States	Eric, doo you have an update on the vehicle at this time? Tony R		06/27/2019

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	01/06/2016	Mileage	52206	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group						
Component Group	2B0 - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	BINDS, STICKS, OR SEIZED	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	05/13/2019	Created By		Updated Date	05/17/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Vehicle Scan Report.pdf	s63694e	05/13/2019
[REDACTED] Configuration Report.pdf	s63694e	05/13/2019

CONTACT

Dealer	60039	Town And Country C. G., Inc	Phone	
Address	6250 East Highway 50			
City	Salida	State	CO	ZIP 81201
Dealer Zone	74	County		
Technician TID/SID	S63694E	Technician Email	[REDACTED]	
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4
Initial Concern	left sliding door rear latch is jammed and stuck in the lock position. I have taken the door apart as far as possible. is there a procedure to release that rear latch that I cannot find in the service information. I have no idea how I am going to be able to open the door and remove latch. door is stuck shut				
Duplicated	Yes	Repairs Parts and Tests	none. ran door open test. results are latch problem.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description Closure Requested

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	05/13/2019		31293	08/03/2017	PAID
	05/13/2019		0	01/11/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello John, what I would suggest doing is seeing if you have a long tool to give latch a couple waks to see if it is just stuck. Then see if you can grad the mechanical latch release arms the handle uses. If this does not work you can try to supplying voltage and ground on the two wires; tan with white and tan with gray wires that feed the cinch motor. If none of theses work you should consider sending to body shop to have them open it by any means necessary. Let me know if any of these processes work or if sending to body shop. Thank you, Tony R		05/17/2019

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY LTD PLATINUM
Built Date	08/04/2015	Mileage	4424	MDH	080413	
Engine	ERB	ERB				
Transmission	2135	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	01/26/2016	Created By		Updated Date	02/01/2016	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
NTF Check Shee [REDACTED].pdf	CSDAdmin	06/11/2018
[REDACTED] Loss Of Comm Report anderson.pdf	CSDAdmin	06/11/2018
[REDACTED] Config Report anderson.pdf	CSDAdmin	06/11/2018
[REDACTED] Vehicle Scan Report anderson.pdf	CSDAdmin	06/11/2018
[REDACTED] ECU Details Report anderson.pdf	CSDAdmin	06/11/2018

CONTACT

Dealer	60211	Community Motors of Mason City	Phone	
Address	215 15th St. SW			
City	Mason City	State	IA	ZIP 50401
Dealer Zone	74	County		
Technician TID/SID	S77414F	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Customer states sliding door on passenger side door handle does not work properly .				
Duplicated	No	Repairs Parts and Tests	Checked vehicle with scan tool , noted no DTC's present , performed report retrieval , nothing out of the ordinary noted . Opened up the flexible loom , no visible wire breaks noted . Customer stated that it is only with the exterior handle of the passenger sliding door . All other functions operate correctly . Attempted half dozen times with all other buttons , they operate correctly . Me and the customer actuated the exterior handle 20 times . With no issues . Customer also stated that sometimes he hears		

			we winding noise like the gear on the door track motor . Checked on line for related cases , no issues found . Please advise , and any assistance ahead of time would be greatly appreciated . Thank you for your resources and time . Note customer has been contacting Chrysler a head of time .		
DTC1	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	TRAVIS, Thanks for your very in depth look at this issue. I have researched our in house data base and found no matching cases for this reported RH sliding door outside handle concern. both reports you sent are clean of any dtc codes and do not show any concerns. Our only thought is to go with the co-pilot/ flight recorder to gather data for a clue. no repair recommendations at this time for this concern, Thanks Allen.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states sliding door on passenger side door handle does not work properly .		01/26/2016
Agent States	TRAVIS, Thanks for your very in depth look at this issue. I have researched our in house data base and found no matching cases for this reported RH sliding door outside handle concern. both reports you sent are clean of any dtc codes and do not show any concerns. Our only thought is to go with the co-pilot/ flight recorder to gather data for a clue. no repair recommendations at this time for this concern, Thanks Allen.		01/26/2016
Agent States	We were unable to duplicate the customer concerns . Customer as of yet hasn't returned . tech closure requested, Allen.		02/01/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	01/19/2016	Mileage	9231	MDH	01195	
Engine	ERB	ERB				
Transmission	0146	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BB - LATCH, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	SEIZED					
Created Date	06/21/2017	Created By		Updated Date	06/23/2017	Updated By

CONTACT

Dealer	60211	Community Motors of Mason City	Phone	
Address	215 15th St. SW			
City	Mason City	State	IA	ZIP 50401
Dealer Zone	74	County		
Technician TID/SID	S48657B	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	right sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	nothing		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Roger called in stated that the sliding door will not open in any way. Not electrically or manually. I suggested that we try to remove the panel and do any means we need to try to get the door to disengage. I suggested that if we are unable to release the lock we may need to take it to a body shop, and see if the can get it off by any means necessary. Thank you, Tony R.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right sliding door will not open		06/21/2017
Agent States			06/21/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
	Roger called in stated that the sliding door will not open in any way. Not electrically or manually. I suggested that we try to remove the panel and do any means we need to try to get the door to disengage. I suggested that if we are unable to release the lock we may need to take it to a body shop, and see if the can get it off by any means necessary. Thank you, Tony R.		
Agent States	finally got door open. replaced latch assembly ,verified operation Technician requested closure.		06/23/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53
Built Date		Mileage	97904	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	8AG - MODULE, (ANY)				
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INTERMITTENT				
Created Date	08/14/2019	Created By		Updated Date	08/16/2019
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
.pdf	S81298J	08/14/2019
2.pdf	S81298J	08/14/2019

CONTACT

Dealer	60314	Fletcher Chrysler-Dodge-Jeep	Phone		
Address	3111 E 32nd St				
City	Joplin	State	MO	ZIP	64804
Dealer Zone	74	County			
Technician TID/SID	S81298J	Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	4	Days In Shop	3
Initial Concern	PASS SLIDING DOOR INOP. INTERMITTENTLY.				
Duplicated	Yes	Repairs Parts and Tests	Check the outside handle and then the inside handle for sticking. Measure the resistance between body ground and the (Q54) Right Door In/Out Handle Switch Sense. Measure the resistance between the (Q54) Right Door In/Out Handle Switch Sense circuit and the (Q780) Right Power Sliding Door Mux Return circuit in the Door Module C2 harness connector. DIAG FLOW CHART CALLS FOR DOOR LATCH. DOOR LATCH HAS ALREADY BEEN REPLACED 3 OTHER TIMES.		
DTC1	B19E5	DTC2		DTC3	
DTC4					
Information Sent					

Scan Tool
Software
Version

Last
TechConnect
Search

Vehicle
Off Road
or Tow-in

No

RO Number



RESOLUTION

Description N/A Dealer unresponsive

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	08/14/2019		0	11/10/2015	PAID
	08/14/2019		96888	07/16/2019	PAID
	08/14/2019		96972	07/17/2019	PAID
	08/14/2019		96972	07/17/2019	REJECTED
	08/14/2019		96972	07/17/2019	SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Keith, does the door operate from the switches and FOB every time? Does this only happen when pulling the inside/outside handle? Monitor the door latch switch when this happens. If the module thinks the door is open when you pull the handle it won't try to open the door because it already thinks it's open. Let me know, Josh		08/14/2019
Dealer States	DOOR ACTS UP FROM SWITCHES, DOOR HANDLES AND FOBS INTERMITTENTLY. WHEN IT ACTS UP THE LATCH RELEASES BUT DOOR DOES NOT OPEN. UNABLE TO GET DOOR TO ACT UP AGAIN AT THE MOMENT.		08/14/2019
Agent States	Keith, I wasn't asking if the latch releases. I was asking what it reads in the data list. Josh		08/14/2019
Dealer States	DOOR LATCH SHOWS DOOR IS CLOSED.		08/14/2019
Agent States	Keith, were you checking the data when the concern was present? Josh		08/14/2019
Dealer States	UNFORTUNATLY NO. I AM UNABLE TO GET IT TO ACT UP SINCE I STARTED THIS CASE.		08/14/2019
Agent States	Keith, it is suggested to monitor the data list when this happens. Let me know, Josh		08/16/2019
Agent States	Keith, any update on the vehicle? Josh		08/16/2019
Agent States	Keith, is this vehicle still in the shop? Are you in need of assistance? Please update the case with closing information if the vehicle is repaired or has left the shop. If no response is given, this case will be closed. Let me know, Josh		08/16/2019
Agent States	Called and left a message informing tech the case is being closed but tech has 15 days to reopen the case if further assistance is needed. Josh		08/16/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/23/2015	Mileage	28511	MDH	12234	
Engine	ERB		ERB			
Transmission	3535		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	2BK - ACTUATOR, INSIDE HANDLE						
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	WON'T OPEN						
Created Date	09/18/2017	Created By		Updated Date	09/26/2017	Updated By	

ATTACHMENTS

<i>File Path</i>	<i>Uploaded By</i>	<i>Date Uploaded</i>
DOOR VAN HEALTH.pdf	CSDAdmin	06/07/2018
DOOR VAN CONFIG.pdf	CSDAdmin	06/07/2018
DOOR VAN SCAN.pdf	CSDAdmin	06/07/2018

CONTACT

Dealer	60367	Trail Automotive Menomonie, LLC	Phone		
Address	2000 Stout St				
City	Menomonie	State	WI	ZIP	54751
Dealer Zone	74	County			
Technician TID/SID	S62006O	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	LR SLIDING DOOR WONT OPEN						
Duplicated	Yes	Repairs Parts and Tests	CHECKED FOR DTCS. TRIED TO OPEN AND UNLOCK DOORS.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Michael, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle or if the vehicle is not at your dealership please close the ticket. If the vehicle is not repaired,
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please provide an update within the next 48 hours. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks Allen.

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	LR SLIDING DOOR WONT OPEN		09/18/2017
Agent States	Michael, Thanks for speaking with us today . we spoke about circuit p5 tn/or at connector 6 pin 37 tipm try to provide battery voltage here to see if the latch will free up. If this fails then remove the door trim panel to go inside and see what's sticking. Please keep us posted on your findings, Thanks Allen.		09/18/2017
Dealer States	Tried the jumper. didn't unlock, going to start removing the door panel from the inside now.		09/18/2017
Agent States	Michael, thanks for your reply-we tried. Keep us posted on this repair and let us know any help you need, Allen.		09/18/2017
Dealer States	so I pulled the interior door handle bezels out and manually unlocked and locked the doors which seemed to free the door locks up. but they will stick randomly as you lock and unlock the doors. and theres a loud buzz from the doors when you lock and unlock.		09/18/2017
Agent States	Michael, Thanks for speaking with us today. you reported with the door open the system is still binding up. We advised to look for corrosion and binding release cables causing this issue-it sounds more mechanical than electrical so concentraight your efforts there. Please keep us posted and let us know any questions you have, Allen.		09/18/2017
Agent States	Michael, we are checking back with you to see what you found on this lock issue case? let us know any questions you have or help we can provide, Thanks Allen.		09/20/2017
Agent States	Michael, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle or if the vehicle is not at your dealership please close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks Allen.		09/26/2017
Dealer States	AFTER I GOT THE LOCK RODS MOVING FREELY THE DOOR LOCK ACTUATORS BUZZED LOUDLY,REPLACED BOTH DOOR LOCK ACTUATORS AND THE NOISE WENT AWAY AND EVERYTHING WORKED FINE. VEHICLE WAS REPAIRED BY ANOTHER TECHNICIAN.		09/26/2017
Agent States	DOOR LOCK ACTUATORS		09/26/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]					Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	09/14/2015		Mileage	7994	MDH	091423				
Engine	ERB		ERB							
Transmission	0655		DG2							
Emmission	50 State Emissions									

GENERAL

STAR Case ID	[REDACTED]				Case Status	Closed	
Application Group	431 - BODY/CHASSIS CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	06/03/2016	Created By		Updated Date	07/06/2016	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] PSDMR INHIBIT.pdf	CSDAdmin	06/11/2018
[REDACTED] Configuration Report.pdf	CSDAdmin	06/11/2018
[REDACTED] Vehicle Scan Report.pdf	CSDAdmin	06/11/2018

CONTACT

Dealer	60376	Whitten Brothers of Ashland, Inc.	Phone		
Address	11409 Washington Hwy				
City	Ashland	State	VA	ZIP	23005
Dealer Zone	35	County			
Technician TID/SID	S78829A	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2
Initial Concern	Passenger sliding door inop at times.				
Duplicated	Yes	Repairs Parts and Tests	Passenger sliding door catch, Part# 5109544-AC and right rear door module Part#68079910-AB., installed by another tech. I have verified complaint. Performed door full open and closed test and right side identifier. I will attach inhibit monitor I scanned and saved. Says inhibit is lock engaged but vehicle speed is 158 mph? Door does open in manual mode when this occurs and there is no resistance from motor as clutch is not engaging motor		
DTC1	none	DTC2		DTC3	
				DTC4	

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

RESOLUTION

Description	Writer called dealer and was transferred to service. The call ended in Gary Lawson's voicemail. Closing case due to no response. If repair guidance is still needed, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank you.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Passenger sliding door inop at times.		06/03/2016
Agent States	Hello James, if no change was noted after replacement of the latch and rear door control module, I would suspect an issue with the PSDM , if your rear door control module data compares the same as the left side when the concern occurs, suggest replacement as a next step- thanks, Jerry k.		06/03/2016
Dealer States	Can not duplicate today but interior bus goes to sleep very fast and maybe with key on is affecting duplication. 1 question i do have in comparing left and right doors when both are closed. Right position sensor 1 shows closed and left position sensor 1 shows open. Right position sensor 2 shows open and left position sensor 2 shows closed. Is this just the way the software is setup for left versus right or is there and issue? I would think if it were an issue my door operation would be all screwed up		06/06/2016
Agent States	Good morning James, with the concern currently no present, I would have to say its normal- you could confirm this by comparing data with another known good 2016 RT, but it does sound like its just the way the scan tool is set up- Jerry.		06/06/2016
Dealer States	Just so we are on the same page we refer to the PSDM as the power sliding door module. You are not referring to the clutch,motor and track assembly are you? Our parts catalog shows an actuator, power sliding door not module, power sliding door.		06/09/2016
Agent States	Good morning James, yes the PSDM, it's mounted directly to the inboard side of the drive assembly with two retaining screws, and can be serviced separately- thanks, Jerry k.		06/09/2016
Dealer States	Part has been ordered, should arrive Monday.		06/10/2016
Agent States	Good morning James, appreciate the update, let me know- Jerry.		06/10/2016
Agent States	Good morning James, just wondering if the vehicle issue is resolved or if the vehicle is even still at your dealer - any update ?- thanks, Jerry k.		06/14/2016
Dealer States	Removed track assembly and parts dept. ordered wrong part, vehicle disassembled and part should be here in morning. I gave them part number to order		06/14/2016
Agent States	Appreciate the update James, let me know- Jerry.		06/14/2016
Dealer States	Replaced PSDMR. Condition remains and is intermittent still. Have duplicated 1 time out of 10 or so operations, drive motor does not engage and door does power open.		06/15/2016
Dealer States	Forgot to mention, still no DTC's		06/15/2016
Agent States	Good morning James, when this occurs does your RDCM see the handle being pulled ? If not, determine what your actual voltage is and		06/15/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	does on the Q54 handle switch sense circuit with the handle in the idle position, then pull the handle and determine what the actual voltage does, if your voltage does not change, you most likely have an issue with the handle, but could still have an issue with your mux return circuit Q780 or the ground Z909- thanks, Jerry k.		
Dealer States	I am having a much easier time duplicating today even with key on for some reason. I think I've got this figured out, Wi tech shows handle switch every time. When I lock and unlock and grab sliding door handle as soon as unlocks it duplicates and it DOES NOT show power sliding door latch operation status, graph stays flat lined, when power operates I see 5 volts. It also will duplicate from other switches in vehicle as soon as it is unlocked and push button, this is not just handle related as stated earlier. I have went before latch operation to lock/unlock status on graph and I have erratic lock/unlock operation. Shows unlocked when locked and vise-versa. When lock/unlock status is correct, door power opens correctly every time. I have to pull off this vehicle now, hopefully it will continue to duplicate when I get back on it. Give me any thoughts or suggestions from this point please as my brain is cooked at the moment, lol		06/16/2016
Agent States	Hi James, great info. Try and determine/confirm the actual voltage on the Q34 door lock sense circuit, also glitches, if so, wiggle test the connections at the latch and RDCM at the Q34 while you monitor the actual voltage with your meter. At the RDCM its C2/5 and C2/3 at the latch , also ensure your Q780 circuit connections are ok - I would wiggle test them also- hope this helps- Jerry.		06/16/2016
Agent States	Writer called dealer and was told that the service writer Gary does not work on Saturdays. Writer will follow up 6/20.		06/18/2016
Dealer States	I have not had the time needed to bring vehicle in and not be interrupted to continue testing. This is something I need my full attention on and not be pulled in the middle of diagnostics.		06/18/2016
Agent States	Dealer Submitted: I have not had the time needed to bring vehicle in and not be interrupted to continue testing. This is something I need my full attention on and not be pulled in the middle of diagnostics.		06/20/2016
Dealer States	Okay, after pulling door panel and attempting to check Q 34 for 20-30 minutes and thinking the door was going completely crazy I realized attempting to check voltage with meter actually gets interpreted an as an unlock request, with the meter connected it shows unlocked constantly regardless if locked or unlocked. I guess the ground through the meter is just enough. I am pulling off for now. You can not gain access to inspect latch and wiring, this has a inner door module assembly that must be removed as an assembly with the sliding door on a work table but I have a notion with what I saw previously with latch status and lock/unlock status that maybe the latch itself is the issue...any thoughts?		06/20/2016
Agent States	Hello James, to clarify , when you measure the voltage on the Q34, your DATA shows unlock, but does your actual voltage go to zero? Could you please send me a vehicle configuration and vehicle scan reports, be sure to let me know when sent so I will know to look for them- thanks Jerry k.		06/20/2016
Dealer States	I never show any voltage if the door is locked or unlocked. I know the circuit operates because if I locked the doors, graph the sensor in wi-tech and flash my t pin where back probed i get spikes on graph for the unlock position every time. It seems as if this circuit is ground for unlock and open for lock through the switch for lock sense. I could see if anyone in the shop has an old analog meter as it may go to fast for the digital display. Do you have email for me to send reports through wi-tech 2? Our wireless for wi-tech 1 is inop.		06/20/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Sorry I am back probed in Q34, OR/GY wire		06/20/2016
Agent States	Good morning James, with your meter installed and when your data shows locked, what does the actual voltage show on your meter ? You can email me the reports at JMK100@CHRYSLER.COM, be sure to let me know when sent- thanks, Jerry.		06/21/2016
Dealer States	Today door is working for the few times I tried it and I have 10 mv unlocked and 5 volts locked. Yesterday I only saw fluctuating mv. but flashing to ground showed the change I wrote earlier. Reports have just been sent		06/21/2016
Dealer States	This A.M. I got the door to fail and checked voltages carefully. The 5 volts when locked only remains there a few seconds and goes to sleep...ok so we do have 5 volts when locked unless the condition went away after a lock/unlock cycle due to this door still being very intermittent. It's hard to trust voltages if the door is this intermittent.		06/22/2016
Agent States	Hello James, unfortunately the reports did not come through , could you please email them to me at JMK100@CHRYSLER.COM, be sure to let me know when sent so I will know to look for them, also please include the last eight of the vin in the subject line- thanks, Jerry k.		06/22/2016
Dealer States	It says report sent, click OK. Let's see if you get them		06/23/2016
Agent States	Hello James, we received the reports- thank you. I will escalate this case for review, if you don't get a call or another response on the ticket within a day or two, please feel free to give me a call, and I will check on the escalation status and update you by phone- thanks, Jerry k.		06/23/2016
Agent States	STAR MC Called dealer currently tech on a test drive gave SA my name and phone number for tech to call. Tim Boan		06/23/2016
Agent States	STAR MCCalled dealer currently tech on a test drive gave SA my name and phone number for tech to call. Tim Boan		06/23/2016
Dealer States	I was on a road test, I was told Chrysler called I will try to find your number and call		06/23/2016
Agent States	STAR MC Called dealer, SA could not locate James she will find and have him call me. Waiting to talk to tech. TimB		06/23/2016
Agent States	STAR MCCalled dealer, SA could not locate James she will find and have him call me. Waiting to talk to tech. TimB		06/23/2016
Agent States	STAR MCJames what is the status of the vehicle?		06/27/2016
Agent States	STAR MC James what is the status of the vehicle?		06/27/2016
Dealer States	It will likely be Wednesday 6-29-16 before I resume on this vehicle due to our work load. If I get on it towards the end of the day today I will respond through this case or call you direct. I assume by leaving your phone number you would like me to call you.		06/28/2016
Agent States	STAR MCThanks for the update keep me posted. TimB		06/28/2016
Agent States	STAR MC Thanks for the update keep me posted. TimB		06/28/2016
Dealer States	I will be attempting to call between 9:30 and 10:00 AM eastern time		06/30/2016
Agent States	STAR MCDealer called after reviewing the case advised to replace the latch. TimB		06/30/2016
Agent States	STAR MC Dealer called after reviewing the case advised to replace the latch. TimB		06/30/2016
Agent States			07/05/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	Writer called dealer. The call ended in Gary Lawson's voicemail. Writer will try later.		
Agent States	Writer called dealer and was transferred to service. The call ended in Gary Lawson's voicemail. Closing case due to no response. If repair guidance is still needed, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank you.		07/06/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYP53
Built Date		Mileage	62906	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	2B0 - DOOR, SLIDING				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	06/05/2019	Created By		Updated Date	06/17/2019
				Updated By	

CONTACT

Dealer	60477	Jackson Family of Dealerships	Phone		
Address	1320 W Jackson St				
City	Sullivan	State	IL	ZIP	61951
Dealer Zone	51	County			
Technician TID/SID	S27959P	Technician Email			
Training Level	CORE	Contact Via SMS	<input type="checkbox"/>	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	13
Initial Concern	Unable to open left rear sliding door				
Duplicated	Yes	Repairs Parts and Tests	Determined that door is stuck locked, unable to unlock via buttons or manual cable. Manual lock lever makes it feel as though the lock is seized, not like the cable is broken. I'm unsure how to get to the latch without being able to open the door.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description No response from dealer. Closing case.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/05/2019		0	01/25/2016	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	<p>Hello Drew, From what it sounds like the latch/cinch motor has failed. Just to clarify when you lock or unlock the door locks can you hear the lock for the left rear sliding door? Also the door will not open from the outside, inside, buttons, or key fob, correct? Unfortunately whether it is a wiring concern or a failed latch we are going to have to remove the door panel using what ever means necessary to get access to the latch. The related cases I found state that the techs were able to cut the plastic presenter plate and swivel it through the weather-strip belt seal gap(up into the glass area) to get it out of the way. After the plate was cut, tech was able to unbolt the cinch motor cover and disassemble the gears and armature to get the latch to release. So it would be a good idea to get a list of parts that maybe damaged during removal to get access to the latch given that we are not able to remove them in the normal manner where they likely would not be damaged. Present the customer with an estimate of the parts that you know will need replacement because they will be damaged. Basically telling the customer at a minimum you will need these parts so we can get the door open, then go from there. Thanks, Nick</p>		06/07/2019
Dealer States	<p>Nick, a noise can be heard when locking/unlocking, like it is trying. Door will not open in any method due to it being stuck locked. When I try to actuate it via scan tool, key, buttons, a message pops up on dash saying to unlock door and it won't even try to open. I will inform the customer, thanks for your help.</p>		06/07/2019
Agent States	<p>Nick, I am closing this case due to no response. If assistance is needed you can go ahead and reopen this case or open a new one. Thank you. Kevin M.</p>		06/17/2019
Agent States	<p>Thank you Drew for this update. Let us know what you intend to do. Thank you. Kevin M.</p>		06/17/2019
Agent States	<p>Nick, please update this case with any changes. If the vehicle has been released to the customer, or no further assistance is needed, or the vehicle is repaired please note what repaired the vehicle and close this case. Thank you. Kevin M.</p>		06/17/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	04/19/2016	Mileage	33755	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group							
Component Group	8CG - MODULE, POWER INVERTER						
Primary System	08 - ELECTRICAL	Sub System	08A - POWER DISTRIBUTION SYSTEMS	Area of Failure	ANTENNA FAULT		
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON						
Created Date	03/20/2020	Created By		Updated Date	03/23/2020	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
scan.pdf	s19045b	03/20/2020
conf.pdf	s19045b	03/20/2020

CONTACT

Dealer	60536	Oxmoor Chrysler Dodge Jeep Ram,	Phone		
Address	4520 Shelbyville Rd				
City	Louisville	State	KY	ZIP	40207
Dealer Zone	42	County			
Technician TID/SID	S19045B	Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	3	Days In Shop	8		
Initial Concern	interment battery drain						
Duplicated	Yes	Repairs Parts and Tests	did draw test everything goes to sleep and draw is .001 ma				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	customer took vehicle
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	03/20/2020		20097	01/25/2017	PAID
	03/20/2020		16295	09/11/2016	PAID
	03/20/2020		29990	04/02/2019	PAID
	03/20/2020		29990	04/02/2019	REJECTED
	03/20/2020		29990	04/02/2019	SUSPENDED
	03/20/2020		0	05/04/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Charles, Are there any aftermarket accessories installed on the vehicle? When the concern is active do we see any lights coming on in the vehicle? Brian G		03/21/2020
Dealer States	no the only ting I see is that the drivers side slide door lock motor is striped and makes noise when locking and unlocking. no lights		03/23/2020
Dealer States	hello		03/23/2020
Agent States	Ok Charles, Do we hear the motor coming on when the vehicle is sitting? Brian G		03/23/2020
Dealer States	no I unplugged it and let it set for 2 day it was ok it started this morning		03/23/2020
Agent States	OK Charles, Its suggested to replace the door lock that is damage and retest. Brian G		03/23/2020
Dealer States	ok		03/23/2020
Dealer States	cust to take car for now		03/23/2020

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/19/2015	Mileage	31385	MDH	11191	
Engine	ERB		ERB			
Transmission	3175		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	BROKEN OR CRACKED	
Customer Complaint / Reason for contact	BINDS					
Created Date	03/20/2017	Created By		Updated Date	04/07/2017	Updated By

CONTACT

Dealer	60559	Fremont Chrysler Dodge Jeep Ram	Phone		
Address	39639 Balentine Dr				
City	Newark	State	CA	ZIP	94560
Dealer Zone	71	County			
Technician TID/SID	S13481D	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	5	Days In Shop	2
Initial Concern	drivers side sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	removed carrier removed lower hinge from door, have tried to pull cables to open door, front latch appears to be releasing, cannot get rear latch to release, cannot access rear latch assembly do to window track and motor for door latch being in the way		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Sliding door stuck closed. I looked at vehicle today and confirmed there is no way to get the door open except to cut the door. Authorized dealership to cut open the door.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	drivers side sliding door will not open		03/20/2017
Agent States	Hello Joe. There are no definite procedures. You will need to use your own judgment while working with your warranty administrator to be sure you have coverage and gain access to manually unlatch the rear latch by hand. Thank you, Ken R.		03/20/2017
Agent States	Sliding door stuck closed. I looked at vehicle today and confirmed there is no way to get the door open except to cut the door. Authorized dealership to cut open the door.		03/27/2017
Agent States	latch. Technician requested closure. Ken R.		04/07/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN R/T
Built Date	01/08/2016	Mileage	16425	MDH	010823	
Engine	ERB	ERB				
Transmission	0066	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	04/18/2018	Created By		Updated Date	04/20/2018	Updated By

CONTACT

Dealer	60561	Trotter Chrysler Dodge Jeep Ram	Phone		
Address	1910 W Hillsboro St				
City	El Dorado	State	AR	ZIP	71730
Dealer Zone	63	County			
Technician TID/SID	S48233Q	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	right power sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	power sliding door test via witech, visual and manual inspection		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hello Jeremy. We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right power sliding door will not open		04/18/2018
Agent States	Jeremy had called about the sliding door wont open. Jeremy had said the lock is not moving when trying to lock or unlock the sliding door		04/18/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	form the inside. Jeremy was wondering how he can go about getting the power sliding door open. I had advise maybe to see if he can get the lock linkage free and if not to maybe take it to a body shop to see if they can get the door open or to remove with any means. Jeremy is going to let me know what he comes up with. Thank you. Justin		
Agent States	Hello Jeremy. We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin		04/20/2018
Agent States	replaced door latch assembly Technician requested closure of ticket. Thank you Justin		04/20/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	12/21/2015	Mileage	33582	MDH	12219	
Engine	ERB		ERB			
Transmission	3515		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	05/04/2018	Created By		Updated Date	05/04/2018	Updated By

CONTACT

Dealer	60594	McDonald Chrysler Dodge Jeep Ram	Phone		
Address	14061 Northland Drive				
City	Big Rapids	State	MI	ZIP	49307
Dealer Zone	42	County			
Technician TID/SID	S14390D	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	drivers slider door will not open. latch and lock bound up				
Duplicated	Yes	Repairs Parts and Tests	nothing yet		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Spoke with Josh and he stated he cannot get into the door and this has manual locks and windows, advised there will more than likely something being damaged, advised to revert to the carrier plate as apposed to a door skin to open this door. If no further assistance is required please close this ticket. Jim W
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	drivers slider door will not open. latch and lock bound up		05/04/2018
Agent States	Spoke with Josh and he stated he cannot get into the door and this has manual locks and windows, advised there will more than likely		05/04/2018

Dealer/Agent	Detail	Modified By	Last Modified Date
	something being damaged, advised to revert to the carrier plate as apposed to a door skin to open this door. If no further assistance is required please close this ticket. Jim W		
Agent States	rescheduled, technician requested closure. Jim W		05/04/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY S
Built Date	08/06/2015	Mileage	4416	MDH	08065	
Engine	ERB	ERB				
Transmission	2135	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8FX - HARNESS, WIRING					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	05/09/2016	Created By		Updated Date	05/11/2016	Updated By

CONTACT

Dealer	60605	Marty Cancila Chrysler Dodge Jeep	Phone		
Address	1200 S State St				
City	Jerseyville	State	IL	ZIP	62052
Dealer Zone	51	County			
Technician TID/SID	S36004F	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	sliding door will now unlock and open at times				
Duplicated	Yes	Repairs Parts and Tests	I am trying to remove the carrier plate to replace the latch. I have done all the procedure says to do. The issue is the glass run channel at the rear of the door is in the way to get carrier out. The glass is out, the 2 screws holding the run channel are out. Does the run channel come out with the carrier or does it stay in the door?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description	Called Dean to discuss the removal of the carrier. Informed him that the run channel does not have to be removed from the vehicle to get the carrier out. Recommended to remove the rear portion of the carrier and then rotate clockwise by bring the rear up and cycling the latch out without dropping it to far. Keep me posted. -Jason
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	sliding door will now unlock and open at times		05/09/2016
Agent States	Hello Dean, attempted to call dealership to discuss carrier plate removal with you, was informed you were out on a test drive. Please let me know when you are back so that I know when to call. -Jason		05/09/2016
Dealer States	Jason, I am back and will be here until 5 pm.		05/09/2016
Agent States	Called Dean to discuss the removal of the carrier. Informed him that the run channel does not have to be removed from the vehicle to get the carrier out. Recommended to remove the rear portion of the carrier and then rotate clockwise by bring the rear up and cycling the latch out without dropping it to far. Keep me posted. -Jason		05/09/2016
Dealer States	Jason, I did get this carrier out, the run channel came out with it. The channel actually attaches to plastic brackets which is part of the carrier. In either case I managed to get it out so I can replace the latch. I will close this case, thanks for the info.		05/10/2016
Agent States	Replaced latch. Technician requested closure.		05/11/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	10/30/2015	Mileage	217812	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group							
Component Group	2AV - DOOR (ANY)						
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	02/23/2021	Created By		Updated Date	03/02/2021	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
printReport.pdf	S54435S	02/23/2021
printReport.pdf	S54435S	02/23/2021

CONTACT

Dealer	60619	Schumacher Chrysler Dodge Jeep	Phone		
Address	2102 S Federal Hwy				
City	Delray Beach	State	FL	ZIP	33483
Dealer Zone	66	County			
Technician TID/SID	S54435S	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8		
Initial Concern	CUSTOMER STATES DRIVERS SIDE SLIDING DOOR WONT OPEN						
Duplicated	Yes	Repairs Parts and Tests	REMOVED DOOR PANEL ON DRIVERS SIDE SLIDING DOOR				
DTC1	B19E0	DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version	WITECH 2.0	Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Called tech was not able to reach him. Closing case.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	02/23/2021		86871	11/05/2018	PAID
	02/23/2021		103915	02/05/2019	PAID
	02/23/2021		28880	09/28/2017	PAID
	02/23/2021		30541	11/01/2017	PAID
	02/23/2021		190256	07/22/2020	PAID
	02/23/2021		190256	07/22/2020	REJECTED
	02/23/2021		190256	07/22/2020	SUSPENDED
	02/23/2021		190256	07/22/2020	PAID
	02/23/2021		190256	07/22/2020	REJECTED
	02/23/2021		190256	07/22/2020	SUSPENDED
	02/23/2021		115433	04/18/2019	PAID
	02/23/2021		4237	04/18/2016	PAID
	02/23/2021		10807	08/23/2016	PAID
	02/23/2021		13344	10/11/2016	PAID
	02/23/2021		15892	01/20/2017	PAID
	02/23/2021		21443	04/08/2017	PAID
	02/23/2021		15892	01/20/2017	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Alexander, thanks for contacting FCA/STAR. With the door panel off, are you able to access the latch and manually activate the mechanism to release the door? Ernie.		02/24/2021
Dealer States	Yes I can access the front latch manually and release it but the sliding door has two latches one for the front of the door one for the rear of the door I cannot access the latch in the rear of the door		02/24/2021
Agent States	Alexander, thanks for the update. If the rear latch is the one not opening, preventing the door from opening, keeping damage minimal, it may be necessary to create an access in the door to trip the latch so it opens. Ernie.		03/02/2021
Agent States	Alexander, it has been a while since the case was last updated, please update the case within the next 48 hours. If we don't receive a response within that time the case will be closed. If further assistance is needed the case can be reopened within 15 days of closing. After 15 days it will be necessary to create a new case and reference this case. Thanks, Ernie.		03/02/2021
Agent States	Called (954) 744-6455. Left VM. Alexander, it has been over 48 hours since we have heard back from you. We are closing the case at this time, and if you need further assistance the case can be reopened. Thanks, Ernie.		03/02/2021

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	12/16/2015	Mileage	50748	MDH	121613	
Engine	ERB	ERB				
Transmission	3485	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BN - CABLE, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	SEIZED					
Created Date	10/26/2017	Created By		Updated Date	10/30/2017	Updated By

CONTACT

Dealer	60620	Livonia Chrysler Jeep	Phone	
Address	30777 Plymouth Road			
City	Livonia	State	MI	ZIP 48150
Dealer Zone	42	County		
Technician TID/SID	S034790	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Passenger sliding door will not open from inside or outside				
Duplicated	Yes	Repairs Parts and Tests	the door will not open fro either handles, I removed the tri panel and checked all cables and rails to the handles and lock and they are all connected, I cannot see the rear cinch lock to verify in all of he cables are attached there but the lock rod did feel as if it was locked or binding up on something, I not sure if this is a child lock problem but is there any other way I can get the door open? (base vehicle, no power windows or locks)		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Ryan, you just have to pull on those cable to release the door no other way. Jerome
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	Passenger sliding door will not open from inside or outside		10/26/2017
Dealer States	I apologize it does have power locks in rear		10/26/2017
Agent States	Ryan, you just have to pull on those cable to release the door no other way. Jerome		10/26/2017
Agent States	really had to pull the cables		10/30/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2017	Body	53
Built Date	[REDACTED]	Mileage	5385	MDH	091216
Engine	ERB				
Transmission	2466				
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BT - MOTOR, CINCH				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	05/16/2017	Created By		Updated Date	06/16/2017
				Updated By	

ATTACHMENTS


File Path	Uploaded By	Date Uploaded
[REDACTED] Vehicle Scan Report.pdf	CSDAdmin	06/07/2018
[REDACTED] Configuration Report.pdf	CSDAdmin	05/29/2018

CONTACT

Dealer	60675	King Chrysler Dodge Jeep Ram	Phone	
Address	4330 Kukui Grove Street			
City	Lihue Kauai	State	HI	ZIP 96766
Dealer Zone	71	County		
Technician TID/SID	S55848L	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	POWER SLIDING DOOR IS INOPERATIVE.				
Duplicated	Yes	Repairs Parts and Tests	VEHICLE WAS IN BEFORE FOR HEADLIGHTS AND WINDSHIELD WIPERS BEING STUCK ON. FOUND CAN IHS DOWN - DISCONNECTED MODULES AND FOUND RIGHT POWER SLIDING DOOR MODULE AT FAULT. MODULE WAS CORRODED. REPLACED MODULE AND WIRE CONNECTOR - SLIDING DOOR WORKED NORMAL AND CAN IHS ACTIVE ON BUS. VEHICLE RETURNED WITH SLIDING DOOR INOPERATIVE. WHEN KEY IS OFF, RIGHT POWER SLIDING DOOR MOTOR ACTIVE ON BUS. DISCONNECTED CONNECTOR, MODULE STILL ACTIVE ON BUS. SCAN TOOL UNABLE TO COMMUNICATE WITH MODULE. POWER AND GROUND PRESENT TO MODULE. CAN IHS VALUES READ NORMAL.		
DTC1		DTC2		DTC3	
				DTC4	

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

RESOLUTION

Description	Joshua, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	POWER SLIDING DOOR IS INOPERATIVE.		05/16/2017
Agent States	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket		05/16/2017
Dealer States	RESUBMITTING TICKET		05/16/2017
Agent States	Hello Joshua, Please submit a vehicle scan and configuration report, Thanks Michael		05/16/2017
Dealer States	what email address do I send it too? no button to send to support from scan tool		05/18/2017
Agent States	Hello Joshua, Thank for updating, You can email them to MA1861@chrysler.com, Thanks again, Michael		05/18/2017
Dealer States	Emailed configuration and vehicle scan reports		05/18/2017
Agent States	Hello Joshua, Thanks for the update, We will update after reviewing the reports, Thanks again, Michael		05/18/2017
Dealer States	ok will wait for your response		05/22/2017
Agent States	Called Dealer, Spoke with Technician Joshua, Tech will load test power and ground circuits to right sliding door module, Tech will also test terminating resistance at sliding door module/right, Tech will update ticket, Michael		05/22/2017
Agent States	Hello Joshua, Closing Ticket, Michael		05/26/2017
Dealer States	been catching up on other cars due to low amount of technicians in shop. will load check wires and termination resistance and update case with results		05/26/2017
Agent States	Joshua thanks for the update let us know the results.-Nate		05/27/2017
Agent States	Hello Joshua, Any updates on this vehicle? Please let me know, Michael		05/31/2017
Dealer States	checked power and ground to right power sliding door motor with test light - light illuminates brightly on both power and ground circuits. how do you measure terminating resistance on this system?		05/31/2017
Agent States	Hello Joshua, Thanks for updating, Let me know when it would be a good time to call you. Do you have a cell number, Thanks again, Michael		06/01/2017
Agent States	Hello Joshua, Closing Ticket, Michael		06/06/2017
Dealer States	sorry for not responding. will be able to talk tomorrow. will send message here with contact number when I get to work tomorrow.		06/07/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Joshua, Thanks for updating, Please let me know as soon as possible, Michael		06/08/2017
Agent States	Joshua, We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric		06/16/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKX53
Built Date		Mileage	44004	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	2ES - COVER, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	23B - INTERIOR COMPONENTS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	BROKEN				
Created Date	11/09/2018	Created By		Updated Date	12/11/2018
				Updated By	

CONTACT

Dealer	60704	Lithia Chrysler Dodge Jeep Ram of	Phone	
Address	633 NE 12th Ave			
City	Portland	State	OR	ZIP
Dealer Zone	70	County		
Technician TID/SID	S11439B	Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	39
Initial Concern	drivers side power sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	the latch is frozen in the locked position and will not unlock either by power or manually. how do I get the door open?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description removed side panel

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	11/09/2018		34214	10/31/2017	PAID
	11/09/2018		34214	10/31/2017	REJECTED

<i>CLAIM#</i>	<i>CREATED DATE</i>	<i>VIN</i>	<i>MILLAGE</i>	<i>DATE RECIEVED</i>	<i>STATUS</i>
	11/09/2018		34214	10/31/2017	SUSPENDED
	11/09/2018		0	02/15/2016	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hi Robert. Robert there is no procedure available to get it unlocked. I would advise removing the side panel which I know will be damaged, and see if it can be released from the point on - Brian		11/20/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTKX53
Built Date		Mileage	66559	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group					
Component Group	2CA - BRACE, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	23C - EXTERIOR COMPONENTS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	06/17/2019	Created By		Updated Date	10/24/2019
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] config 06-17-2017.pdf	S73919P	06/17/2019
[REDACTED] 06-17-2017.pdf	S73919P	06/17/2019

CONTACT

Dealer	60709	Stanley Cdj Brownfield	Phone	
Address	1706 Lubbock Rd			
City	Brownfield	State	TX	ZIP
Dealer Zone	63	County		
Technician TID/SID	S73919P	Technician Email	[REDACTED]	
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			Yes	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	130
Initial Concern	Left and right side power sliding doors are not opening. also the rear hatch does not open				
Duplicated	Yes	Repairs Parts and Tests	no dtc's found. performed a vehicle config and rear hatch no opens and closes, but side doors do not work. I can actuate the latches in witech but the doors do not open or respond to the switches in the car		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description Vehicle not being worked on.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	06/17/2019		33213	11/04/2016	PAID
	06/17/2019		0	12/24/2015	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Glen, do the doors operate manually? If they will not operate with the switch do the work with the key fob? Thank you, Greg		06/18/2019
Dealer States	they do not open manually or with the key fob.		06/18/2019
Agent States	Thank you Glen. If you can get the door panels off can you get the open from the inside? Greg		06/21/2019
Agent States	STAR called Glen. Glen states the customer decided to go on with the repairs. Tech will update the case with more information soon. Greg		06/21/2019
Agent States	Glen, please keep me updated on repairs. I have reopened the case. Greg		06/27/2019
Agent States	Glen, Do we have an update on this case? Please let me know where we are with the repair. Thank you, Greg		06/27/2019
Agent States	STAR called the technician. It is FCA policy for the ticket to be closed when the vehicle is not presently being worked on or not at the dealership. The ticket can be reopened if within 15 days of the ticket being closed. Greg		06/27/2019

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	12/19/2015	Mileage	27499	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8GW - REPAIR					
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	12/22/2018	Created By		Updated Date	01/16/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Powersliding Door.pdf	t2308tb	12/22/2018

CONTACT

Dealer	60779	Tasca Chrysler Dodge Jeep Ram FIAT	Phone	
Address	1667 Hartford Ave			
City	Johnston	State	RI	ZIP
Dealer Zone	32	County		
Technician TID/SID	S41567Q	Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
				No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	22
Initial Concern	passenger rear sliding door will not open remotely or manually.				
Duplicated	Yes	Repairs Parts and Tests	checked for DTCs, none found. checked star cases none relateable found. checked latches all appear to be working fine. replaced the front door latch catch, the previous one was binding, still did not repair vehicle.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Closed case no responses.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	12/22/2018		0	01/05/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	<p>Luis, You have the other door you can use to assist in diag. Use the scan tool look at the latch data on the good door. I added a training manual to the case in attachments. Look at page 23 and the latch switch states. The latches controls the door through the different switch states. If one is off it might pop open and shut or not pop at all. The other door is operating ok compare data of the latches there is only 5 or 6 data's you can look at but that will tell you the problem. And normally it will be a circuit between the latch and the door module in the door The PSDM is at the bottom that only opens and closes the door module controls the latch. So you will need to look at the schematics for door locks and see the door module and latch there are circuits Q49 and Q47 are the main circuits for the latch. The cinch drivers then you have door ajar and handle switch sense. If there is a problem with the cinch circuits the latch will not work right. The best test for those are voltage drop test or cut one at a time and install a test circuit from latch to module. Keep me posted. TimB</p>		01/16/2019

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT
Built Date	01/26/2016	Mileage	40001	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group						
Component Group	2BN - CABLE, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	BINDS, STICKS, OR SEIZED	
Customer Complaint / Reason for contact	WON'T STAY CLOSED					
Created Date	12/01/2018	Created By		Updated Date	12/04/2018	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan report [REDACTED].pdf	s03388d	12/01/2018

CONTACT

Dealer	60782	Ken Ganley Chrysler Dodge Jeep Ram	Phone		
Address	245 Lafayette St				
City	London	State	OH	ZIP	43140
Dealer Zone	42	County			
Technician TID/SID	S03388D	Technician Email	[REDACTED]		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	8
Initial Concern	Right sliding door was at another shop and the door lock actuator was replaced. and now door wont close completely.				
Duplicated	Yes	Repairs Parts and Tests	I replaced the rear latch assy. put back together same thing. And had code B19db During further diagnostics I figured out if the outside door handle was unhooked door would work fine. What is happening is when the outside handle is hooked up it will hold the stay closed and the front latches in the released position. Remove assy. again to check every thing looks good and removed door panel from other door and made sure cable routing was right. Have you ran into this before. Thank you Richard		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
			No	RO Number	[REDACTED]

Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	
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RESOLUTION

Description Outside door cable was off

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	12/01/2018		23672	09/26/2017	PAID
	12/01/2018		34669	08/16/2018	REJECTED
	12/01/2018		0	01/29/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Richard, I have not seen similar cases. Has the door module been calibrated and pass learn procedure ? You are stating you disconnect the outside handle and works good, is this a rod or cable ? Is it possible an incorrect part is installed on the vehicle lock actuator, or the handle itself. Do you currently have the active code B19DB ? i am not seeing this in the attached scan report. Jim W		12/01/2018
Agent States	Thanks for the update Richard, Jim is out of the office today. Let follow the wiring diagnose for B19Dp & retest. Jerome		12/03/2018
Dealer States	It has a cable. I replaced the rear latch with a factory part. code did go active when doing close test could not find a calibration test . only the close and open test. I am sure what ever is wrong is right in plain sight. Richard		12/03/2018
Agent States	Thanks for the update Richard, good find you can close this ticket out on your end. Jerome		12/04/2018
Dealer States	Door is fixed the problem what was happening was the hold closed and the front latches were not staying in the locked position when the door shut or opened. The problem was the cable that went from the outside handle to the rear latch had the outside handle end pulled off of it and when it was put back on would not go on all the way keeping the latches from releasing. Thank you Richard		12/04/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/23/2015	Mileage	12466	MDH	12232	
Engine	ERB	ERB				
Transmission	3525	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	BINDS, STICKS, OR SEIZED	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	08/11/2017	Created By		Updated Date	08/16/2017	Updated By

CONTACT

Dealer	61339	Jack Powell Chrysler Dodge Jeep	Phone		
Address	1625 Auto Park Way				
City	Escondido	State	CA	ZIP	92029
Dealer Zone	71	County			
Technician TID/SID	S531720	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	RIGHT SIDE SLIDING DOOR DOES NOT OPEN				
Duplicated	Yes	Repairs Parts and Tests	CHECKED FOR SERVICE BULLETINS AND STAR CASES. FOUND NONE. ACTIVE CODES ARE U0202, LOSS OF COMM WITH RIGHT REAR DOOR MODULE. REMOVED TRIM PANEL AND INNER PANEL. ATTEMPTED TO RELEASE BOTH FRONT AND REAR DOOR LATCHES BY HAND AND TRIED TO OPEN THE DOOR. DETERMINED THAT THE FRONT LATCH CABLE IS MOVING, BUT LATCH IS NOT RELEASING EVEN WHEN THE CABLE IS CONNECTED. SENT VEHICLE TO BODY SHOP TO REMOVE DOOR		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Wesley We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	RIGHT SIDE SLIDING DOOR DOES NOT OPEN		08/11/2017
Agent States	Wesley so the vehicle is in the body shop as of now? Are you waiting for the vehicle to come back form the body shop to do further diagnosis on the right sliding door? It seems that you have a latch issue but you also have a lost of communication code for the right rear door module. Have you been able to check over the wiring of the sliding door to make sure it is in good condition. Please advise, Justin		08/11/2017
Agent States	Wesley We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Justin		08/14/2017
Agent States	TECH REP CAME TO DEALERSHIP AND OPENED THE DOOR		08/16/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	10/23/2015	Mileage	19034	MDH	102315	
Engine	ERB	ERB				
Transmission	2945	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BO - DOOR, SLIDING					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	12/11/2017	Created By		Updated Date	12/14/2017	Updated By

CONTACT

Dealer	62012	Teterboro Chrysler Dodge Jeep Ram	Phone		
Address	469 Route 46				
City	Little Ferry	State	NJ	ZIP	07643
Dealer Zone	32	County			
Technician TID/SID	S94621G	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	sliding door doesn't work from b pillar and when pull handles on both sides.				
Duplicated	Yes	Repairs Parts and Tests	scan for codes found none. check for updates found none. checked circuit from tipm to switches ok. checked wires and connectors at both doors. then swap over head lock out switch for sliding doors with good switch. still no good. tried good TIPM. still no good.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Fred, Take a look at the data in the power sliding door modules and the door modules to see if they are receiving the open commands from all of the switches. Let me know what you find. Thanks. Brian S.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	sliding door doesn't work from b pillar and when pull handles on both sides.		12/11/2017
Agent States	Fred, Take a look at the data in the power sliding door modules and the door modules to see if they are receiving the open commands from all of the switches. Let me know what you find. Thanks. Brian S.		12/11/2017
Agent States	customer took vehicle Technician requested closure.		12/14/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	10/23/2015	Mileage	19033	MDH	102315	
Engine	ERB	ERB				
Transmission	2945	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	12/28/2017	Created By		Updated Date	12/28/2017	Updated By

CONTACT

Dealer	62012	Teterboro Chrysler Dodge Jeep Ram	Phone		
Address	469 Route 46				
City	Little Ferry	State	NJ	ZIP	07643
Dealer Zone	32	County			
Technician TID/SID	S94621G	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	sliding doors don't operate from both b pillar switches. and noticed when pulling sliding door handles both doors don't open or close by them self also.				
Duplicated	Yes	Repairs Parts and Tests	scan for codes found none. check for updates found none. checked circuit from TIPM to switches ok. checked wires and connectors at both doors. then swap over head lock out switch for sliding doors with good switch. still no good. tried a good TIPM still no good.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	sliding doors don't operate from both b pillar switches. and noticed when pulling sliding door handles both doors don't open or close by them self also.		12/08/2017
Agent States	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket		12/08/2017
Agent States	waiting for vehicle to return. Technician Closure Requested		12/28/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	38870	MDH	121515
Engine	ERB				
Transmission	3455				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8GW - REPAIR				
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	01/05/2018	Created By		Updated Date	01/09/2018
				Updated By	

CONTACT

Dealer	64977	Gator Chrysler Dodge Jeep	Phone	
Address	840 S Harbor City Blvd			
City	Melbourne	State	FL	ZIP
Dealer Zone	66	County		
Technician TID/SID	S33092D	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	power door locks inop				
Duplicated	Yes	Repairs Parts and Tests	I found the m38 fuse blown replaced it found right rear latch binding on the unlock motion unplugged door retest to verify problem was in door fuse still blows on unlock I electricly isolated all doors fuse still blows on unlock request the second the unlock button is push on fobik		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Jeremy: did you locate the short? Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update. Thank you, Maureen
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	power door locks inop		01/05/2018
Agent States	Jeremy called in, he has found the M38 fuse blowing any time the door unlock switch is pressed. He has disconnected all latches and fuse continues to blow with latches disconnected. Suggest disconnecting the TIPM C5 and C6 connectors and testing door lock and door unlock driver circuits for a short to ground. He will perform tests and update ticket with findings. Thanks, Maureen		01/05/2018
Agent States	Jeremy: did you locate the short? Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update. Thank you, Maureen		01/08/2018
Dealer States	yes found short in left rear d-pillar harness rub through on rear lift gate motor		01/09/2018
Agent States	Technician requested closure: repaired rub through on lift gate unlock circuit at left rear d-pillar by lift gate motor		01/09/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53
Built Date		Mileage	34371	MDH	111910
Engine	ERB				
Transmission	3135				
Emmission	50 State Emissions				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2BR - LATCH, FRONT				
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	08/01/2017	Created By		Updated Date	08/01/2017
				Updated By	

CONTACT

Dealer	65074	Hayes Chry-Dodge-Jeep Inc	Phone	
Address	719 Duluth Hwy # 120			
City	Lawrenceville	State	GA	ZIP
Dealer Zone	66	County		
Technician TID/SID	S90854C	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	drivers sliding door inop				
Duplicated	Yes	Repairs Parts and Tests	lock assembly bound in lock position, will not unlock. need to know any way to release, have to open door to replace latch assembly		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	drivers sliding door inop		08/01/2017

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	disconnected lock rod and pulled with extreme force dislodged latch, Called Dealer, Spoke with Technician Peter, Tech was able to get left sliding door open, Tech will replace latch assembly, Tech has closed ticket, Michael Tech requested closure, Michael		08/01/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53
Built Date		Mileage	35418	MDH	010719
Engine	ERB				
Transmission	0056				
Emmission	50 State Emissions				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group	491 - BODY/CHASSIS CORE GROUP				
Component Group	2HY - SEAL, (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	35 - WEATHERSTRIP/SEALS	Area of Failure	CLOSING EFFORT
Customer Complaint / Reason for contact	SEIZED				
Created Date	04/06/2017	Created By		Updated Date	04/07/2017
				Updated By	

CONTACT

Dealer	65258	Bemidji Chrysler Center LLC	Phone	
Address	755 Paul Bunyan Drive NW			
City	Bemidji	State	MN	ZIP
Dealer Zone	74	County		
Technician TID/SID	S80317B	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	CUSTOMER STATES THE PASSENGER SLIDING DOOR WILL NOT OPEN				
Duplicated	Yes	Repairs Parts and Tests	DOOR STUCK IN LATCHED POSITION WILL NOT WORK MANUALLY OR ELECTRICALLY BEST OPTIONS TO GET DOOR OPEN FOR 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	Thanks for the update Chris, we have heard from techs that they can remove the panel without braking it. Jerome
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CUSTOMER STATES THE PASSENGER SLIDING DOOR WILL NOT OPEN		04/06/2017
Agent States	Chris, try to remove the panel as much as you can, & pull on the cable to release the latch. Jerome		04/06/2017
Dealer States	ATTEMPTED TO REMOVE DOOR PANEL TO GAIN ACCESS TO CABLES AND COULD NOT HAVE BEEN TOLD IN TRAINING CENTER ONLY WAY TO GAIN ACCESS TO LATCH IS BY CUTTING HOLE IN OUTSIDE DOOR SKIN WONDERING IF WE SHOULD ATTEMPT		04/06/2017
Agent States	Thanks for the update Chris, we have heard from techs that they can remove the panel without braking it. Jerome		04/06/2017
Agent States	FIXED CONCERN		04/07/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2017	Body	53	DODGE GRAND CARAVAN SXT
Built Date	12/19/2016	Mileage	2709	MDH	121910	
Engine	ERB	ERB				
Transmission	1056	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	2BT - MOTOR, CINCH					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	06/21/2017	Created By		Updated Date	07/13/2017	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
printCustomReport.pdf	CSDAdmin	06/07/2018

CONTACT

Dealer	65859	Lebanon Chrysler Dodge Jeep Ram	Phone		
Address	518 W Main St				
City	Lebanon	State	OH	ZIP	45036
Dealer Zone	42	County			
Technician TID/SID	S52541D	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	passenger side sliding door will intermittently not open electronically				
Duplicated	Yes	Repairs Parts and Tests	customer has been here 2 time with door inop. I was unable to duplicate it both times. they had other issues with the vehicle so I have checked all connectors and grounds on the vehicle and no problems. The customer came in when vehicle was acting up and was able to see what the vehicle was doing but it quit acting up by the time I got the scan tool on it. There are no dtcs. when vehicle acts up you pull the outside door handle the door will open like it was a manual door and once full open you are able to close electrically. I was able to get to act up like this 6-10 times before the door started working normal		
DTC1		DTC2		DTC3	
Information Sent					

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

Description	We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger side sliding door will intermittently not open electronically		06/21/2017
Agent States	John, have you tried the Power Sliding Door Standard Procedure (POWER SLIDING DOOR LEARN CYCLE) Power Sliding Door 08 - Electrical - 8N - Power Systems Standard Procedure? Any adjustments that can be made? Power Sliding Door Standard Procedure (POWER SLIDING DOOR ADJUSTMENT) Power Sliding Door 08 - Electrical 8N - Power Systems Standard Procedure? Please advise. Thanks, Ron		06/21/2017
Dealer States	I performed the learn cycle both open and close procedures passed. There doesn't look like there are any adjustments that need to be made. The door is all aligned correctly		06/22/2017
Agent States	John, have you checked the sliding door inhibitors? Does the module see the door handle request? Does the Cinch motor release? Can you actuate the door? Can you communicate with the module? Please advise. Ron		06/22/2017
Dealer States	checked the inhibitors and it reads inhibit reason: opn cnld handle active. It reads the same in all 8 inhibitors. I have not been able to duplicate the door acting up since the customer can in a week ago so as of right now the cinch motor releases and I can actuate the door and I have communicate with the module and no codes in any module.		06/23/2017
Agent States	John, so this is a handle issue then? Cancelling the process? Please advise. Ron		06/23/2017
Agent States	We have not heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks, Ron		06/27/2017
Agent States	Hi, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 hours. If no response is received within the next 48 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thank you.		07/10/2017
Agent States	We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You.		07/13/2017

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2017	Body	53	DODGE GRAND CARAVAN SXT
Built Date	12/19/2016	Mileage	2709	MDH	121910	
Engine	ERB	ERB				
Transmission	1056	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8GU - CONNECTOR					
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact						
Created Date	07/18/2017	Created By		Updated Date	07/18/2017	Updated By

ATTACHMENTS


File Path	Uploaded By	Date Uploaded
printCustomReport.pdf	CSDAdmin	05/31/2018

CONTACT

Dealer	65859	Lebanon Chrysler Dodge Jeep Ram	Phone	
Address	518 W Main St			
City	Lebanon	State	OH	ZIP
Dealer Zone	42	County		
Technician TID/SID	S52541D	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	passenger side sliding door will intermittently not open electrically will open manually				
Duplicated	Yes	Repairs Parts and Tests	customer has been here 2 time with door inop. I was unable to duplicate it both times. they had other issues with the vehicle so I have checked all connectors and grounds on the vehicle and no problems. The customer came in when vehicle was acting up and was able to see what the vehicle was doing but it quit acting up by the time I got the scan tool on it. There are no dtcs. when vehicle acts up you pull the outside door handle the door will open like it was a manual door and once full open you are able to close electrically. I was able to get to act up like this 6-10 times before the door started working normal		
DTC1		DTC2		DTC3	
Information Sent					

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

Description	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger side sliding door will intermittently not open electrically will open manually		06/20/2017
Agent States	Please resubmit this ticket to the primary group 23- Body. Be sure to fill out all necessary forms and reports and then attach them to the ticket		06/20/2017
Agent States	intermitint concern		07/18/2017

CHERWELL REPORT

VEHICLE

VIN						Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/24/2015	Mileage	549	MDH	112410					
Engine	ERB	ERB								
Transmission	3235	DG2								
Emmission	50 State Emissions									

GENERAL

STAR Case ID						Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP										
Component Group	9FJ - MODULE, TOTALLY INTEGRATED POWER (TIPM)										
Primary System	18 - VEHICLE PERFORMANCE	Sub System	9CB - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)						
Customer Complaint / Reason for contact	MIL ON										
Created Date	01/18/2016	Created By				Updated Date	01/28/2016	Updated By			

CONTACT

Dealer	65888	Country Club Chrysler Dodge Jeep	Phone								
Address	Route 19 South										
City	Clarksburg	State	WV	ZIP	26301						
Dealer Zone	35	County									
Technician TID/SID	S68059A	Technician Email									
Training Level		Contact Via SMS		Contact Via Email							

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2						
Initial Concern	power locks lock only										
Duplicated	Yes	Repairs Parts and Tests	put on wi tech know codes tried module								
DTC1		DTC2		DTC3		DTC4					
Information Sent											
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number					

RESOLUTION

Description	Please provide an update if further assistance is needed if no further assistance is needed then lets close this ticket. Redi
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	power locks lock only		01/18/2016
Agent States			01/18/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	Hello Michael, are there any aftermarket accessories installed on this vehicle? Do the locks unlock manually? Dose the vehicle not unlock only using RKE or the switch as well? When pressing unlock do we have a request in the TIPM to unlock? Redi		
Dealer States	know accessorie rightside door an slider well lock but well not unlock with fob or butten wiil work manuallt all other doors work right		01/18/2016
Agent States	Michael, with the scan tool verify that the right rear door module has a request to unlock when using the lock switch in the vehicle. Redi		01/18/2016
Dealer States	scan tool is not seeing module		01/18/2016
Agent States	Michael, what scan tool are you using? Are you able to communicate with the left rear door module? Redi		01/18/2016
Dealer States	im using wi teach under dada left door module says door lock switch open an close right door says door lock sense only does nothing else		01/19/2016
Agent States	Michael, I am sorry I do not understand your last reply. Are you using a WiTech 1 or 2? Redi		01/19/2016
Agent States	Please provide an update if further assistance is needed if no further assistance is needed then lets close this ticket. Redi		01/25/2016
Agent States	Called dealer and spoke with SA Terra who stated that they ordered two modules; Right door module (part# 5026860AE) & TIPM (part#68239606AA) ETA 1/29. Michael, you can reopen this ticket within 5 days if further STAR assistance is needed. closing ticket per dealer response._Eric		01/28/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	08/06/2015	Mileage	2867	MDH	080615	
Engine	ERB	ERB				
Transmission	1985	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	2BB - LATCH, (ANY)						
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	INTERNAL DEFECT		
Customer Complaint / Reason for contact	WON'T OPEN						
Created Date	12/10/2015	Created By		Updated Date	12/22/2015	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
NTF Check Sheet 2.pdf	CSDAdmin	05/31/2018

CONTACT

Dealer	66183	Dick Huvaere's Richmond Chrysler D	Phone		
Address	67567 South Main Street				
City	Richmond	State	MI	ZIP	48062
Dealer Zone	42	County			
Technician TID/SID	S88734B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2		
Initial Concern	LEFT REAR SLIDING DOOR WON'T OPEN OR CLOSE.WITH SWITCH OR FOB. INTERMIT						
Duplicated	No	Repairs Parts and Tests	SCAN TOOL TEST. STORED CODE B2507/B19CD. TEST THE DOOR OPEN AND CLOSE. PASSES TEST. REPLACED SLIDING DOOR MODULE AT 2632 MILES. UNABLE TO DUPLICATE CONCERN.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Thanks for the update Kevin, If no further assistance is needed please close this ticket. Thank you, Jim W
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	LEFT REAR SLIDING DOOR WON'T OPEN OR CLOSE.WITH SWITCH OR FOB. INTERMIT		12/09/2015
Agent States	Hello Kevin, You stated not able to duplicate the customers concern, We had a similar case which also was not able to verify concern. Being the code is stored suggest to inspect for a loose connector/pin fit between the latch and the door module. Perform the learn procedure and also review for any inhibits, review the Power Sliding Door Diagnosis and Testing (DIAGNOSIS AND TESTING - POWER SLIDING DOOR SYSTEM). Jim W		12/10/2015
Dealer States	I CHECKED THE CONNECTORS. LOOK OK. RELEARN DOORS AND FLASH MODULE AGAIN. DOORS ARE STILL WORKING. STILL CAN'T DUPLICATE . DOORS ARE WORKING NORMAL .		12/15/2015
Dealer States	HELLO I JUST WENT OUTSIDE AND TRIED THE LEFT DOOR. IT OPENED ABOUT 3 IN AND STOPPED. B2506 and B2507 CAME BACK AS STORED CODES. AND THE DOOR STARTED TO WORK NORMAL AGAIN		12/15/2015
Dealer States	TRIED THE DOOR OUTSIDE AGAIN. SEEMS LIKE WHEN THE DOOR IS COOL IT STOPS WORKING. PRESS THE FOB DOOR BUTTON IT OPENED ABOUT 3IN THEN STOPS. PRESS THE BUTTON AGAIN IT OPENED THE REST OF THE WAY, AND WOULD NOT CLOSE. HAD TO CLOSE MANULALY ,THEN IT WORKED NORMAL AGAIN.		12/15/2015
Agent States	Kevin, Is the battery voltage above 12.5 volts when performing ? Any inhibits ? If you are still getting the codes B2506, B2507 suggest to again inspect the connector and pin fit at the module and the latch and pin drag test. If all proves good suspect the latch assembly, Jim W		12/16/2015
Dealer States	THE DOOR SEEM TO BE GOOD OPENING AND CLOSING MANUALY. SYS WAS 12 VOLT. WE REPLACED THE REAR LATCH. OPENING EVERY TIME TRIED. OPENED DOOR 7-8 TIMES OVER 4 HR PERIOD (COOL). GOING TO GIVE BACK TO CUSTOMER. THANKS		12/18/2015
Agent States	Thanks for the update Kevin, If no further assistance is needed please close this ticket. Thank you, Jim W		12/18/2015
Agent States	TECH HAS REPLACED REAR DOOR LATCH TO RESTORE CORRECT OPERATION. TECH HAS ALSO REQUESTED CLOSURE.		12/22/2015

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/21/2015	Mileage	840	MDH	12212	
Engine	ERB	ERB				
Transmission	1645	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FK - MOTOR, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	8PL - POWER LOCKS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	03/03/2016	Created By		Updated Date	03/04/2016	Updated By

CONTACT

Dealer	66183	Dick Huvaere's Richmond Chrysler D	Phone	
Address	67567 South Main Street			
City	Richmond	State	MI	ZIP 48062
Dealer Zone	42	County		
Technician TID/SID	S27304H	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0		
Initial Concern	**Special Handling - I2R** Tony Lucido, Dick Huvaeres/66183, SA Ken Intermittent whining noise, burning smell engine area, driver sliding door intermittently not locking, steering wheel heater gets too hot causes burning chemical smell, seat heaters dont heat properly with remote start, vehicle pulling to the right and vibration at 70 mph Customer demanding a replacement vehicle				
Duplicated		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	

RELATED CAIRS

CAIR#	CAIR Type	Mileage	CAIR Status	Created Date	Close Date	Reason
	Regular	7000	Closed	05/17/2017	06/22/2017	New problem

RESOLUTION

Description	I contacted the dealer and spoke with SA Ken. Ken states they found a very slight vibration at highway speed that was solved by tire re-balance. Ken states he heard a slight noise on coast down from 30 mph
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that was there for a just a couple of seconds but is faint and cannot be heard unless you are looking for it. Ken did not feel it was anything to be concerned about but advised customer he would note it. All of the other customer complaints cannot be duplicated. Closing case as TAPS assistance not needed. I left my contact number with Ken in the event something changes or he has a question.

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Reviewed customer complaints and researched; no known issues with any of customer's complaints. Dealer unable to duplicate any of complaints to date. Will contact them to review.		03/03/2016
Dealer States	**Special Handling - I2R** Tony Lucido, Dick Huvaeres/66183, SA Ken Intermittent whining noise, burning smell engine area, driver sliding door intermittently not locking, steering wheel heater gets too hot causes burning chemical smell, seat heaters dont heat properly with remote start, vehicle pulling to the right and vibration at 70 mph Customer demanding a replacement vehicle		03/03/2016
Agent States	I contacted the dealer and spoke with SA Ken. Ken states they found a very slight vibration at highway speed that was solved by tire re-balance. Ken states he heard a slight noise on coast down from 30 mph that was there for a just a couple of seconds but is faint and cannot be heard unless you are looking for it. Ken did not feel it was anything to be concerned about but advised customer he would note it. All of the other customer complaints cannot be duplicated. Closing case as TAPS assistance not needed. I left my contact number with Ken in the event something changes or he has a question.		03/04/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SE
Built Date	12/08/2015	Mileage	5803	MDH	12080	
Engine	ERB		ERB			
Transmission	3365		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	391 - ELECTRICAL CORE GROUP						
Component Group	8FK - MOTOR, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	8PL - POWER LOCKS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date	04/12/2016	Created By		Updated Date	04/26/2016	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
scan report.pdf	CSDAdmin	06/11/2018
config report.pdf	CSDAdmin	06/11/2018

CONTACT

Dealer	66451	South County Chrysler Dodge Jeep R	Phone		
Address	455 Stutz Way				
City	Gilroy	State	CA	ZIP	95020
Dealer Zone	71	County			
Technician TID/SID	S11700C	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2		
Initial Concern	LEFT SLIDING DOOR POWER DOOR LOCKS ARE INOP						
Duplicated	Yes	Repairs Parts and Tests	REPLACED DOOR LOCK ACTUATOR				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Called dealer and no one in service answered phone. Second attempt to gather information. Closing case at this time. Tech can reopen ticket if further STAR assistance is needed._Phil
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	LEFT SLIDING DOOR POWER DOOR LOCKS ARE INOP		04/12/2016
Agent States	Hi Jim. Jim STAR has nothing commonly known with this issue. Is this using both the FOB and manual switches? If so, I see 2 inline body connectors that circuits P5 & P32 pass through. See if you power on either of these circuits at the TIPM C6 pins 37 for P5 and pin 18 for P32. If so, probably a connector issue, if not most likely the TIPM - Brian		04/12/2016
Dealer States	HI BRIAN CHECKED POWER AND GROUND COMING OUT OF TIPM PINS C6 PIN 37 AND PIN 18 FOR P32 NO POWER NO GROUND AND TIPM HAS ALREADY BEEN REPLACED AND SAME CONDITION WIRES WHERE CHEKED FROM TIPM TO LATCH CHEKED TIPM GROUND AT C2 PIN 17 G917A AND FOUND OK LOCATED UNDER DASH		04/13/2016
Agent States	Jim in the TIPM using the WiTech, do you see input for the sliding door lock when manipulating the lock switch? - Brian		04/13/2016
Dealer States	yes we do but the left rear sliding door lock and unlock is inop and no power nor ground		04/13/2016
Dealer States	yes we do but the left rear sliding door lock and unlock is inop and no power nor ground		04/13/2016
Agent States	Jim I'm trying to see if the TIPM actually sees the switch commands, let me know when I can call you on this tonight if possible, thanks - Brian		04/13/2016
Dealer States	yes we do but the left rear sliding door lock and unlock is inop and no power nor ground		04/13/2016
Dealer States	HI BRIAN CALL ME WHEN YOU CAN THANK YOU		04/13/2016
Agent States	Jim states he does see the switch actuation in the TIPM. STAR advised Jim to upload the vehicle scan and config reports, let me know when you do - Brian		04/13/2016
Agent States	Jim states he does see the switch actuation in the TIPM. STAR advised Jim to upload the vehicle scan and config reports, let me know when you do - Brian		04/13/2016
Dealer States	UPLOAD DONE		04/14/2016
Agent States	Thanks Jim, I'm going to review this further and get back with you - Brian		04/14/2016
Agent States	.		04/14/2016
Agent States	Jim try this, disconnect the 6 connector at the TIPM, then apply ground to either pin 18 or 32, and apply 12v to the other pin. Meaning ground at pin 18, 12v at pin 32 and vice-versa, let me know if the PSD lock locks, and unlocks - Brian		04/14/2016
Dealer States	GROUNDING 18 AND APPLIED 12V TO PIN 32 AND VICE-VERSA AND LOCKS AND UNLOCKS		04/14/2016
Agent States	Thanks Jim, I'll get back with you - Brian		04/14/2016
Agent States	Jim let me know when I can call you - Brian		04/14/2016
Dealer States	CALL ME ANYTIME		04/14/2016
Agent States	Jim hold off, I just saw something in the schematic that has me thinking. I'll get back to you on this - Brian		04/14/2016
Dealer States	HI BRIAN I JUMP THE WIRES FROM THE R/SLIDING DOOR AND THE L/SLIDING DOOR WORKS NORMAL CAN I USE THIS WIRES		04/16/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
	FOR BOTH DOORS WITH BY REROUTING THE R/SLIDING DOOR WIRES .CALL ME WHEN YOU CAN THANK YOU		
Agent States	Jim sorry for the delay, still reviewing - Brian		04/19/2016
Dealer States	HI BRIAN I JUMP THE WIRES FROM THE R/SLIDING DOOR AND THE L/SLIDING DOOR WORKS NORMAL CAN I USE THIS WIRES FOR BOTH DOORS WITH BY REROUTING THE R/SLIDING DOOR WIRES .CALL ME WHEN YOU CAN THANK YOU		04/19/2016
Dealer States	THANK YOU.KEEP ME POSTED		04/19/2016
Agent States	Jim swap the left side unlock circuit P32, with the right side unlock P38. Do this at the TIPM C6. The reason I do not have you swap the lock circuits is the right side is on a completely different connector C5. Let me know if after doing this and you hit the unlock, does the left side now work, and does the right side no longer unlock - Brian		04/19/2016
Dealer States	SWAPPED WIRE FROM C5 PIN7 TN/LB TO C6 PIN 37 TN/OR.THIS WIRES ARE TO UNLOCK SLIDING DOORS.ACTUATED DOOR LOCKS AND ONLY THE R/SLIDING DOOR .LOCKS AND UNLOCKS.FROM KEY FOB AND DOOR SWITCH.		04/19/2016
Agent States	Jim let me know when I can call you - Brian		04/19/2016
Dealer States	SWAPPED WIRE FROM C5 PIN7 TN/LB TO C6 PIN 37 TN/OR.THIS WIRES ARE TO UNLOCK SLIDING DOORS.ACTUATED DOOR LOCKS AND ONLY THE R/SLIDING DOOR .LOCKS AND UNLOCKS.FROM KEY FOB AND DOOR SWITCH.		04/19/2016
Dealer States	WHEN YOU CAN		04/19/2016
Agent States	Jim your number ends in #6701 correct? - Brian		04/19/2016
Dealer States	YES CALL ME WHEN YOU CAN THANK YOU		04/20/2016
Agent States	Jim states the circuit swap made no difference. STAR is escalating this ticket for further assistance at this point given the time down. We'll be back in touch ASAP - Brian		04/20/2016
Agent States	Jim states the circuit swap made no difference.STAR is escalating this ticket for further assistance at this point given the time down. We'll be back in touch ASAP - Brian		04/20/2016
Agent States	Jim, my name is Joe and I will be assisting you with this ticket now. I have read through the case. It seems that no matter what you do, the left sliding door locks do not actuate unless you apply voltage and ground to the pins for them at the TIPM. If you swap circuits at the TIPM, they still do not function but with the right side circuits in the left circuits spot, the right will still function. This tells me that there is too much resistance in the circuits to the left rear door. No matter what you do, do you EVER set a code for anything door lock related? Joe		04/20/2016
Agent States	Called dealer and was not able to reach anyone. Will try back for update. Jim, update ticket or close with repair info		04/25/2016
Agent States	Called dealer and no one in service answered phone. Second attempt to gather information. Closing case at this time. Tech can reopen ticket if further STAR assistance is needed._Phil		04/26/2016

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/12/2015	Mileage	17244	MDH	11125	
Engine	ERB	ERB				
Transmission	3095	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BR - LATCH, FRONT					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	CONNECTION DEFECT	
Customer Complaint / Reason for contact	BINDS					
Created Date	12/30/2016	Created By		Updated Date	01/04/2017	Updated By

CONTACT

Dealer	66451	South County Chrysler Dodge Jeep R	Phone		
Address	455 Stutz Way				
City	Gilroy	State	CA	ZIP	95020
Dealer Zone	71	County			
Technician TID/SID	S47265E	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	LEFT SLIDING DOOR WILL NOT OPEN				
Duplicated	Yes	Repairs Parts and Tests	THE LOCK APPEARS TO BE BROKEN IN REAR LATCH ASSEMBLY WILL NOT UNLOCK ELECTRICALLY AND LOCK KNOB IS BOUND IN MID POSITION, WE HAVE DIASSEMBLED TO DOOR TO THE POINT WE GOT BEHIND CARRIER PLATE BUT LOCK ROD CLIP BROKE OFF LATCH AND WE STILL CANNOT GET LATCH TO RELEASE SO WE CAN OPEN DOOR TO REMOVE LATCH SCREWS TO GET LATCH CARRIER PLATE OUT TO I ASSUME REPLACE LATCH, WHAT CAN BE DONE TO GET LATCH TO RELEASE WE CAN BARELY REACH IT BY REACHING BEHIND CARRIER PLATE AND CAN NOT FEEL ANY OF THE RELEASE LEVERS		
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	Hello Marvin.What is the status of this vehicle? If no response within 48 hours I will be closing this ticket. If you have any further questions with this vehicle or the concern returns please feel free to respond on this ticket and I will be able to re-open for 15 days. If vehicle has been repaired please close ticket and provide a response to what fixed vehicle. Thank you, Ken R.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	LEFT SLIDING DOOR WILL NOT OPEN		12/30/2016
Agent States	Hello Marvin. We do not have a procedure for this as this is not a normal condition that should ever take place. Not being there to be able to physical manipulate or see the exact position of things, my main suggestion would be that you will have to force this with causing as little damage to other components as possible. Ken R.		12/30/2016
Agent States	Hello Marvin.What is the status of this vehicle? If no response within 48 hours I will be closing this ticket. If you have any further questions with this vehicle or the concern returns please feel free to respond on this ticket and I will be able to re-open for 15 days. If vehicle has been repaired please close ticket and provide a response to what fixed vehicle. Thank you, Ken R.		01/02/2017
Agent States	REMOVED SLIDING DOOR PANEL AND FFORCED CARRIER PLATE AWAY FROM DOOR ENOUGH TO GAIN ACCESS TO LATCH AND PRY IT OPEN.		01/04/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN SXT
Built Date	04/06/2016	Mileage	12021	MDH	04065	
Engine	ERB	ERB				
Transmission	0826	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	8FW - DRIVE ASSEMBLY					
Primary System	08 - ELECTRICAL	Sub System	8AB - POWER SLIDING DOORS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	05/09/2017	Created By		Updated Date	05/12/2017	Updated By

CONTACT

Dealer	66689	Rockland Chrysler Jeep Dodge	Phone		
Address	60 Route 304				
City	Nanuet	State	NY	ZIP	10954
Dealer Zone	32	County			
Technician TID/SID	S38961N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	PASSENGER SLIDE DOOR WILL NOT OPEN				
Duplicated	Yes	Repairs Parts and Tests	REMOVED INTERIOR DOOR TRIM, REMOVED CARRIER AND WINDOW REGULATOR. CAN MOVE FRONT LATCH UP AND DOWN, CAN MOVE MECHANISM ON REAR LATCH. REAR LATCH MAKES GRIND NOISE WHILE MOVING MECHANISM. CAN NOT OPEN DOOR. NEED TO RELEASE LATCHES TO OPEN DOOR TO GO FURTHER. ANY ADVICE ON HOW TO OPEN DOOR?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description Hello Joseph, Closing Ticket, Michael

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	PASSENGER SLIDE DOOR WILL NOT OPEN		05/09/2017
Agent States	Hello Joseph, Do you have any DTC's for this condition? Please let me know, Michael		05/09/2017
Dealer States	the only related code is stored b19e5. for rr door handle switch circuit stuck. I believed this set when customer was trying to open door repeatedly.		05/09/2017
Agent States	Hello Joseph, Thanks for updating, Just to clarify, Do we think the rear latch is not allowing the door to open? Also Please reference TSB TT9003581. Please let me know when you can, Michael		05/09/2017
Dealer States	OK thank you. I read the tech tip you listed, it appears that the slide door module and latch are the ones at the bottom of the sliding door opening. I cannot access them to inspect without first opening the door. it does appear that the rear latch on the pass slide door is not releasing. I can hear some type of grind noise when I try to release it using the cable attached to outer door handle. But when I put my hand on the lever mechanism, that is part of rear latch, it seems to move freely		05/09/2017
Agent States	Called Dealer, Spoke with Technician Joseph, Tech has not been able to open passenger sliding door, rear latch makes grinding noise. Will update after further review, Michael		05/09/2017
Dealer States	Good morning. I was able to open the door. I inspected a new latch from parts to see the operation. I had the old actuator disconnected about 90%, but there was still one part attached. I broke the actuator off completely and was able to release the latch. I did have to cut one cable, and the plastic on the door carrier attached to the latch was necessary to break off for access. I will need to replace latch, carrier, cable and lock rod. Parts are ordered. Thank you for your help.		05/10/2017
Agent States	Hello Joseph, Thanks for the update, That's great, If you would please close the ticket, You have up to 15 days to reopen the same ticket if needing further assistance, Thanks for contacting the FCA Star center, Michael		05/10/2017
Agent States	Hello Joseph, Closing Ticket, Michael		05/10/2017
Agent States	REAR DOOR LATCH		05/12/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	01/14/2016	Mileage	3351	MDH	011420	
Engine	ERB		ERB			
Transmission	1111		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	8GU - CONNECTOR						
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	WON'T OPEN						
Created Date	08/08/2016	Created By		Updated Date	08/11/2016	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
	CSDAdmin	09/22/2018

CONTACT

Dealer	66750	Yemm Chrysler-Dodge-Jeep-Ram	Phone		
Address	2195 North Henderson				
City	Galesburg	State	IL	ZIP	61401
Dealer Zone	51	County			
Technician TID/SID	S35665O	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2		
Initial Concern	right sliding door inop						
Duplicated	Yes	Repairs Parts and Tests	door handle, latch and door module				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Hello Tim, we have an active DTC so lets run the diagnostic and record the results. Also lets use the scan tool and monitor the switch as your scan report shows no snapshot data for the active DTC. Also the diagnostic tells us the inside handle circuit may also cause our concern, can we monitor switch sense with the scan tool while operating system? Let me know what you find. Thanks-Vince.
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	right sliding door inop		08/08/2016
Agent States	Talk to Tim on the phone. I suggest to him to use his scan tool & read the data, and compare it the other side. Let check for power/ground and pin spread at the latch etc? Send me a vehicle scan & configure report. Keep me informed. Jerome		08/08/2016
Agent States	Tim called and reported a failure with the right power door and explained that he had replace the module, door latch , and outside door handle. He had 4 active codes B19E5,B19F1,B19F5,and B250B. I had him clear codes and the B19E5 came back as active, so we determined we needed to start there. I asked Tim to follow the published diagnostic and check the pin fit as well as the circuits Q780 at C1 and C2 and Q54 at C1 and C2. Also to look at the connectors for terminal spreading. He told me he has the drag tool to check the pins and they seem to test ok. I asked him to attach a scan and configuration report to the case and we would continue to research the concern.		08/09/2016
Agent States	Tim called to see if the scan and configuration report had attached to the case and I did not see them. I gave him an email address so we could look at the reports.		08/09/2016
Agent States	Hello Tim, we have an active DTC so lets run the diagnostic and record the results. Also lets use the scan tool and monitor the switch as your scan report shows no snapshot data for the active DTC. Also the diagnostic tells us the inside handle circuit may also cause our concern, can we monitor switch sense with the scan tool while operating system? Let me know what you find. Thanks-Vince.		08/10/2016
Agent States	Traced wires looking for possible broken wires, found the wires to the C1 connector at the latch had been pulled out of connector. Possibly due to improper routing of the harness. Rebuilt the connector and routed harness around all moving objects in door. Technician Closure Requested		08/11/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	01/21/2016	Mileage	26705	MDH	012117	
Engine	ERB	ERB				
Transmission	0076	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FL - SOLENOID, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	8PL - POWER LOCKS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS					
Created Date	06/12/2017	Created By		Updated Date	06/12/2017	Updated By

CONTACT

Dealer	66861	Wayland Chrysler Inc	Phone	2697922268		
Address	3611 North Main					
City	Wayland	State	MI	ZIP	49348	
Dealer Zone	42	County				
Technician TID/SID	S62304B	Technician Email				
Training Level		Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	passenger front door will not unlock with passenger side slider door opening.				
Duplicated	Yes	Repairs Parts and Tests	Reset vehicle configuration, attempted all evic functions and tipm functions. Replaced TIPM per star		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Gary, after replacement, retest and let me know, Maureen

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	passenger front door will not unlock with passenger side slider door opening.		06/12/2017
Agent States	Gary called in, customers concern is that when opening the passenger side sliding door the right front passenger door will not unlock. The RF		06/12/2017

Dealer/Agent	Detail	Modified By	Last Modified Date
	door will lock and unlock from the switch and with the FOB. When opening the left sliding door the left front door will unlock. NO CODES, no aftermarket installations. Suggest checking customer preferences for door lock settings, suggest monitoring data in sliding door modules and TIPM when concern is active and comparing with known good vehicle. Gary, could the issue be with the passive entry (where is the FOB when concern happens)? Keep me posted, Maureen		
Dealer States	I think I found it. The lock status of the PSDMR always states unlocked. Found that the passenger slider door lock does not function. Will replace the slider lock actuator and retest. I'm thinking that with the lock status unlocked it has no need to cycle the door lock.		06/12/2017
Agent States	Gary, after replacement, retest and let me know, Maureen		06/12/2017
Agent States	Technician requested closure: Passenger slider door lock actuator replacement.		06/12/2017

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	DODGE GRAND CARAVAN R/T
Built Date	10/29/2015	Mileage	10892	MDH	10291	
Engine	ERB		ERB			
Transmission	1075		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8AG - MODULE, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	07/13/2016	Created By		Updated Date	08/18/2016	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
NTF Check Sheet [REDACTED].pdf	CSDAdmin	06/11/2018

CONTACT

Dealer	67753	Tyson Motor Corporation	Phone		
Address	1 SW Frontage Rd				
City	Shorewood	State	IL	ZIP	60404
Dealer Zone	51	County			
Technician TID/SID	S36083B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2
Initial Concern	WIPERS GO ON AND OFF BY THEMSELVES. ALSO HAZARDS GO ON AND OFF				
Duplicated	No	Repairs Parts and Tests	WI-TECH CHECK OUT. NUMEROUS ATTEMPTS TO DUPLICATE CUSTOMER CONCERN? WILL BE SENDING CO-PILOT RESULTS WITH THIS CASE		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	Additional information required. TA did inspect this van and found bad latch actuator for the right sliding door. Check know areas for issues with IHS bus problems but could not duplicate the concern.
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	WIPERS GO ON AND OFF BY THEMSELVES. ALSO HAZARDS GO ON AND OFF		07/13/2016
Agent States	Hi Edward. Are you finding any codes in the vehicle? Frank.		07/13/2016
Dealer States	B16FD TPMCGW STORED. FOG LITES WORK. ALSO TEJA FROM CHRYSLER IS INVOLVED?		07/14/2016
Agent States	Ok, thanks for the info. When the hazards or wipers are on by themselves per the complaint, can you see the request for them to be on in the cluster or TIPM data lists? Frank.		07/14/2016
Agent States	If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. ? Dave Z.		07/19/2016
Dealer States	UNABLE TO DUPLICATE LIGHTS ANDE HAZARDS AND HORN ISSUE, SO I CAN'T GIVE YOU VALUES. CUSTOMER CALLED BACK AND STATES PASSENGER POWER SLIDING DOOR "SOMETIMES" DOES NOT OPEN AUTOMATICALLY WHEN THE OUTSIDE HANDLE IS PULLED. AFTER SEVERAL ATTEMPTS AND IN THE 105 HEAT INDEX, THE DOOR WOULD NOT OPEN "AUTO" FROM THE OUTSIDE HANDLE? IF I MANUALLY MOVE THE INSIDE LOCK BUTTON TOWARDS UNLOCK, THE POWER DOOR WORKS? IF I POWER LOCK DOORS, SOMETIMES DOOR INOP? COULD IT BE THE POWER DOOR LOCK ACTUATOR?		07/21/2016
Agent States	I am sending this case back to the STAR agent for further technical assistance. ?Dave Z.		07/21/2016
Agent States	Hi Edward. That's a tough call. I would compare the data list indicators for the door latch when opening and moving the lock to see if there are any differences. You may have a latch concern where one of the switches aren't going open/closed when it should be. Frank.		07/26/2016
Agent States	Edward, I haven?t heard from you in a while, when you have time please update the case or close the ticket if the vehicle is repaired and/or returned to the customer. Frank.		07/29/2016
Agent States	Dealer un responsive		08/01/2016
Agent States	Additional information required. TA did inspect this van and found bad latch actuator for the right sliding door. Check know areas for issues with IHS bus problems but could not duplicate the concern.		08/18/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	10/16/2015	Mileage	57	MDH	101616	
Engine	ERB		ERB			
Transmission	2835		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed				
Application Group	491 - BODY/CHASSIS CORE GROUP						
Component Group	8AG - MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS						
Created Date	04/01/2016	Created By		Updated Date	04/08/2016	Updated By	

CONTACT

Dealer	68116	Parks Inc	Phone		
Address	11987 SW US Hwy 54				
City	Augusta	State	KS	ZIP	67010
Dealer Zone	74	County			
Technician TID/SID	S48315F	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	LEFT POWER SLIDING DOOR INOP FROM B PILLAR SWITCH						
Duplicated	Yes	Repairs Parts and Tests	LEFT POWER SLIDING DOOR OPERATES PROPERLY FROM OVERHEAD SWITCH AND KEY FOB - IS INOP FROM B PILLAR SWITCH - LOCK OUT SWITCH IS SHOWING TRUE ALL THE TIME NO MATTER OF SWITCH POSITION - NEED INFORMATION ON LOCK OUT SWITCH OPERATION				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	I called the dealer for status update on the STAR case, spoke to service advisor Claudia. I was advised that the technician replaced the sliding door module. The customer concern has been resolved.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	LEFT POWER SLIDING DOOR INOP FROM B PILLAR SWITCH		04/01/2016
Agent States	Hello George, What information do you need on the lock out switch? It is internal to the latch on this. The wiring diagram does look mis labeled on the left latch. I believe the Q35 circuit is the lock out circuit. Lets test that circuit, if all checks of replace latch. Keep me posted, Matt S		04/01/2016
Agent States	Hello George, What information do you need on the lock out switch? It is internal to the latch on this. The wiring diagram does look mis labeled on the left latch. I believe the Q35 circuit is the lock out circuit. Lets test that circuit, if all checks of replace latch. Keep me posted, Matt S		04/01/2016
Agent States	What is the status of this vehicle?		04/04/2016
Dealer States	THE LOCK OUT SWITCH IS IN THE OVERHEAD CONSOLE TO LOCK OUT THE B PILLAR SWITCHES - THE LOCK STATE IS SHOWING TRUE ALL THE TIME, EVEN WHEN THE SWITCH IS DISCONNECTED - THE VOLATAGE GOES FROM 2.3 VOLTS TO 3.7 VOLTS WHEN SWITCH IS MOVED - WHEN SWITCH IS DISCONNECTED THE VOLATGE STAYS AT 3.7 VOLTS - SHOULD VOLATEG SHOW 5 .0 VOLTS WHEN SWITCH IS DIS CONNECTDED? CLUSTER ISSUES / - VEHICLE HAS BEEN MODIFIEDD FOR WHEEL CHAIR RAMP ON RIGHT SIDE		04/05/2016
Agent States	I don't know what the voltages should be, compare readings to a known good like vehicle. Make sure the outfitters didn't splice into any factory circuits. I do know when they modify these they cut, extend and splice wiring by the sliding door for the ramp. Any DTCs? Matt S		04/05/2016
Agent States	I don't know what the voltages should be, compare readings to a known good like vehicle. Make sure the outfitters didn't splice into any factory circuits. I do know when they modify these they cut, extend and splice wiring by the sliding door for the ramp. Any DTCs? Matt S		04/05/2016
Dealer States	THE DOORS WILL FUCTION PROPERLY WITH KEY FOB AND OVERHEAD CONSOLE WHICH MEANS DOOR MODULES AND WIRES ARE GOOD - B PILLAR SWITCH INPUT TO TIPM IS PRESENT - SWICH INPUT IS GOOD - OVERHEAD LOCKOUT BEING LOCKED ALL THE TIME CREATES A INHIBIT FOR B PILLAR SWITCH		04/05/2016
Agent States	Test the G23 and the G413 circuit. If all checks out replace lock out switch. Matt S		04/05/2016
Agent States	Test the G23 and the G413 circuit. If all checks out replace lock out switch.Matt S		04/05/2016
Agent States	Can you provide me with an update on this vehicle?		04/07/2016
Agent States	I called the dealer for status update on the STAR case, spoke to service advisor Claudia. I was advised that the technician replaced the sliding door module. The customer concern has been resolved.		04/08/2016

CHERWELL REPORT

VEHICLE

VIN		Model Year	2017	Body	53	DODGE GRAND CARAVAN SXT
Built Date	11/14/2016	Mileage	18791	MDH	111414	
Engine	ERB	ERB				
Transmission	1166	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2BT - MOTOR, CINCH					
Primary System	23 - BODY/SHEET METAL	Sub System	P2 - DOORS - SLIDING	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	WON'T CLOSE					
Created Date	01/16/2018	Created By		Updated Date	01/29/2018	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf	CSDAdmin	06/07/2018
Vehicle Scan Report.pdf	CSDAdmin	06/07/2018

CONTACT

Dealer	68129	Cornerstone Chrysler Dodge Jeep Ra	Phone		
Address	17219 Highway 10 Northwest				
City	Elk River	State	MN	ZIP	55330
Dealer Zone	74	County			
Technician TID/SID	S08063P	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	customer stated pss rear sliding door not opening properly. closes and makes ticking noise after it closes				
Duplicated	Yes	Repairs Parts and Tests	ive previously replaced the rr door module		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Dillon, please provide an update on the vehicle, so I can further assist you. Thank you, Tony R.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer stated pss rear sliding door not opening properly. closes and makes ticking noise after it closes		01/16/2018
Dealer States	inspected rr door harness and found no apparent problems door home has been learned and does not bind or stick when operating it. wondering if this is a common occurrence		01/16/2018
Agent States	Hello Dillon, do you know under what conditions the customer produces this concern? Is it related with weather? Are they opening and closing the door continuously not giving it a chance to rest? Can the customer duplicate the concern for us? I would also suggest checking any of the door harness connections to make sure they have a good pin drag and fully seated. Thank you, Tony R		01/16/2018
Dealer States	it is very cold here. has been -10f or colder recently. customer states it very rarely happens but when it does it appears that they are operating it correctly. pin fitment is good		01/16/2018
Agent States	Dillon, I would suggest letting the vehicle sit out side over night and see if we can duplicate the concern in the morning in the cold. Thank you, Tony R		01/16/2018
Dealer States	parked out all night and could not duplicate the concern. is there anyway i can email you the video that the customer has?		01/17/2018
Agent States	Yes you can try emailing the video to AR2199@chrysler.com Thank you, Tony R		01/17/2018
Dealer States	did you receive the video?		01/17/2018
Agent States	Dillon I would like you to see if you hit the buttons twice in a row if this will duplicate the concern. Thank you, Tony R		01/17/2018
Agent States	Dillon I would like to know if the door has any resistance manually opening or closing the door compared to the left. I would also like you to see what happens when the right rear window is open to see if it duplicate. If not please let me know if the latch has been replaced. Thank you, Tony R		01/17/2018
Dealer States	the resistance side to side is the same. when the window is open still cant get it to do it. rhe latch has not been replaced		01/17/2018
Agent States	Dillon I would like to see if we can get more info from the customer on conditions that his occurred. Thank you, Tony R		01/17/2018
Dealer States	got it to fail this morning with the window down only		01/18/2018
Agent States	Dillon where you able to view data as this fail was duplicated. We need to see if the latch is releasing when this happens or if the motor isn't pulling hard enough. What exactly did you need to do to duplicate? Tony R		01/18/2018
Dealer States	i was not but i need to know which data to follow. all i did was open the window this time		01/18/2018
Agent States	Dillon, this may have been coincidental. I would like to try and repeat this Also compare to other side to make sure the window going down doesn't inhibit it. Then view the door latch when commanding to close. See what its status is when trying to close but it will not move. We need to see if it unlatches.		01/18/2018
Dealer States	i am watching data and of course i cannot duplicate this time. it cinches closed without fail. unlatched when open and latched when closed		01/18/2018
Agent States	Dillon, from what I can see form the vehicle is either something is binding not allowing the motor to move the door. Also the possibility the		01/18/2018

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	cinch motor is not releasing at times allowing the door to move. This could be either a internal issue with the latch or a concern with the circuits. It will be hard to pin point with out duplicating. Tony R		
Dealer States	Still unable to duplicate while viewing data		01/22/2018
Agent States	Dillon, I would like you to measure resistance from the latch to the door module. Let me know the resistance reading on each circuit Q49, Q47, Q35, Q59, Q779, and Q55. Thank you, Tony R		01/22/2018
Dealer States	are those for the left rear because im on the pass rear?		01/23/2018
Agent States	I am sorry about that Dillon, I was mistaken. Yes those where the left. The right circuits are Q48, Q46, Q34, Q58, Q778, and Q54. Thank you, Tony R		01/23/2018
Dealer States	all at almost perfect continuity. im going to replace the latch. I voltage dropped the wires also all ok		01/23/2018
Agent States	Thank you for the update Dillon. Please let me know the outcome. Tony R		01/23/2018
Agent States	Dillon, please provide an update on the vehicle, so I can further assist you. Thank you, Tony R.		01/26/2018
Dealer States	replaced rr latch. will restart case if vehicle returns		01/29/2018
Agent States	Technician requested closure.* replaced rr latch		01/29/2018
Agent States	Technician requested closure.* replaced rr latch		01/29/2018

CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTYP53
Built Date		Mileage	32989	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group	391 - ELECTRICAL CORE GROUP				
Component Group	8GU - CONNECTOR				
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	WON'T MEET CUSTOMER REQUIREMENTS				
Created Date	09/19/2018	Created By		Updated Date	01/18/2019
				Updated By	

CONTACT

Dealer	68488	Rairdon's Dodge Chrysler Jeep of	Phone	
Address	16610 Smokey Point Blvd			
City	Arlington	State	WA	ZIP
Dealer Zone	70	County		
Technician TID/SID	S35724N	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	3	Days In Shop	9
Initial Concern	customer states power sliding door lock inop/ after lock replacement code b19e5 active and door will not shut using power will manually close but will not power close				
Duplicated	Yes	Repairs Parts and Tests	replaced right rear power sliding door latch for actuator problem after latch replacement found door will not close under power, replaced latch due to customer only complaining about latch not unlocking. after replacing new latch problem still present installed new door module as wiring ok. problem still active and door not closing		
DTC1	b19e5	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	I am closing the case because the door harness is over a week away still and they are waiting on that to installed in the vehicle. WAITING ON PARTS. Justin
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	09/27/2018		29574	06/13/2018	PAID
	09/27/2018		0	03/29/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states power sliding door lock inop/ after lock replacement code b19e5 active and door will not shut using power will manually close but will not power close		09/19/2018
Agent States	Hello Jonathan, can you actuate anything off that door with the scan tool window door lock etc? Mark		09/19/2018
Dealer States	yes when you actuate it everything works, but when you go to close the door it moves the door just wont cinch it closed it goes to close then pops back open		09/19/2018
Agent States	Jonathan, have you followed published diagnostics for the code? Where does it lead you and what are you getting for a result? Josh		09/19/2018
Agent States	hello Jonathan my name is Justin and I will be helping you today. So are you still getting code b19e5 when the sliding door goes to cinch? Do you have the results from the test as the other agent stated? Can you please attach a vehicle scan and configuration report to the ticket? Is the only issue that it wont latch when it goes to close, and there is no DTC's? Please advise. Justin		09/19/2018
Agent States	Hello Jonathan. We have not heard from you in a few days, can you please provide an update on the vehicle? Is further assistance needed? If not then you can close out the ticket. Thanks, Justin		09/21/2018
Agent States	I had called the dealership to get an update on the vehicle. I had got a hold of service advisor Bill. Bill had said that they are still waiting on parts and it will be sometimes next week before door harness is at the shop. Since you have parts on order, and the vehicle is not being actively worked on you can close out the ticket. You can re-open the ticket within 15 days or make a new ticket and reference the old ticket if the parts replacement does not fix the issue. Thank you for using FCA star. Justin		09/28/2018

CHERWELL REPORT

VEHICLE

VIN		Model Year	2016	Body	RTKX53
Built Date		Mileage	61632	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID		Case Status	Closed		
Application Group					
Component Group	2AV - DOOR (ANY)				
Primary System	23 - BODY/SHEET METAL	Sub System	DR - DOORS - FRONT / REAR / RAMBOX (ANY)	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	WON'T OPEN				
Created Date	11/27/2018	Created By		Updated Date	11/27/2018
				Updated By	

CONTACT

Dealer	68491	Jackson Chrysler Dodge Jeep	Phone		
Address	4405 West Owen K Garriott				
City	Enid	State	OK	ZIP	73703
Dealer Zone	63	County			
Technician TID/SID	S886690	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	62
Initial Concern	driver sliding door will not open				
Duplicated	Yes	Repairs Parts and Tests	actuating locks in witech, lock solenoid seems to be stuck		
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 requests closure

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	11/27/2018		61632	11/14/2018	PAID
	11/27/2018		0	04/21/2016	PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
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CHERWELL REPORT

VEHICLE

VIN	[REDACTED]	Model Year	2016	Body	RTYP53
Built Date		Mileage	71376	MDH	
Engine	ERB				
Transmission	DG2				
Emmission	50 State Emissions (NAS)				

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed		
Application Group					
Component Group					
Primary System	23 - BODY/SHEET METAL	Sub System	Area of Failure		
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date	03/08/2019	Created By	Updated Date	05/10/2019	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Vehicle Scan Report.pdf	s97940q	03/13/2019
[REDACTED] Configuration Report.pdf	s97940q	03/13/2019

CONTACT

Dealer	68840	Lithia Chrysler Jeep Dodge of	Phone	
Address	2675 Washburn Way			
City	Klamath Falls	State	OR	ZIP 97603
Dealer Zone	70	County		
Technician TID/SID	S97940Q	Technician Email	[REDACTED]	
Training Level	CORE	Contact Via SMS	No	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	72
Initial Concern	Power sliding door stuck closed				
Duplicated	Yes	Repairs Parts and Tests	Found latch stuck in locked position. Removed door panel from inside vehicle and removed carrier plate and replaced latch. Reassembled vehicle and found power sliding door does not operate. Manually moving the door works fine. Found sliding door motor clicks/fails to move door even with help of manual movement. Replaced drive motor and track assembly. Also found 2 hinges/rollers were bent and door was poorly aligned. Replaced 2 hinges and aligned door. Door still will not operate with power mode and will not complete movement. WiTech states that there is a latch problem. Cannot get motor to actuate. Sliding door position is unknown to module and states that door is neither closed or open.		
DTC1		DTC2		DTC3	
				DTC4	

Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	420396

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
	03/08/2019		53179	12/06/2017	PAID
	03/08/2019		53179	12/06/2017	REJECTED
	03/08/2019		0	04/08/2016	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Dylan, Please attach a vehicle scan and configuration report of this case.		03/12/2019
Agent States	Hello Dylan, Please attach a vehicle scan and configuration report to this case. Have the cables been replaced as well? Redi M		03/12/2019
Dealer States	I will be back in tomorrow and I will get the information for you. I haven't replaced any wiring but all of the wiring has checked out so far.		03/13/2019
Agent States	Dylan, thanks for the update. Redi M		03/13/2019
Dealer States	Here are the files you requested		03/14/2019
Agent States	Dylan, have you performed the flowchart for the DTCs? If so what were the results? Redi M		03/14/2019
Dealer States	I have followed the flowchart on the DTCs. I don't know which DTC is the main DTC to follow. Initially the vehicle came in with a stuck latch. I replaced the latch. I followed the flowchart after replacing the latch and the flowchart recommended to replace the sliding door motor/track assembly. I replaced both and the door does not function correctly. The latch overcurrent DTC looks like a PSLDM replacement when I follow the flowchart. I am unsure of what the next step should be. Follow the DTC and replace the module? Multiple DTCs related to the same symptom make me think there is an underlying cause but the wiring diagram is not clear on how these different components are related.		03/19/2019
Agent States	Dylan, has the module been replaced yet? Redi M		03/23/2019
Dealer States	I have not replaced the module yet. That was my next step but I haven't been able to confirm a module issue when following the flowchart. It makes the most sense to me but I'm trying to follow the flowchart. I will get a module ordered.		03/30/2019
Agent States	Hello Dylan, are there any updates on this vehicle? Redi M		04/11/2019
Dealer States	Sorry it took so long to get back to you. I just got back from training and got the module put in. Vehicle is still doing the exact same thing. I'm unsure of what steps to take next. The customer said that the sliding door worked fine before the latch became jammed and we replaced it.		04/11/2019
Agent States			04/11/2019

Dealer/Agent	Detail	Modified By	Last Modified Date
	Dylan, exactly how did the latch become jammed? Does the door manually open and close? Redi M		
Dealer States	The customer doesn't say how it became jammed. Something happened internally to the latch. I've seen the issue before and replacing the latch has always fixed the concern. When the vehicle originally came in there was no way to open the door either with the button or manually. After replacing the latch the door was able to be opened manually. The door would not open completely using the power door mode. It would unlatch and push the door away from the latches but it would not slide itself back or closed like normal. The door currently can be operated manually just fine, but will not cycle with power. Also the door fails to cycle using WiTech.		04/12/2019
Agent States	Dylan, is (541) 205-8149 a good contact number for you? Please let me know when is a good time to call you? Redi M		04/12/2019
Dealer States	Yes, that's a good number for me. I will be busy this morning for awhile I have a few customers vehicles I need to get to. After lunch I should have some more time and I'll let you know.		04/12/2019
Agent States	Dylan, let me know when you are available. Thank you. Redi M		04/12/2019
Dealer States	I am available right now if you have time. I've been buried constantly all day but I'm freed up for the next hour or so.		04/15/2019
Agent States	Hello Dylan, I am in the office now. Let me know when you are available today. Redi M		04/17/2019
Dealer States	Once again I am in training until Thursday morning. I will update the case first thing Thursday when I get into the shop.		04/17/2019
Agent States	Dylan, thanks for the update. Let me know. Redi M		04/18/2019
Agent States	I called Dylan and as per conversation, advised at this time to perform the diagnostics for DTC B19E0. Let me know the results. Redi M		04/18/2019
Dealer States	I am back in the shop today. You can call any time between right now and 4PM Pacific time.		04/18/2019

Digital Imaging Pre-Auth Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	12/18/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	1321510118	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K3435D0446	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report #		System Key	9369357	Report Version	1	Open Date	02/09/2016
Close Date	02/09/2016	Narrative Date	02/10/2016	Mileage	58		
MDH	121800	Sold Date	01/22/2016	Built Date	12/18/2015		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	42824	ROYAL GATE CHRYSLER DODGE JEEP					
Dealer Address	15502 MANCHESTER RD						
Dealer City	ELLISVILLE	State	MO	Zip	630113002		

Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Part Cost	Return Date
1	1UW06BD1AA	PANEL -SLIDING DOOR TRIM	1			

Complaint: CUSTOMER STATES THAT THE PASSENGER SLIDING DOOR WILL NOT OPEN

Cause: REPLACE TRIM PANEL 23202202 .3 1UW06BD1AA 405.27

Correction: Trim

Digital Imaging Pre-Auth Report

VIN		Model Year	2016	Body	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	03/05/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	8060610125	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0616D3118	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report #		System Key	9853793	Report Version	1	Open Date	11/19/2020
Close Date	11/19/2020	Narrative Date	11/19/2020	Mileage	70,596		
MDH	030517	Sold Date	04/13/2016	Built Date	03/05/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	45232	TURPIN DODGE CHRYSLER JEEP					
Dealer Address	90 JOHN F KENNEDY RD						
Dealer City	DUBUQUE	State	IA	Zip	520025308		

Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Part Cost	Return Date
1	77664725		1			

Complaint: CHECK CUSTOMER STATES THAT LEFT SLIDING DOOR LOCK IS INOP-EVEN MANUALLY FOUND LEFT SLIDING DOOR REAR LATCH FAULTY AND NOT RELEASING-REMOVED DOOR PANEL AND REPLACED LATCH-TESTED DOOR FUNCTIONS-WORKS FINE NOW-PLEASE REFER TO CASE #77664725!

Cause: REPLACE LEFT SLIDING DOOR ACTUATOR

Correction: Special

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	10/05/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K184510233	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2745D0459	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #		System Key	313502277	Report Version	1	Open Date	12/31/2015
Close Date	01/01/0001	Narrative Date	01/05/2016	Mileage	5,200		
MDH	100513	Sold Date	10/22/2015	Built Date	10/05/2015		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: 137 Exterior, Sliding Doors-Hard to Open-Hard to Close-Unspecified. DRIVER SIDE REAR SLIDING DOOR MAKES MORE NOISE THEN, PREVIOUS VANS I HAVE HAD AND PASSENGER SIDE ON THIS VAN.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTYX53	CHRYSLER TOWN & COUNTRY LIMITED	
Built Date	10/26/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K204510087	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K2955D0290	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	315569441	Report Version	1	Open Date	01/26/2016
Close Date	01/01/0001	Narrative Date	01/27/2016	Mileage	7,704		
MDH	102606	Sold Date	11/23/2015	Built Date	10/26/2015		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: 051 Features/Controls/Displays, Door Locks-Broken/Not Working. LEFT SLIDE DOOR IS NOT WORKING, IF YOU PUSH THE OPEN BOTTOM IT WILL TRY TO OPEN, YOU CAN HEAR THE ACTUATOR WORKING BUT IT DOESN T OPEN. IT CAN BE CLOSE WITH NO ISSUE BUT NOT OPENED.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	03/07/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K059610591	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0616D0773	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	322264083	Report Version	1	Open Date	04/04/2016
Close Date	01/01/0001	Narrative Date	04/05/2016	Mileage	420		
MDH	030707	Sold Date	03/21/2016	Built Date	03/07/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: 137 Exterior , Sliding Doors-Hard to Open-Hard to Close-Unspecified. DRIVER S SIDE SLIDING DOOR MAKES LOUD NOISE WHEN LATCHING CLOSED.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	03/07/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K059610591	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0616D0773	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	324913500	Report Version	1	Open Date	05/02/2016
Close Date	01/01/0001	Narrative Date	05/03/2016	Mileage	1,815		
MDH	030707	Sold Date	03/21/2016	Built Date	03/07/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: 137 Exterior , Sliding Doors-Hard to Open-Hard to Close-Unspecified. DRIVER S SIDE SLIDING DOOR MAKES LOUD NOISE WHEN LATCHING CLOSED.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	03/07/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K059610591	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0616D0773	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	328021091	Report Version	1	Open Date	06/01/2016
Close Date	01/01/0001	Narrative Date	06/02/2016	Mileage	3,725		
MDH	030707	Sold Date	03/21/2016	Built Date	03/07/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: 163 Exterior , Sliding Doors-Handle/Latch-Difficult To Operate. DRIVER S SIDE SLIDING DOOR MAKES LOUD NOISE WHEN LATCHING CLOSED.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	04/05/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K081610741	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0916D0326	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	334685874	Report Version	1	Open Date	08/03/2016
Close Date	01/01/0001	Narrative Date	08/04/2016	Mileage	2,000		
MDH	040518	Sold Date	04/27/2016	Built Date	04/05/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: 158 Exterior , Sliding Doors-Handle/Latch Broken/Not Working. SIDE DOORS PERIODICALLY DON T WORK WITH HANDLE CONTROL OR INSIDE BUTTON

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	12/23/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	1259511064	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K3525D3899	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	344767977	Report Version	1	Open Date	11/14/2016
Close Date	01/01/0001	Narrative Date	11/15/2016	Mileage	24,000		
MDH	122316	Sold Date	01/26/2016	Built Date	12/23/2015		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: INTERIOR; INT24 - OTHER INTERIOR STORAGE COMPARTMENTS - SQUEAK/RATTLE/OTHER NOISE; PASSENGER SIDE ENTRY SLIDING DOOR BUZZES VERY LOUD WHEN THE ELECTRIC LOCK IS ACTIVATED.

Cause:

Correction:

Dealer Problem Sampling System Report

VIN		Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/05/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	1362510290	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K3565D0642	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	350363546	Report Version	2	Open Date	01/13/2017
Close Date	01/01/0001	Narrative Date	01/17/2017	Mileage	31,969		
MDH	010509	Sold Date	01/25/2016	Built Date	01/05/2016		
Customer Invoice	0	Warranty Invoice	387.88	Other Invoice	0	Supplier RP	

Dealer	43531	AUTONATION CHRYSLER DODGE JEEP					
Dealer Address	16406 N 26TH AVENUE						
Dealer City	PHOENIX	State	AZ	Zip	850233100		

LOP Information

LOP Sequence	LOP	LOP Description	Fail Code	Fail Code Description	LOP Cost
1	08301012	ELECTRICAL, SOLENOIDS, ACT/SOL/MTR,DR LK, SLDNG DR-RIGHT	14	BURNED OR BURNED OUT	

Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Part Cost	Return Date
1	05020678AA	ACTUATOR -SLIDING DOOR	1	X		

Complaint: Actuator/motor, electric door lock - Test and Replace Van-Wagon-Sliding door-R

Cause: ACTUATOR SHORTING

Correction: 31969 RIGHT POWER SLIDING DOOR LOCK/UNLOCK ACTUATOR SHORTING. (08-30-10-12)

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	03/10/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K058610545	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0656D0653	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	359187024	Report Version	1	Open Date	04/06/2017
Close Date	01/01/0001	Narrative Date	04/07/2017	Mileage	23,543		
MDH	031019	Sold Date	04/04/2016	Built Date	03/10/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: INTERIOR; INT04 - DOOR PANELS - SQUEAK/RATTLE/OTHER NOISE; BSR FROM DRIVER SIDE, REAR SLIDING DOOR.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	02/01/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	1162510177	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0266D0748	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #		System Key	359997970	Report Version	1	Open Date	04/18/2017
Close Date	01/01/0001	Narrative Date	04/19/2017	Mileage	14,655		
MDH	020110	Sold Date	02/15/2016	Built Date	02/01/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: FEATURES/CONTROLS/DISPLAYS (FCD); FCD97 - I HAVE HAD A FEATURE, CONTROL OR DISPLAY PROBLEM THAT IS NOT LISTED ABOVE; RIGHT SIDE SLIDING DOOR MAKES GROANING NOISE UPON OPENING AND AT THE END OF CLOSING CYCLE.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	02/05/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	1029610148	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0326D3808	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report #		System Key	372322023	Report Version	1	Open Date	08/02/2017
Close Date	01/01/0001	Narrative Date	08/03/2017	Mileage	24,270		
MDH	020521	Sold Date	02/25/2016	Built Date	02/05/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: FEATURES/CONTROLS/DISPLAYS (FCD); FCD13 - DOOR LOCKS/KEYLESS ENTRY - BROKEN/NOT WORKING; POWER DOOR LOCK ON PASSENGER SIDE REAR DOOR MAKES A BUZZING SOUND WHEN THE LOCKS ARE SET. THIS HAPPENS WHEN THE LOCK BUTTON IS PUSHED AND WHEN THE AUTO LOCK TRIGGERS AT SPEED. JUST STARTED HAPPENING LAST WEEK.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	11/16/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	K287510693	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K3095D3684	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #		System Key	372913290	Report Version	1	Open Date	08/07/2017
Close Date	01/01/0001	Narrative Date	08/08/2017	Mileage	51,000		
MDH	111609	Sold Date	12/07/2015	Built Date	11/16/2015		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: EXTERIOR; EXT07 - SLIDING DOORS - HANDLE/LATCH BROKEN/NOT WORKING; THE DRIVERS SIDE REAR SLIDING DOOR STOPPED WORKING. THE LATCH AND EXTERIOR HANDLE HAD TO BE REPLACED.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/16/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	8126510002	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0136D0411	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report #		System Key	375442683	Report Version	1	Open Date	08/29/2017
Close Date	01/01/0001	Narrative Date	08/30/2017	Mileage	47,000		
MDH	011613	Sold Date	01/28/2016	Built Date	01/16/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: EXTERIOR; EXT07 - SLIDING DOORS - HANDLE/LATCH BROKEN/NOT WORKING; REPLACED PASSENGER SIDE SLIDING DOOR LATCH

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	06/01/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	8132610048	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K1466D3848	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #		System Key	384144689	Report Version	1	Open Date	11/13/2017
Close Date	01/01/0001	Narrative Date	11/14/2017	Mileage	20,000		
MDH	060122	Sold Date	06/10/2016	Built Date	06/01/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: INTERIOR; INT97 - I HAVE HAD AN INTERIOR PROBLEM THAT IS NOT LISTED ABOVE; PASSENGER SLIDING DOOR WILL NO LONGER LOCK WITH KEY FOB.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year	2016	Body	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	04/05/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial #	8084610476	
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			Serial #	K0916D0965	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report #		System Key	398186415	Report Version	1	Open Date	03/19/2018
Close Date	01/01/0001	Narrative Date	03/20/2018	Mileage	24,039		
MDH	040512	Sold Date	04/12/2016	Built Date	04/05/2016		
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer	19028	CHRYSLER CORPORATION					
Dealer Address	800 CHRYSLER DRIVE						
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757		

Complaint: EXTERIOR; EXT07 - SLIDING DOORS - HANDLE/LATCH BROKEN/NOT WORKING; DRIVERS SIDE SLIDING DOOR WILL NOT OPEN BY BUTTON OR MANUALLY. DEALER ORDERING PARTS, CABLES. - REPORT CREATED BY: T8575RH - RONALD HOTCHKISS - PHONE: 0

Cause:

Correction:

CAGRIS Field Concern Report

VIN		Model Year	2016	Body	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	01/05/2016	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial #	1363510021
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				Serial #	K2815D3940
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report #		Issue Type	Non-Powertrain	Category	Reliability	Report Type	Field Engineer Analysis
Open Date	02/09/2017	Close Date	02/09/2017	Narrative Date	02/10/2017	Reported By	Richard Carlson
System Key	9487943	Report Version	1	Business Group		Location	DALLAS
Mileage	33,176	MDH	010522	Sold Date	01/07/2016	Built Date	01/05/2016

Dealer	41798	AUTONATION CHRYSLER DODGE JEEP					
Dealer Address	7740 NE LOOP 820						
Dealer City	NORTH RICHLAND HILLS				State	TX	Zip 761808303
Dealer Zone	63	DALLAS	Service Advisor				
Phone	817 589-2433	817 276-7700	Fax	817 595-4116	Email		

Issue Narrative Information

Concern #: 1

TSB Group 23

Customer Concern Customer stated that the driver's side sliding door will not open.

Root Cause There is an issue with the sliding door latch.

P/N: 68030379AC
 LOP: 23410113
 Cost of repair: \$697.27
 Keywords: Durability/Reliability SupplierQuality
 CPA audit level: S50

Repair Action The sliding door latch was replaced.

Details: Customer stated that the driver's side sliding door will not open. The technician verified the issue and found that the latch was not unlocking. He had to remove the door panel from inside of the vehicle to gain access to the latch to get it to open. He replaced the latch and the issue has been corrected.

Note: the technician told me that he has seen this many times on this MY.

Note: Searching the PRAS database showed 53 entries for this issue. I did not find any GIMs in the database.

CAGRIS Field Concern Report

VIN	[REDACTED]	Model Year	2016	Body	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	11/17/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial #	1294510312
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				Serial #	K3165D0552
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report #	[REDACTED]	Issue Type	Non-Powertrain	Category	Reliability	Report Type	PQRC Engineers
Open Date	05/04/2018	Close Date	06/13/2018	Narrative Date	06/14/2018	Reported By	Sherlock,Patrick
System Key	9631284	Report Version	1	Business Group		Location	DETROIT
Mileage	76,719	MDH	111703	Sold Date	12/01/2015	Built Date	11/17/2015

Dealer	82702	PRODUCT QUALITY RESEARCH CENTE					
Dealer Address	2021 EXECUTIVE HILLS BLVD.					CIMS 400-00-03	
Dealer City	AUBURN HILLS			State	MI	Zip	483262944
Dealer Zone	42	DETROIT	Service Advisor				
Phone	248 451-5681		Fax	248 451-5733	Email		

Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Cost/Unit	Return Date
1	05020679AB	ACTUATOR -SLIDING DOOR	1			
2	05020679AB	ACTUATOR -SLIDING DOOR	1			

Issue Narrative Information

Concern #: 1

TSB Group 23

Customer Concern Customer Intervention. CAIR [REDACTED] for information only. Customer brought vehicle in to PQRC with complaint of left sliding door stuck shut.

Root Cause Internal door actuator failure.

Customer Severity Judgment (Supplier Quality) Lvl 50

Repair Action Sliding door inner panel was removed to allow access to the door module. Door system was reviewed with the Quality Body and Door team (Bill Klym, Kevin Murphree, and Gary Gebski). Problem found to be internal to the door actuator. The actuator gear buzz elevates to gear jamming. Per the Quality Door Team this is a known issue and this vehicle was built before the clean point. Actuator was replaced and door system functions as designed.

P/N 05020679AB – door actuator

GIMS 16006429

PRAS# 18E04001CG

Details:

VIN: [REDACTED] MDH: 111703 (CY15) MI: 76719 DATE: 04/23/2018 RO: [REDACTED]

CAGRIS Field Concern Report

VIN	[REDACTED]	Model Year	2016	Body	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	12/22/2015	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial #	1248511309
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				Serial #	K3525D3052
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report #	[REDACTED]	Issue Type	Non-Powertrain	Category	Reliability	Report Type	Field Engineer Analysis
Open Date	03/02/2020	Close Date	03/02/2020	Narrative Date	03/02/2020	Reported By	Catalini, Christian
System Key	9786025	Report Version	1	Business Group		Location	DALLAS
Mileage	60,213	MDH	122209	Sold Date	12/28/2015	Built Date	12/22/2015

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		

Related Vehicles

VIN	Engine	Engine Description	Engine Serial#	Transmission	Transmission Description	Transmission Serial#	Mileage	Dealer	Dealer Zone
[REDACTED]	ERB	3.6L V6 24V VVT ENGINE	1121510115	DG2	6-SPEED AUTOMATIC 62TE TRANSMISS	K0146D3486		67703	63

Part(s) Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Cost/Unit	Return Date
1	05020678AC	ACTUATOR -SLIDING DOOR	1			
2	05020679AC	ACTUATOR -SLIDING DOOR	1			
3	ERBDG2brMi		1			
4	213brBody		1			
5	122209brRO		1			
6	ERBDG2brMi		1			
7	882brBody		1			
8	122209brRO		1			
9	05020678AC	ACTUATOR -SLIDING DOOR	1			
10	69407brLOP		1			

Issue Narrative Information

<p>Concern #: 1</p> <p>TSB Group 08</p> <p>Customer Concern Left and right sliding doors do not lock or unlock, doors will not open.</p> <p>Root Cause Veh Safety Office product investigation.</p> <p>P/N: 05020678AC, 05020679AC Failed Component Status: FasTrack return (69368, 69406, 69407) LOP: 08301012, 08301013 Cost of repair: \$222.16 Keywords: SupplierQuality, DesignIssue, PartReturn, CustomerIntervention CPA audit level: S50</p> <p>Repair Action Lock actuators replaced, removed actuators returned to VSO for review.</p> <p>Details: 2 vehicles reviewed as part of VSO Field Engineering Study KM-S-741.</p> <p>VIN [REDACTED] Both sliding door lock actuators exhibited normal function, at no point did either fail to perform lock or unlock actuation regardless of input (master switch/FOB/K, etc). The left side actuator did make a loud buzz type noise every time locking actuation was performed but the noise did not affect lock system function. No buzz noise heard during unlock actuation. Both sliding door latches, handles, switches functioned normally including up to and after 'cool down' periods after intentional overuse. Left & Right actuators replaced and FasTracked to VSO for review [REDACTED]</p> <p>VIN [REDACTED] This actuator failed when the L sliding door was locked. As a result the door could not be opened from the inside or outside, the technician had to remove the door panel in order to get the door open. Removed actuator FasTracked to VSO for review [REDACTED]</p> <p>VIN [REDACTED] P/T: 3.6L/62TE (ERB/DG2) Mi: 60,213 Body Code: RTKX53 MDH: 122209 R/O [REDACTED] Date: Feb 24 2020</p> <p>VIN [REDACTED] P/T: 3.6L/62TE (ERB/DG2) Mi: 97,882</p>

Body Code: RTYP53
MDH: 122209
R/O: 012005
Date: Feb 17 2020