

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/12/2014	Mileage	77306	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emission	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	WON'T ENGAGE PROPERLY					
Created Date	08/26/2019	Created By		Updated Date	08/27/2019	Updated By

CONTACT

Dealer	27115	Santa Maria Chrysler Dodge Jeep Ra	Phone		
Address	1918 S Broadway				
City	Santa Maria	State	CA	ZIP	93454
Dealer Zone	71	County			
Technician TID/SID	S201150	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	when opening right rear sliding door, the right front door does not unlock, also right rear door wont lock..				
Duplicated	Yes	Repairs Parts and Tests	replaced actuator and wiring to actuator		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	070591

RESOLUTION

Description Wiring short

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VI	MILLAGE	DATE RECIEVED	STATUS
067140	08/26/2019	2C4RC1BG4	71573	04/24/2019	PAID
069809	08/26/2019	2C4RC1BG4	76600	07/30/2019	PAID
069809	08/26/2019	2C4RC1BG4	76600	07/30/2019	REJECTED

CLAIM#	CREATED DATE	VI	MILLAGE	DATE RECIEVED	STATUS
069809	08/26/2019	2C4RC1BG4	76600	07/30/2019	SUSPENDED
070132	08/26/2019	2C4RC1BG4	76732	08/09/2019	PAID
PREPNV	08/26/2019	2C4RC1BG4	0	12/31/2014	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi Scott, Thank for the info. Are there any aftermarket items installed on the vehicle? Can you attach the scan and configuration report to the case?		08/26/2019
Agent States	Hi Scott, Thank for the info. Are there any aftermarket items installed on the vehicle? Can you attach the scan and configuration report to the case? Will the right front door only not unlock when the right sliding door is shut? Brian G		08/26/2019
Dealer States	its saying you responded but it doesnt show		08/26/2019
Agent States	Hi Scott, Thank for the info. Are there any aftermarket items installed on the vehicle? Can you attach the scan and configuration report to the case? Will the right front door only not unlock when the right sliding door is shut? Brian G		08/26/2019
Dealer States	ill attach a scan repoort in a few minutes but yes the front door locks and unlocks as should but will not unlock when you open the sliding door		08/27/2019
Agent States	Hi Scott, Thank for the info. When the concern is active will the drivers door lock as it should? Let go to the TIPM and look for voltage while pressing the unlock button on the C6 connector pin 3. We should see a voltage spike when activated. Brian G		08/27/2019
Dealer States	with the connector connected or disconnecteed		08/27/2019
Agent States	Hi Scott, Thanks for the info. Was the vehicle repaired? Brian G		08/27/2019
Agent States	Hi Scott, We want to run the test with the connector connected the TIPM. Brian G		08/27/2019

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/02/2014	Mileage	145778	MDH		
Engine	ERB	ERB				
Transmission	DG2	DG2				
Emmission	50 State Emissions (NAS)					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group						
Component Group	2BT - MOTOR, CINCH					
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	05/11/2021	Created By		Updated Date	05/13/2021	Updated By

CONTACT

Dealer	68510	Mall of Georgia Chrysler Dodge	Phone	
Address	4345 Buford Dr			
City	Buford	State	GA	ZIP
Dealer Zone	66	County		
Technician TID/SID	S87059K	Technician Email	carlstocks1@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	2
Initial Concern	right power sliding door seized shut				
Duplicated	Yes	Repairs Parts and Tests	found the sinch gear is seized in the shut position removed the glass and inner panel. is there any way to release the sinch motor to allow the door to open manually, or do i just start breaking things?		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	470098

RESOLUTION

Description	Replace cinch latch.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS

CREATED DATE	V	MILLAGE	DATE RECIEVED	STATUS
05/11/2021	2C4RC1BG	26014	11/23/2015	PAID
05/11/2021	2C4RC1BG	28898	02/18/2016	PAID
05/11/2021	2C4RC1BG	29741	04/05/2016	PAID
05/11/2021	2C4RC1BG	51197	04/14/2017	PAID
05/11/2021	2C4RC1BG	99311	04/09/2019	PAID
05/11/2021	2C4RC1BG	0	12/16/2014	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello Carl. If the door panel can not be removed with the door closed we may need to sacrifice the door panel to access the latch. Remember to do as little damage as possible and let me know how it goes. Thank you, Greg		05/12/2021
Dealer States	all panels are off of door, except the smallest piece that is part of the window track/latch. how do i manipulate the latch mechanism to release?		05/12/2021
Agent States	STAR called the tech. Carl states once the door panel was removed the gear assembly had to be broken to get the door open. The vehicle is now repaired. STAR is closing the case. Thank you, Greg		05/13/2021
Agent States	Thank you Carl. If you can get to the latch now lets soak it with PB blaster and see if it will release on its own in a little while. Greg		05/13/2021

VEHICLE

VIN	2C4RC1C [REDACTED]	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	11/07/2014	Mileage	13266	MDH	110710	
Engine	ERB	ERB				
Transmission	3094	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	-					
Primary System	08 - ELECTRICAL	Sub System	-	Area of Failure		
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	07/07/2015	Created By		Updated Date	07/15/2015	Updated By

CONTACT

Dealer	45323	Stew Hansen Dodge City Jeep	Phone		
Address	12103 Hickman Rd				
City	Urbandale	State	IA	ZIP	50323
Dealer Zone	51	County			
Technician TID/SID	S48013B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2	
Initial Concern	Strange sliding door activity, random inop, no horns and interior lighting, inop.					
Duplicated	Yes	Repairs Parts and Tests	This was looked at previously and has had components involved, replaced. Clockspring, steering wheel [right] switch, steering wheel jumper harness and tipm. Has U1109. came in with blown m20 fuse. I checked the d506, between c-spring and cluster. It checks good. Don't understand A909. I have .6 v @clockspring C2 rd/or. We saw an M7 "fuse holder", in the diagram. We are unsure as to what this is, at this time.			
DTC1	U1109	DTC2		DTC3		DTC4
Information Sent						
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description	Updating case to notify CAC. CAIR 27370930. Steve
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Strange sliding door activity, random inop, no horns and interior lighting, inop.		07/07/2015
Agent States	Greg, Please send in a VEHICLE SCAN & CONFIGURATION REPORTS from the wiTECH1 to the star support center. You can also send it as a PDF via email to (fp552@chrysler.com). Please let me know once you have sent it. Thanks, Fred		07/07/2015
Dealer States	I am trying to find out what the m7 fuse holder is. Never heard of such a thing. One wire diag. shows no such item and another mentions it.		07/07/2015
Agent States	Greg, what diagnosis mentions the M7 fuse holder? Fred		07/08/2015
Dealer States	The a909 circuit, between the tipm and clockspring. The wire diagram mentions this M7 fuse holder. Looks like there should be 12V at the clockspring end and I measured .6 V. Diagram is part of the diag for U1109. NO lin bus comm. TIPM, clockspring, cluster, right side steering wheel switch are components. Then, all the wiring, between them. Maybe, I'm in the wrong place! Another fellow was helping find wire connectors, etc. and discovered this M7 thing.		07/08/2015
Agent States	Greg, I just went through the U1109 diagnosis for LHD and RHD and seen nothing about a M7 fuse folder. Circuit A909 should be 12 volts to pin C2 pin3 of the clockspring. And should be 12 volts out of C2 pin 2 to right steering wheel switch, pin 6. What do you have at those points? Fred		07/08/2015
Dealer States	Thank you. I was considering running a new wire between the TIPM and the c3 clockspring. I did not want to bypass anything. I only hve .6V @ C3. If you see nothing wrong with running a wire, in this manner, I will proceed in this direction. My belief is that we need to have 12V for proper operation @ steering wheel switch.		07/08/2015
Agent States	Greg, I agree with your current direction, Go ahead and you the overlay and let me know what your results are. Fred		07/08/2015
Agent States	Greg, What voltage do you have at the CLUSTER C2, pin 10? Check this before you run the overlay. Fred		07/08/2015
Dealer States	Hi Fred, I find no voltage @ pin 10 of, cluster C2.		07/09/2015
Agent States	Greg, did you run the overlay yet? Fred		07/09/2015
Dealer States	No. You wanted me to check the voltage @pin 10 C2, first.		07/10/2015
Dealer States	I ran a wire direct from the TIPM to the clockspring. Still blew the m20 fuse. I am trying to determine where this circuit goes, as it would appear that a power wire is shorting to ground.		07/10/2015
Agent States	Greg, Remove the overlay. Unplug the I301 connector and replace the fuse. Does it blow after I301 is unplugged? Fred		07/13/2015
Dealer States	The short, that blows the m20 fuse, has been found and is no longer blowing fuse. The 1109 continues to be a problem. Cust. wants veh. bought back and I was instructed to have the case escalated. Thank you. Note that the bare wire was located in the overhead.		07/14/2015
Agent States	Greg, I am sending this to a Master Consultant for further review. Do not reply until you hear from him. Thanks, Fred		07/14/2015
Agent States	Called dealer to speak with Greg. Advised him that the M7 fuse holder should be behind the left outer dash vent, but if the M20 fuse is no longer going open now that the bare wire in the overhead is repaired, let's make sure the M7 fuse is not open due to the previous short to ground, and then verify 12 volts at C2/pin 10 of the CCN. If there are no concerns with this A909 circuit, please check LIN bus voltage preferably		07/14/2015

Dealer/Agent	Detail	Modified By	Last Modified Date
	in lab scope mode on D506 at C1(4 pin)/pin 3 and C2(6pin)/pin 2 at the SCM and C1/pin 11 at the CCN. Please send vehicle scan and configuration reports. Thanks and good luck! Steve		
Agent States	Updating case to notify CAC. CAIR 27370930. Steve		07/15/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGCG	Model Year	2015	Body	53	DODGE GRAND CARAVAN SXT
Built Date	01/16/2015	Mileage	17399	MDH	01167	
Engine	ERB	ERB				
Transmission	0135	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS 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	INTERMITTENT OPERATION					
Created Date	06/14/2016	Created By		Updated Date	06/20/2016	Updated By

CONTACT

Dealer	60015	Chrysler World Inc	Phone		
Address	2612 County Highway Ee				
City	Abrams	State	WI	ZIP	54101
Dealer Zone	51	County			
Technician TID/SID	S03342N	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 doors are inop fuse pops repeatedly. Also door locks operate by themselves intermittently						
Duplicated	Yes	Repairs Parts and Tests	Inspected roofing door harnesses-no faults found. Removed front seats and console to inspect for chaffed harness per STAR Case Number: S1624000003. No obvious harness faults seen				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	59401

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. _Phil
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Sliding doors are inop fuse pops repeatedly. Also door locks operate by themselves intermittently		06/14/2016
Agent States	Hello Randall, when operating either door individually, does it cause the fuse to blow? One thing we should definitely be sure to check is the ground for both door modules (G912A and G902A) as they are both powered by that fuse and a ground concern could easily cause the fuse to blow. Let me know. -Jason		06/14/2016
Dealer States	Customer thinks the right PSD is the door causing the fuse to blow. She states that after power opening the right door it will not power close or after power closing the right door the left is inop. I cannot duplicate the fault but can duplicate the blown j-case fuse after arrival. Both G912A and G902A at base of b-pillars are clean and tight. Moments ago I load tested these grounds also-no faults found		06/14/2016
Agent States	Randall, it is possible that there is an intermittent internal connection in the door module that is causing this concern. Unfortunately without duplication that would only be a guess. -Jason		06/14/2016
Dealer States	How would I find that with duplication? What do you suggest?		06/14/2016
Agent States	Randall, it may not confirm it, but without duplication of the concern there will be no way to tell if anything else may be causing it instead. -Jason		06/14/2016
Dealer States	Sooo I guess my question is.. Is there anything else I can be checking while I'm trying to duplicate the concern? Or if it duplicates you suggest I replace the door module for the door that pops the fuse?		06/14/2016
Agent States	Randall, after confirming the grounds are good, and there are no wiring concerns in the circuits that most likely the concern is in the door module of the door that pops the fuse. That's also a reason why duplication is important, so that we know which door to focus on. -Jason		06/14/2016
Dealer States	What module are we talking about?? Parts lists a power sliding door track module or a actuator module?		06/14/2016
Agent States	Randall, if you look at the wiring schematic there is a left and right power sliding door module that is what the J11 fuse powers. One looks like it is located above the passenger front door, and the other looks like is located behind the passenger rear door. -Jason		06/14/2016
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. Thank You. _Phil		06/20/2016
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. Thank You. _Phil		06/20/2016

CHERWELL REPORT

VEHICLE

VIN	2C4RC1CG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	10/18/2014	Mileage	6975	MDH	101823	
Engine	ERB		ERB			
Transmission	2864		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FY - SWITCH, B-PILLAR					
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	04/14/2015	Created By		Updated Date	04/17/2015	Updated By

CONTACT

Dealer	45582	Bergstrom Chrysler Dodge Jeep Ram	Phone	
Address	3650 Jackson Drive Rd			
City	Oshkosh	State	WI	ZIP 54901
Dealer Zone	51	County		
Technician TID/SID	S90859I	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2
Initial Concern	pass side sliding door does not open from over head button or fob just manually at times.				
Duplicated	No	Repairs Parts and Tests	i am the third tech to get this the first tech performed a flash update the second relearned the door. we have no codes and it works every time we have it here. the guest said it happens when running in park. we have tried multiple times but cannot duplicate i dont know if the wire track could be a issue or if you have other ideas		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Chad, At this time it is suggested to duplicate the concern. When the concern is duplicated it is suggested to verify that all of the module see that the vehicle is in park. Let me know what you find-Justin
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	pass side sliding door does not open from over head button or fob just manually at times.		04/14/2015
Agent States	Chad, At this time it is suggested to duplicate the concern. When the concern is duplicated it is suggested to verify that all of the module see that the vehicle is in park. Let me know what you find-Justin		04/14/2015
Agent States	could not duplicate concern		04/17/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGEG	Model Year	2015	Body	53	DODGE GRAND CARAVAN R/T
Built Date	08/16/2014	Mileage	3094	MDH	081621	
Engine	ERB		ERB			
Transmission	2254		DG2			
Emmission	50 State Emissions					

GENERAL

STAR Case ID	1	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	INOPERATIVE					
Created Date	04/01/2015	Created By		Updated Date	04/13/2015	Updated By

CONTACT

Dealer	44520	Sherman Dodge Chrysler Jeep	Phone		
Address	7601 N Skokie Blvd				
City	Skokie	State	IL	ZIP	60077
Dealer Zone	51	County			
Technician TID/SID	S18583B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	1
Initial Concern	right sliding door wont open				
Duplicated	Yes	Repairs Parts and Tests	none no dtcs door will close from over head switch and b pillar switch but it wont iopen i can hear clicking from door when i hit the switch from over head i can also see the input on witech when i press the button try to open with witech i got a latch fault from result but the door opens		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Armando thanks for contacting the Star Center. At this point if it is showing a latch fault we will need to start there. Lets access the latch and verify all wiring is intact and properly connected, If so and cycling the connectors doesn't bring it back to life and no other issues noted, lets put a latch on it and verify the repair. Let me know what we find, thanks.-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	right sliding door wont open		04/01/2015
Agent States	Armando thanks for contacting the Star Center. At this point if it is showing a latch fault we will need to start there. Lets access the latch and verify all wiring is intact and properly connected, If so and cycling the connectors doesn't bring it back to life and no other issues noted, lets put a latch on it and verify the repair. Let me know what we find, thanks.-Nate		04/01/2015
Agent States	looked like door handle was stuck		04/13/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGCG	Model Year	2014	Body	53	DODGE GRAND CARAVAN SXT
Built Date	06/20/2014	Mileage	13243	MDH	062022	
Engine	ERB	ERB				
Transmission	1674	DG2				
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	INACCURATE					
Created Date	07/31/2015	Created By		Updated Date	08/21/2015	Updated By

CONTACT

Dealer	66999	Ed Voyles Chrysler Jeep Dodge	Phone		
Address	789 Cobb Pkwy S				
City	Marietta	State	GA	ZIP	30060
Dealer Zone	66	County			
Technician TID/SID	S21558A	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	3		
Initial Concern	all dash lights on instrument cluster,power windows inop,power door locks inop,power lift gate and sliding doors inop,no bus message on cluster.wipers stay on all the time.						
Duplicated	Yes	Repairs Parts and Tests	no parts installed at this time,but the topology screen shows that cluster does not exist ,which it is grayed out when looking at topology screen.this van is a mobility handicap van.and I have never seen this condition before.i did try to re-configure but it won't because the system is looking for cluster,which it doesn't exist looking at the computer screen.				
DTC1	u0010	DTC2	u1143	DTC3	u0164	DTC4	u0155
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description spoke to james. tech is working on vehicle. nothing to update yet

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	all dash lights on instrument cluster,power windows inop,power door locks inop,power lift gate and sliding doors inop,no bus message on cluster.wipers stay on all the time.		07/30/2015
Agent States	Vincent, We need to know about added items /modifications to this vehicle-any? We spoke about guided diag and the schematics that they show for testing. Never trust those schematics always go to Chrysler wiring diagrams for testing. Hope this puts you on the right path , Thanks Allen.		07/31/2015
Dealer States	I have a grey shadow for the cnn on the topology .should I see the red indicating a module that is taken down or am I seeing another type of situation of a cluster that cannot communicate and cannot be configured? help!		08/04/2015
Agent States	Vincent, Just checking back with you for an update, Thanks Allen.		08/04/2015
Dealer States	I HAVE NOT HEARD AN ANSWER FOR MY QUESTION YET PLEASE! HELP		08/05/2015
Agent States	Vincent, We spoke and you stated this problem happened after a detailer power washed the inside of this converted van. Now that should provide a starting point-look for water intrusion on inside connectors causing this concern. Keep me posted on your findings , Thanks Allen.		08/05/2015
Agent States	Vince, How's it going searching for the water in the wiring concern? Allen.		08/07/2015
Agent States	Vincent, How goes the water logged van-dried out yet and is it up and running? Allen.		08/11/2015
Agent States	called dealer and was on hold 9 min. try later		08/12/2015
Dealer States	UP-DATED EFFORT SHOWS THIRD BRAKE LIGHT IS STAYING ON ALL THE TIME .THE WIRING IS GOOD UP TO THE POINT THAT IT GOES TO THE FLOOR OF THE VAN WHICH IT HAS BEEN MODIFIED BY THE COMPANY THAT MAKES THESE HANDICAP VANS,SO I AM WAITING FOR AN APPROVAL TO PULL UP THE FLOOR TO LOCATE FAULTY CIRCUIT.		08/12/2015
Agent States	reassigning ticket for further assistance		08/12/2015
Agent States	called dealer and was sent to voicemail. try later		08/17/2015
Agent States	spoke to james. tech is working on vehicle. nothing to update yet		08/18/2015
Agent States	spoke to Collin. still no update available. Closing due to unable to obtain response from dealer.		08/21/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2014	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	07/02/2014	Mileage	62424	MDH	070215	
Engine	ERB	ERB				
Transmission	1784	DG2				
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	INTERMITTENT OPERATION					
Created Date	06/07/2016	Created By		Updated Date	06/13/2016	Updated By

CONTACT

Dealer	26793	Mark's Casa Chrysler Jeep	Phone		
Address	9733 Coors Blvd NW				
City	Albuquerque	State	NM	ZIP	87114
Dealer Zone	70	County			
Technician TID/SID	S82782L	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 power sliding doors inop and fuse blown.						
Duplicated	Yes	Repairs Parts and Tests	Replaced left side and right side sliding door harnesses. All was working properly. Customer brought vehicle back with a few days with same concern.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	066303

RESOLUTION

Description	Justin, Until we can duplicate this concern we will not be able to accurately diagnose it. Has the customer specified the conditions in which this happens? Is the door being stopped when the fuse blows or is being operated a lot when it happens? Let me know. Thanks -Josh
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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	Customer states power sliding doors inop and fuse blown.		06/07/2016
Agent States	Justin, Until we can duplicate this concern we will not be able to accurately diagnose it. Has the customer specified the conditions in which this happens? Is the door being stopped when the fuse blows or is being operated a lot when it happens? Let me know. Thanks -Josh		06/07/2016
Dealer States	I was finally able to get the vehicle to duplicate and found broken wire on circuit. All ok at this time. Thanks!		06/08/2016
Agent States	broken wire repaired. Technician Closure Requested		06/08/2016
Agent States	.		06/13/2016

CHERWELL REPORT

VEHICLE

VIN	2C4RC1CG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	01/26/2015	Mileage	21448	MDH	01266	
Engine	ERB	ERB				
Transmission	0215	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	08/19/2016	Created By		Updated Date	08/25/2016	Updated By

CONTACT

Dealer	45126	Hawk Chrysler Dodge Jeep Ram FIAT	Phone		
Address	7911 Roosevelt Rd				
City	Forest Park	State	IL	ZIP	60130
Dealer Zone	51	County			
Technician TID/SID	S64633B	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				
Duplicated	Yes	Repairs Parts and Tests	door harness		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	217060

RESOLUTION

Description	Todd. Did you fix the vehicle? What fix the vehicle, and you can close this ticket out on your end. No response within 48 hour, we will close the ticket. You can reopen the ticket. If you are still in need of repair guidance, please resubmit the ticket. Jerome
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	sliding door inop at times		08/19/2016
Agent States	Talk to Todd on the phone. He stated the sliding door will not open at time. He check all the routine status everything pass. Tech said he going to replace the latch. Jerome		08/19/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Todd. Did you fix the vehicle? What fix the vehicle, and you can close this ticket out on your end. No response within 48 hour, we will close the ticket. You can reopen the ticket. If you are still in need of repair guidance, please resubmit the ticket. Jerome		08/24/2016
Agent States	ORDERED LATCH		08/25/2016

CHERWELL REPORT

VEHICLE

VIN	2C4JRGA	Model Year	2015	Body	53	RAM C/V TRADESMAN
Built Date	10/28/2014	Mileage	16855	MDH	10283	
Engine	ERB	ERB				
Transmission	2974	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	INOPERATIVE					
Created Date	10/11/2017	Created By		Updated Date	10/11/2017	Updated By

CONTACT

Dealer	45551	Al Serra Chrysler Dodge Jeep Ram	Phone		
Address	6185 S Saginaw St				
City	Grand Blanc	State	MI	ZIP	48439
Dealer Zone	42	County			
Technician TID/SID	S99271N	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 DRIVERS SIDE REAR SLIDER LOCK IS MAKING NOISE AND WILL NOT WORK EVERYTIME				
Duplicated	Yes	Repairs Parts and Tests	TESTED ALL CIRCUITS FOR LEFT SLIDING DOOR REAR LATCH ACTUATOR AND FOUND REAR LATCH ACTUATOR IS BAD. THIS IS A USPS VAN WHICH HAS THE EXTERIOR GLASS PANEL AND BRACKET WHICH DOES NOT ALLOW ME TO REOMVE THE CARRIER PLATE TO SERVICE THE ACTUATOR, BECAUSE THE BRACKET THAT ATTACHES TO THE EXTERIOR FIXED GLASS PANEL IS BLOCKING THE GLASS RUN CHANNEL AT THE REAR LATCH. DOES THE EXTERIOR GLASS PANEL HAVE TO BE REOMVED, BECAUSE SERVICE INFO HAS NO DOCUMENTATION ON HOW TO REMOVE IT ONLY HAS FOR FIXED GLASS OR MOVEABLE GLASS AND IF THE EXTERIOR GLASS PANEL HAS TO BE REOMVED WOULD THAT BE COVER UNDER WARRENTY?		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road	No
				RO Number	604732

		or Tow-in	
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RESOLUTION

Description	Nicholas, vehicle been modified by USPS, you have to talk to your Warranty Administrator on that 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	CUSTOMER STATES DRIVERS SIDE REAR SLIDER LOCK IS MAKING NOISE AND WILL NOT WORK EVERYTIME		10/11/2017
Agent States	Nicholas, vehicle been modified by USPS, you have to talk to your Warranty Administrator on that concern. Jerome		10/11/2017

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	02/03/2015	Mileage	25482	MDH	020313	
Engine	ERB	ERB				
Transmission	0275	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	INTERNAL DEFECT	
Customer Complaint / Reason for contact	BINDS					
Created Date	10/05/2017	Created By		Updated Date	10/23/2017	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
2C4RC1B Vehicle Scan Report.pdf	CSDAdmin	05/29/2018

CONTACT

Dealer	45368	Tomball Dodge Chrysler Jeep	Phone		
Address	23777 Sh 249				
City	Tomball	State	TX	ZIP	77375
Dealer Zone	63	County			
Technician TID/SID	S82300M	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	[Cs the auto door locks stop working				
Duplicated	Yes	Repairs Parts and Tests	DOOR WILL NOT COMPLETELY OPEN WHEN LOCK HAS BEEN RELEASED AFTER REPLACING DOOR LATCH ACTUATOR PERFORMED DOOR LATCH HOME LOCATION CALIBRATION INSPECTED SLIDING DOOR TRACK FOR ANY DEBRIS VERIFIED THAT RETRACTING CABLE IS PROPERLY ALIGNED WITH LOWER TRACK		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	258073

RESOLUTION

Description	Called dealer. Talked with tech and he did install original latch and did not have opening problem. So that proved it is a latch. He replaced the latch a 2nd time and vehicle is repaired. Advised I will close the case. TimB.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	[Cs the auto door locks stop working		10/05/2017
Agent States	Matthew called in, stated that the concern was present after replacing latch. Latch was replaced due to not locking or unlocking. Door not locks and unlock but there is DTC for left door power release pawl switch state. I suggested that we try testing pin drag using the 2022900080 test lead kit. Also verify G908 is cleaned and torqued. Then try a wiggle test on the door harness to see if the DTC fluctuates. Thank you, Tony R		10/05/2017
Agent States	Matthew, please provide an update on the vehicle, so I can further assist you. Thank you, Tony R		10/06/2017
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. If no response is given within 48 hours, this ticket will be closed. Thank you, Tony R.		10/09/2017
Agent States	The LS Sliding Door will not open. It will unlock and start to open and stop 1/4 open it will not return. Every other door lock, unlock and open operate. When manually opened it will open and no binding. This is a modified van for handicap on passenger side. That door has no trouble. Had the tech connect the scan tool. We looked at the Data and Sliding Door Motor amperage on the L/S opening is 35 Amps. The R/S that operates ok has only a 7.5 max Amp draw. Tech asked if the replaced latch has any thing to do with the amperage. Advised as the door pops open all the way open the latch is operational. The track assembly/motor or possibly the grounds are bad. Advised the tech to load test the grounds to the PSD motor track assembly and the PSDM (the module it self)		10/10/2017
Dealer States	attached scan report		10/10/2017
Agent States	I do not see any thing wrong in the scan report. At this time continue diagnostic as we discussed. TimB.		10/10/2017
Agent States	Called dealer. Talked with tech and the door did not have any opening problem until the latch was replaced. The customer complaint was door lock operation. Latch replaced and now door stops after popping open. Advised the tech to re-install the original latch and see if the concern is still present. That will prove it to be latch related or not. Tech to report results.		10/12/2017
Agent States	Called dealer. Talker with tech. He did install the original latch and has original concern. Door opens with original latch. That proves the new latch is bad. Advised to Mopar the new latch replace the latch and re-evaluate. TimB		10/16/2017
Agent States	Called dealer. Talked with tech and he did install original latch and did not have opening problem. So that proved it is a latch. He replaced the latch a 2nd time and vehicle is repaired. Advised I will close the case. TimB.		10/23/2017

CHERWELL REPORT

VEHICLE

VIN	2C4RC1CG	Model Year	2014	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	07/01/2014	Mileage	7217	MDH	070121	
Engine	ERB	ERB				
Transmission	1774	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	CALIBRATION	
Customer Complaint / Reason for contact	WON'T CLOSE					
Created Date	06/24/2015	Created By		Updated Date	07/03/2015	Updated By

CONTACT

Dealer	23246	Stetler Dodge Chrysler Jeep Ram	Phone		
Address	1405 Roosevelt Ave				
City	York	State	PA	ZIP	17404
Dealer Zone	35	County			
Technician TID/SID	S87021B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	1
Initial Concern	rt power sliding door inop at times				
Duplicated	Yes	Repairs Parts and Tests	dtc, star case, tsb search- no results. very intermittent but have duplicated. when door doesn't work the lock swich state shows door locked when its physically unlocked. when door starts working again the door lock state changes to unlocked.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description cust took vehicle. cust to reschedule so we can do more testing

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	rt power sliding door inop at times		06/23/2015
Agent States	?Your ticket has been accepted, and will be worked in the order that it was received.?		06/24/2015
Agent States	Hi Darin, Very sorry for the delay. I had a related case where the lock sw was replaced. The wiring was good. To go a step further, you can swap the modules side to side as they are interchangeable and see if the problem goes to the other door. This would really be to make certain that it is just not a module issue. Larry		06/24/2015
Agent States	What is the latest on this repair? Can this ticket be closed?		06/30/2015
Dealer States	cust took vehicle. cust to reschedule so we can do more testing		07/02/2015
Agent States	Thanks Darin, Close this ticket out for now. When it returns, we will continue then. Thanks! Larry n		07/02/2015
Agent States	cust took vehicle. cust to reschedule so we can do more testing		07/03/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGCG	Model Year	2015	Body	53	DODGE GRAND CARAVAN SXT
Built Date	09/26/2014	Mileage	11137	MDH	092614	
Engine	ERB		ERB			
Transmission	2664		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	08/01/2017	Created By		Updated Date	08/01/2017	Updated By

ATTACHMENTS

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

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	S66887N	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 states door locks inop and passive entry inop. vehicle recognizing fobs lights flash when buttons pressed. b182c-11 and b1830-11 active and u0140-00 code stored again. followed service procedure last time came up as bcm needs replaced. replaced bcm and has happened again almost 2 weeks later				
Duplicated	Yes	Repairs Parts and Tests	replaced bcm		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	210241

RESOLUTION

Description

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	customer states door locks inop and passive entry inop. vehicle recognizing fobs lights flash when buttons pressed. b182c-11 and b1830-11 active and u0140-00 code stored again. followed service procedure last time came up as bcm needs replaced. replaced bcm and has happened again almost 2 weeks later		08/01/2017
Agent States	I typed wrong vin		08/01/2017

CHERWELL REPORT

VEHICLE

VIN	2C4RC1CG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	09/29/2014	Mileage	3054	MDH	09290	
Engine	ERB	ERB				
Transmission	2674	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	INTERMITTENT OPERATION					
Created Date	03/19/2015	Created By		Updated Date	03/30/2015	Updated By

CONTACT

Dealer	45647	Preferred Chrysler Dodge Jeep Ram	Phone	
Address	810 Robbins Road			
City	Grand Haven	State	MI	ZIP 49417
Dealer Zone	42	County		
Technician TID/SID	S16370G	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	1
Initial Concern	right power sliding door inop from outside handle and from b pillar sw. works fine with rke. will close from bpiller sw and outside handle but not open				
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description	Scott thanks for the update. That would make sense. Just make sure the harness leading to it is ok. Let me know if further assistance is required. Thanks again, Mike
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	right power sliding door inop from outside handle and from b pillar sw. works fine with rke. will close from bpiller sw and outside handle but not open		03/19/2015

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Scott per the concern. I would go into the PSDM data and look for the inputs when the rear button or the door handle are tryed. I am betting the concern is some where in the rt "c" pillar or inside the door. Please let me know if further assistance is required. If you are able to resolve this concern, please close this case out on your end. Thanks, Mike K		03/19/2015
Dealer States	found when door inop with handle and b switch. right slider shows in lock status when door is unlocked. will work correctly 80 percent of time. think right slider latch is faulty		03/24/2015
Agent States	Scott thanks for the update. That would make sense. Just make sure the harness leading to it is ok. Let me know if further assistance is required. Thanks again, Mike		03/24/2015
Agent States	right slider latch, power locks inop.		03/30/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGCG	Model Year	2014	Body	53	DODGE GRAND CARAVAN SXT
Built Date	05/22/2014	Mileage	32634	MDH	052215	
Engine	ERB		ERB			
Transmission	1384		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	INOPERATIVE					
Created Date	10/08/2015	Created By		Updated Date	10/15/2015	Updated By

CONTACT

Dealer	60435	Putnam Chrysler Jeep Dodge	Phone		
Address	3 California Dr				
City	Burlingame	State	CA	ZIP	94010
Dealer Zone	71	County			
Technician TID/SID	S07520C	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2
Initial Concern	passenger sliding door won't open when outside handle is used and when door is in the open position door will reverse when it gets to the closed position. no codes				
Duplicated	Yes	Repairs Parts and Tests	track harness and rear latch assembly replaced previously and re-flashed 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	George, sorry for the late reply. If the track wiring harness and latch have already been replaced check for any inhibits set and make sure nothing is obstructing sliding door operation. Monitor the outputs of the left door and compare them with the right and verify that the same readings are seen on both doors. It is suspected that the door module is not seeing that the door latch is released to open the door. Check connector pin fit at module and latch and check wiring harness for any issue, powers and grounds. Wiggle test while monitoring scan tool data. Let me know, thank you.-Todd
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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>
Dealer States	passenger sliding door won't open when outside handle is used and when door is in the open position door will reverse when it gets to the closed position. no codes		10/07/2015
Agent States	George, sorry for the late reply. If the track wiring harness and latch have already been replaced check for any inhibits set and make sure nothing is obstructing sliding door operation. Monitor the outputs of the left door and compare them with the right and verify that the same readings are seen on both doors. It is suspected that the door module is not seeing that the door latch is released to open the door. Check connector pin fit at module and latch and check wiring harness for any issue, powers and grounds. Wiggle test while monitoring scan tool data. Let me know, thank you.-Todd		10/08/2015
Agent States	Passenger rear door module. Technician Closure Requested.		10/15/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	08/18/2014	Mileage	3223	MDH	081815	
Engine	ERB	ERB				
Transmission	2274	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	INTERMITTENT OPERATION						
Created Date	11/25/2015	Created By		Updated Date	12/02/2015	Updated By	

CONTACT

Dealer	43815	East Carolina Chrysler Dodge Jeep	Phone		
Address	3401 South Memorial Drive				
City	Greenville	State	NC	ZIP	27834
Dealer Zone	66	County			
Technician TID/SID	S57743N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0		
Initial Concern	left power sliding door sticks sometimes and does not open				
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 No update from tech, case closed

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	left power sliding door sticks sometimes and does not open		11/25/2015
Agent States	Please close this duplicate		11/25/2015
Agent States	No update from tech, case closed		12/02/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1HG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY S
Built Date	10/09/2014	Mileage	4641	MDH	10094	
Engine	ERB		ERB			
Transmission	1194		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	EXTERIOR APPEARANCE					
Created Date	08/17/2015	Created By		Updated Date	08/20/2015	Updated By

CONTACT

Dealer	26898	Hudson Valley Chrysler Dodge Jeep	Phone		
Address	200 Auto Park Place				
City	Newburgh	State	NY	ZIP	12550
Dealer Zone	32	County			
Technician TID/SID	S53415H	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	1
Initial Concern	customer states passenger door handle does not automatically open on the first pull but every pull after door operates as designed. all 3 buttons work (key fob, overhead console and b-pillar button) i tried multiple times to duplicate and could not. service advisor said she got it to happen when vehicle arrived. checked door harness wiring for shorts and none found and no dtc's				
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 vehicle no longer in shop. tech could not verify any concern

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>
Dealer States	customer states passenger door handle does not automatically open on the first pull but every pull after door operates as designed. all 3 buttons work (key fob, overhead console and b-pillar button) i tried multiple times to duplicate and could not. service advisor said she got it to happen when vehicle arrived. checked door harness wiring for shorts and none found and no dtc's		08/17/2015
Agent States	Hi Nicholas, I would first see if there is a customer setting that does this for safety/security reasons. next, go out to the lot and check a few other stock units. Next would be to monitor the switch in the handle for correct operation. A lock actuator may be the root cause not sending the initial pull state to the module. Regards, Larry		08/17/2015
Agent States	vehicle no longer in shop. tech could not verify any concern		08/20/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	08/18/2014	Mileage	3223	MDH	081815	
Engine	ERB		ERB			
Transmission	2274		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	11/25/2015	Created By		Updated Date	12/09/2015	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
NTF Check Sheet.pdf	CSDAdmin	05/29/2018

CONTACT

Dealer	43815	East Carolina Chrysler Dodge Jeep	Phone		
Address	3401 South Memorial Drive				
City	Greenville	State	NC	ZIP	27834
Dealer Zone	66	County			
Technician TID/SID	S57743N	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 sticks sometimes and does not open						
Duplicated	No	Repairs Parts and Tests	none yet, can not duplicate concern				
DTC1	B19CD	DTC2	B2503	DTC3	B2509	DTC4	B19E0
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	437286

RESOLUTION

Description	This ticket has been closed due to no response from the dealer.
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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 power sliding door sticks sometimes and does not open		11/25/2015
Agent States	Nicholas. From the codes that we have; I would make sure that the door moves freely from the closed position; no roller issues etc. If you find that the door slides correctly; I would suspect that the latch has a sticking issue. Please let me know if you need anything. Thanks, Brian.		11/25/2015
Dealer States	I did check to see if the rollers felt like they were sticking or dragging and it didn't feel like anything was wrong and when comparing to the right side they felt pretty much the same. It didn't take extra effort to open or move the left compared to the right.		11/27/2015
Agent States	Nicholas. Have you replaced the rear latch? Let me know. Thanks, Brian.		11/30/2015
Agent States	Nicholas - 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 assistance is needed. Thanks, Brian.		12/04/2015
Agent States	This ticket has been closed due to no response from the dealer.		12/09/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGCG [REDACTED]	Model Year	2014	Body	53	DODGE GRAND CARAVAN SXT
Built Date	05/27/2014	Mileage	13061	MDH	052721	
Engine	ERB	ERB				
Transmission	1434	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FG - SWITCH, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	LG - POWER LIFTGATE	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	01/27/2015	Created By		Updated Date	01/28/2015	Updated By

CONTACT

Dealer	66479	Bergey's Chrysler Jeep Dodge	Phone		
Address	408 Harleysville Pike				
City	Souderton	State	PA	ZIP	18964
Dealer Zone	35	County			
Technician TID/SID	S28183E	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	1
Initial Concern	rear inside power sliding door switches inop				
Duplicated	Yes	Repairs Parts and Tests	verified issue. tried a vehicle reconfig. verified overhead switch on, doors work with RKE and overhead just not B-pillar switch. can see switch state change in rear door modules when push buttons		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hi Andrew, as far as i know there is no temperature inhibit function. Usually when a concern is found to be temperature related it's caused by a loose power or ground connection. In this case the only thing i can find in common on the system is the J11 fuse in the TIPM. I would check the fuse connection to be sure its secure and park the vehicle outside to see if the concern returns to see if it truly is temperature related. Frank.
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	rear inside power sliding door switches inop		01/27/2015
Agent States	Hi Andrew, i assume you verified the sliders were unlocked when the B pillar buttons are inoperative? When you press either button to open can you see the request in the TIPM? Are there any faults set or after market accessories installed? Frank.		01/27/2015
Dealer States	yes, just double checked and made sure rear doors unlocked and locks operating properly. TIPM data shows switch state changes from not pushed to push when hit B-pillar switches... vehicle has No aftermarket accessories as far as i can tell, and only low tire pressure code		01/27/2015
Agent States	Ok Andrew, two more questions. When you press the lockout button on and off can you see the request change in the CCN, DDM, or the TIPM? When you press the B pillar buttons can you see the request in the DDM and the PDM for the right side? Frank.		01/27/2015
Dealer States	when pressing lockout button i can see switch change in CCN and PSDML and PSDMR. i cant find any data in driver door module or pass door modules about any rear sliding door data... but now for no reason they r working normally... is there a temperature disable function? only thing changed is iv left it sit in the shop since the last message i sent....		01/27/2015
Agent States	Hi Andrew, as far as i know there is no temperature inhibit function. Usually when a concern is found to be temperature related it?s caused by a loose power or ground connection. In this case the only thing i can find in common on the system is the J11 fuse in the TIPM. I would check the fuse connection to be sure its secure and park the vehicle outside to see if the concern returns to see if it truly is temperature related. Frank.		01/27/2015
Agent States	both doors are now working properly with all buttons and handles. going to finish up with vehicle and if it acts up again down the road start over		01/28/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RDGC	Model Year	2015	Body	53	DODGE GRAND CARAVAN SXT
Built Date	11/24/2014	Mileage	25743	MDH	11244	
Engine	ERB	ERB				
Transmission	3254	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	INTERNAL DEFECT
Customer Complaint / Reason for contact	INTERMITTENT OPERATION				
Created Date	12/10/2015	Created By		Updated Date	12/14/2015
				Updated By	

CONTACT

Dealer	23529	Chilson-Wilcox Inc	Phone		
Address	660 Addison Road				
City	Painted Post	State	NY	ZIP	14870
Dealer Zone	32	County			
Technician TID/SID	S52637N	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Both rear power sliding doors inop. Doors operate as they should with overhead buttons and can manually actuate them via scan tool. doors do not work with door handle or button on b pillar. no DTC				
Duplicated	Yes	Repairs Parts and Tests	actuated with scan tool and with overhead council		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	20529

RESOLUTION

Description	This ticket is being closed due to completed diagnosis and/or parts have been ordered. It can be reopened if needed. Thanks, ToddA.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States			12/10/2015

Dealer/Agent	Detail	Modified By	Last Modified Date
	Both rear power sliding doors inop. Doors operate as they should with overhead buttons and can manually actuate them via scan tool. doors do not work with door handle or button on b pillar. no DTC		
Agent States	Derek, have seen some cases with slider inop from b-pillar , found although door was unlocked and able to manually open and open from overhead switch, slider door module would still show locked . test found lock actuator not sending lock message to module . replaced slider lock actuator . Check the PSDM data to see if the module shows the doors locked when unlocked if so replace the door lock actuators and re-evaluate the concern. Please keep us posted with your results. Thanks, ToddA.		12/10/2015
Dealer States	ok went into psdm rr lr and both stated unlocked position with door closed or lock position parts on order.		12/10/2015
Agent States	Derek, thanks for the update. ToddA.		12/10/2015
Agent States	This ticket is being closed due to completed diagnosis and/or parts have been ordered. It can be reopened if needed. Thanks, ToddA.		12/14/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BGX	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/09/2014	Mileage	2725	MDH	12092	
Engine	ERB		ERB			
Transmission	3384		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	04/09/2015	Created By		Updated Date	04/10/2015	Updated By

CONTACT

Dealer	23432	Yark Chrysler-Jeep-Dodge-Ram-FIAT	Phone	
Address	6019 W Central Ave			
City	Toledo	State	OH	ZIP 43615
Dealer Zone	42	County		
Technician TID/SID	S28483G	Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	1
Initial Concern	intermittently right slider door will not power open from right b-pillar or outside handle . overhead switch is in on position . when this happens over head switch and fob will still open door .				
Duplicated	Yes	Repairs Parts and Tests	check for dtc and performed all slider door tests in witec , passed all tests . recently had tipm replaced for loss of communication with cluster and slider door functioned ok afterwards .		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hi Ronny, Very sorry for the delay. I only found one related case where the wiring at the module had a poor pin tension/fit. One other case we swapped the modules left to right to see if the concern goes to the other door. With no DTCs, I tend to think terminal ends over wiring issues. Keep me posted, Larry n
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	intermittently right slider door will not power open from right b-pillar or outside handle . overhead switch is in on position . when this happens over head switch and fob will still open door .		04/07/2015
Dealer States	using witec witnessed b-pillar switch signal in right slider door module with no open response		04/07/2015
Dealer States	now have same issue with 2 2015 rt vans , can see b-pillar switch request in psdm but slider door never power open' s , no dtc .		04/09/2015
Agent States	Hi Ronny, Very sorry for the delay. I only found one related case where the wiring at the module had a poor pin tension/fit. One other case we swapped the modules left to right to see if the concern goes to the other door. With no DTCs, I tend to think terminal ends over wiring issues. Keep me posted, Larry n		04/09/2015
Agent States	finally caught right slider inop from b-pillar and was able to test , found although door was unlocked and able to manually open , slider door module would still show locked . test found lock actuator not sending lock message to module . replaced right slider lock actuator .		04/10/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1C	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	12/05/2014	Mileage	1872	MDH	120512	
Engine	ERB	ERB				
Transmission	3104	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/CHASSIS CORE GROUP					
Component Group	2CT - SHIELD, (ANY)					
Primary System	23 - BODY/SHEET METAL	Sub System	23C - EXTERIOR COMPONENTS	Area of Failure	COLD STALL	
Customer Complaint / Reason for contact	WON'T OPEN					
Created Date	04/01/2015	Created By		Updated Date	04/02/2015	Updated By

CONTACT

Dealer	41850	Thomas Dodge-Chrysler-Jeep of	Phone		
Address	9600 Indianapolis Blvd				
City	Highland	State	IN	ZIP	46322
Dealer Zone	51	County			
Technician TID/SID	S12340M	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	1
Initial Concern	PASSENGER POWER SLIDING DOOR DOES NOT ALWAYS OPEN. DISPLAY SHOWS UNLOCK DOOR TO OPEN. THEN WILL HAVE TO MANUALLY OPEN DOOR.				
Duplicated	Yes	Repairs Parts and Tests	HIT THE SLIDING DOOR BUTTON FROM OVERHEAD CONSOLE WITH DOORS LOCK. DISPLAY SHOWS UNLOCK DOOR TO OPEN. WHEN HITTING THE BUTTON DOOR DOES UNLOCK BUT WILL NOT AUTO OPEN UNLESS BUTTON IS HIT AGAIN. DRIVER SLIDING DOOR UNLOCKS AND OPENS WITH 1 PUSH OF THE BUTTON.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
		RO Number			

RESOLUTION

Description	Hi Edward, Since you can duplicate this, swap the sliding door modules left to right as they are interchangeable. Clear any dtcs and retest. Regards, Larry
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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 POWER SLIDING DOOR DOES NOT ALWAYS OPEN. DISPLAY SHOWS UNLOCK DOOR TO OPEN. THEN WILL HAVE TO MANUALLY OPEN DOOR.		04/01/2015
Agent States	Hi Edward, Since you can duplicate this, swap the sliding door modules left to right as they are interchangeable. Clear any dtcs and retest. Regards, Larry		04/01/2015
Dealer States	VEHICLE HAS SINCE BEEN REPAIRED. I PERFORMED A VEHICLE CONFIGURATION CLEARED ALL CODES. AND TESTED. HAD NO ISSUES WITH DOOR SINCE THE RESTORE WAS PERFORMED. TRIED IT MULTIPLE TIMES. EVERYTIME WORKED AS IT SHOULD. RELEASED VEHICLE BACK TO CUSTOMER AFTER SHOWING THEM IT WORKING PROPERLY		04/02/2015
Agent States	RECONFIGURATION		04/02/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG5	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	10/29/2014	Mileage	4339	MDH	102922	
Engine	ERB		ERB			
Transmission	3024		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	INTERNAL DEFECT	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	03/06/2015	Created By		Updated Date	03/12/2015	Updated By

CONTACT

Dealer	45517	Century Dodge Chrysler Jeep	Phone		
Address	13500 Veterans Memorial Pkwy				
City	Wentzville	State	MO	ZIP	63385
Dealer Zone	51	County			
Technician TID/SID	S12867B	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2
Initial Concern	Pass power sliding door, will loss power operation from overhead, b post and remote intermitantly. No codes but when I run inhibitor monitor. It always has lock engaged on passenger inhibitor. I have all 8 monitor scans.				
Duplicated	No	Repairs Parts and Tests	Interior door handle and exterior handle, passenger sliding 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	Called Dealer for info. Suggest to go to T/connect and follow the sliding door diag chart. Suspecting lock hold actuator. Suspecting frozen latch issues. Regards, Larry n
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
242739	05/04/2021	2C4RC1BG	3364	01/30/2015	PAID

	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
	05/04/2021	2C4RC1B	4399	02/24/2015	PAID
	05/04/2021	2C4RC1B	4510	03/02/2015	PAID
	05/04/2021	2C4RC1B	10079	06/01/2015	PAID
	05/04/2021	2C4RC1B	15756	07/27/2015	PAID
	05/04/2021	2C4RC1B	21246	10/22/2015	PAID
	05/04/2021	2C4RC1B	26378	12/29/2015	PAID
	05/04/2021	2C4RC1B	35875	05/25/2016	PAID
	05/04/2021	2C4RC1B	42927	09/08/2016	PAID
	05/04/2021	2C4RC1B	48459	12/14/2016	PAID
	05/04/2021	2C4RC1B	55746	04/10/2017	PAID
	05/04/2021	2C4RC1B	61714	08/02/2017	PAID
	05/04/2021	2C4RC1B	71247	02/09/2018	PAID
	05/04/2021	2C4RC1B	79650	07/26/2018	PAID
	05/04/2021	2C4RC1B	98902	09/13/2019	PAID
	05/04/2021	2C4RC1B	98902	09/13/2019	REJECTED
	05/04/2021	2C4RC1B	98902	09/13/2019	SUSPENDED
	05/04/2021	2C4RC1B	4399	02/24/2015	PAID
	05/04/2021	2C4RC1B	26378	12/29/2015	PAID
	05/04/2021	2C4RC1B	0	11/10/2014	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Pass power sliding door, will loss power operation from overhead, b post and remote intermitantly. No codes but when I run inhibitor monitor. It always has lock engaged on passenger inhibitor. I have all 8 monitor scans.		03/06/2015
Agent States	Hi Paul, Thanks for the info. Have you swapped modules left to right as they are interchangeable. Lets see if the inhibitor issue goes to the other side. You mentioned that you tested the module but not if you swapped it or replaced it. Larry		03/06/2015
Dealer States	No we have replaced the right module		03/06/2015
Agent States	Called Dealer for info. Suggest to go to T/connect and follow the sliding door diag chart. Suspecting lock hold actuator. Suspecting frozen latch issues. Regards, Larry n		03/06/2015
Agent States	CHECKED CONNECTOR AND WIRING IN DOOR. REPLACE REAR DOOR LATCH ASSEMBLY		03/12/2015

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/23/2014	Mileage	24258	MDH	122315	
Engine	ERB	ERB				
Transmission	3544	DG2				
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	INTERMITTENT OPERATION					
Created Date	07/18/2017	Created By		Updated Date	08/03/2017	Updated By

CONTACT

Dealer	26808	Franklin Chrysler Dodge Jeep Ram	Phone		
Address	1124 Murfreesboro Rd				
City	Franklin	State	TN	ZIP	37064
Dealer Zone	66	County			
Technician TID/SID	S02234K	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	2
Initial Concern	DOOR LOCKS NON OP				
Duplicated	Yes	Repairs Parts and Tests	BLOWS FUSE M38 IN TIPM. DOES NOT BLOW FUSE IN SHOP. HAVE A 20 AMP FUSE IN THE 25 AMP HOLE NOW. CANNOT GET TO BLOW IN SHOP. TAKES ONE WEEK OR SO OF CUSTOMER DRIVING VAN TO BLOW FUSE AGAIN. NO VISIBLE DAMAGE TO WIRING. HAVE TRIED SMALLER FUSE TO DUPLICATE CONCERN, BUT CANNOT GET TO BLOW HERE		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	348346

RESOLUTION

Description	Thank you for the update. That could very well be the case. I will close the ticket at this time. it will be available for 15 days if you require further assistance.
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CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	DOOR LOCKS NON OP		07/18/2017
Agent States	Shawn, Are there any after market or MOPAR accessories installed? I have one prior case with a short in P32 circuit in the left sliding door. Inspect and manipulate this circuit for any short concern, particularly in the movable harness for the LR door. Let me know what you find, Brad H.		07/18/2017
Agent States	Left message with service adviser for technician to update ticket.		07/24/2017
Dealer States	CHECKED BOTH DOOR HARNESSSES WITH NO ISSUES FOUND.		07/27/2017
Agent States	Shawn, We must be able to duplicate a concern to recommend a repair. Obtain more information from the customer as to when and how concern occurs. Let me know what you decide. Brad H.		07/27/2017
Dealer States	OK. THE SVC WRITER ON THIS TICKET IS NO LONGER HERE. GAVE TICKET TO SVC MANAGER TO ATTEMPT TO GET MORE INFO		07/27/2017
Agent States	Thank you for the update.		07/27/2017
Agent States	Spoke to service writer. Left message for tech to update ticket.		08/02/2017
Dealer States	VAN IS BACK. LEFT FOR A WEEK. CAME BACK WITH FUSE BLOWN AGAIN. TRYING TO GET BACK INTO THE SHOP		08/03/2017
Agent States	Thank you for the update. Attach a vehicle scan and configuration report to this ticket. Summarize the repair attempts made so far. Thank you, Brad H.		08/03/2017
Dealer States	CUSTOMER CAME AND GOT VAN. COULD NOT LEAVE IT FOR FURTHER DIAG. FUSE WAS NOT BLOWN AND LOCKS WERE WORKING. I SUSPECT THEY RAN THEM UNTIL THE BCM TIMED OUT.		08/03/2017
Agent States	Thank you for the update. That could very well be the case. I will close the ticket at this time. it will be available for 15 days if you require further assistance.		08/03/2017

CHERWELL REPORT

VEHICLE

VIN	2C4RC1CG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING-L
Built Date	08/12/2014	Mileage	36743	MDH	081212	
Engine	ERB	ERB				
Transmission	2174	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	09/02/2016	Created By		Updated Date	09/09/2016	Updated By

CONTACT

Dealer	45455	Larry H. Miller Chrysler Jeep	Phone		
Address	8528 Lomas Blvd NE				
City	Albuquerque	State	NM	ZIP	87110
Dealer Zone	70	County			
Technician TID/SID	S14030P	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 not closing properly also not open at times.vechile has been in wreck on door customer replaced door.				
Duplicated	Yes	Repairs Parts and Tests	replaced motor and module catipler track and latch and stiker customer body shop replaced door and and installer door		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	177032

RESOLUTION

Description	Miguel, We are closing the ticket at this time due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please resubmit to the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric
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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	sliding door not closing properly also not open at times.vechile has been in wreck on door customer replaced door.		09/02/2016
Agent States	Hello Miguel, are there any modifications to the vehicle? What part numbers were used for replacement? Which door is having the issue? When the concern occurs have you attempt to monitor the data with the scan tool and see if anything is not reading properly. -Jason		09/02/2016
Dealer States	as of now its still working properly we are trying to recreate the conditions		09/06/2016
Agent States	Thanks for the update, Miguel. Keep me posted. -Jason		09/06/2016
Agent States	Miguel, We are closing the ticket at this time due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please resubmit to the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You._Eric		09/09/2016

CHERWELL REPORT

VEHICLE

VIN	2C4RDGE	Model Year	2015	Body	53	DODGE GRAND CARAVAN SE
Built Date	01/05/2015	Mileage	20500	MDH	010519	
Engine	ERB	ERB				
Transmission	3564	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FM - SWITCH, (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	12/20/2016	Created By		Updated Date	12/26/2016	Updated By

CONTACT

Dealer	26907	Hancock County Chrysler Dodge	Phone		
Address	845 Washington Street				
City	Newell	State	WV	ZIP	26050
Dealer Zone	35	County			
Technician TID/SID	S31636N	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 THE UNLOCK AND LOCK WILL NOT WORK ALL THE TIME, WE HAVE TRIED WITH FOBIK, AND BOTH DOOR SWITCHES AND WILL NOT UNLOCK OR LOCK						
Duplicated	Yes		Repairs Parts and Tests	NOTHING AS OF YET			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	112119

RESOLUTION

Description Dealer un responsive

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CUSTOMER STATES THAT THE UNLOCK AND LOCK WILL NOT WORK ALL THE TIME, WE HAVE TRIED WITH FOBIK, AND BOTH DOOR SWITCHES AND WILL NOT UNLOCK OR LOCK		12/20/2016

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Mark, how many cycles of fob pushes does it take before the concern is present? Please advise thanks Ron		12/20/2016
Dealer States	press fob button 25 times total until locks wouldn't operate, cycled key and pressed lock, unlock, lock then wouldn't unlock. let vehicle sit for 5 minutes pressed 10 times then locked out no codes present.		12/21/2016
Agent States	Mark, the system is set up to protect motors and actuators from getting to hot. This system sounds like its working correctly especially not having code. you should only need to hit the on-lock twice to get all doors on-locked and the lock button once to lock all doors and twice to arm, anymore than that is simply putting a strain on the system. Please advise thank, Ron		12/21/2016
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.		12/23/2016
Agent States	Dealer un responsive		12/26/2016

CHERWELL REPORT

VEHICLE

VIN	2C4RC1E	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	12/18/2014	Mileage	40132	MDH	121814	
Engine	ERB	ERB				
Transmission	3504	DG2				
Emmission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	391 - ELECTRICAL CORE GROUP					
Component Group	8FM - SWITCH, (ANY)					
Primary System	08 - ELECTRICAL	Sub System	8PL - POWER LOCKS	Area of Failure	INTERMITTENT OPERATION	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION					
Created Date	10/17/2016	Created By		Updated Date	10/31/2016	Updated By

CONTACT

Dealer	60439	St. Charles Chrysler Dodge Jeep	Phone		
Address	1611 E Main St				
City	St Charles	State	IL	ZIP	60174
Dealer Zone	51	County			
Technician TID/SID	S38883B	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	Tipm and fuse. Replace fuse M38 for power door locks. After a few days the car comes back with the same fuse blown again. Can't duplicate in the shop				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes	RO Number	188830

RESOLUTION

Description	Brian, ok thanks we can close the ticket, and if we need to you can reopen the ticket for 15 days, or you can start a new one. Thanks-Vince
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Power door locks inop		10/17/2016

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Brian, can we test the system at C1800 Liftgate connection and test for terminal corrosion, pin fit, bent loose pins. Vince		10/17/2016
Dealer States	Removed liftgate panel and inspected C1800 connector. All terminals are clean and secure.		10/18/2016
Agent States	Brian, ok so have we tested the C5, and C6 connectors at the TIPM? Can we look for water intrusion, corrosion, bent, or damaged pins? Also we need to look at the inline door connections C1600 and C1601 for same concerns? Vince		10/18/2016
Dealer States	Remove tipm and inspect all the connectors. Remove and inspect connectors for front doors at A pillar along with slider door harness. All are clean		10/18/2016
Agent States	Brian, so a lot of the circuit is internal to the TIPM, however we can load test the circuits that are affected by the TIPM door lock relays. We need to use a headlamp bulb and test circuits P306, P304. and G78 to start. TIPM connector C5,6 and 7 to C1 and C2 at the lifgate latch. Vince		10/18/2016
Agent States	Brian called in and reported that he had tested the circuits and found they load tested ok. So we agreed that after he informed me that the TIPM was replaced already, that we would need to continue using the wiring diagram to isolate circuits moving forward on the vehicle and try to isolate the cause of resistance that is opening the fuse M38. Brian agreed to update the ticket as the diagnosis progressed. Vince		10/18/2016
Dealer States	Tested all circuits from tipm connectors 5 6 7 to their respective door latches. All four doors and liftgate. Lightbulb lit every circuit. Even tried opening and closing each door while testing circuits. Still havent found cause of fuse opening		10/19/2016
Agent States	Brian, are we sure the connectors in the TIPM where the fuse is connected are tight? Vince		10/19/2016
Dealer States	They seem like it. Feel no wiggle. I'm going to have a porter drive it tomorrow and see if it will act up. Also I'm trying to get info from the customer to inquire what she was doing when this happened last.		10/19/2016
Agent States	Brian, ok thanks for the update and let me know what we find. Vince		10/20/2016
Agent States	Brian, any progress on the concern? Vince		10/24/2016
Dealer States	Still trying to get it to act up. Driving a few miles everyday.		10/24/2016
Agent States	Brian, thanks for the update. Vince		10/25/2016
Agent States	I called the dealer for a status update on the STAR case, I spoke to service advisor Ron. I was advised that the technician has still not been able to duplicate this concern. I am sending this case back to the STAR agent for further technical assistance. ?Dave Z.		10/28/2016
Agent States	Brian, are we still unable to duplicate the concern? Vince		10/31/2016
Dealer States	Yes. putting it together and giving it back to the customer today		10/31/2016
Agent States	Brian, ok thanks we can close the ticket, and if we need to you can reopen the ticket for 15 days, or you can start a new one. Thanks-Vince		10/31/2016
Agent States	Could not duplicate concern		10/31/2016

CHERWELL REPORT

VEHICLE

VIN	2C4RC1BG	Model Year	2015	Body	53	CHRYSLER TOWN & COUNTRY TOURING
Built Date	11/24/2014	Mileage	1337	MDH	112414	
Engine	ERB	ERB				
Transmission	3234	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	02/23/2015	Created By		Updated Date	02/25/2015	Updated By

CONTACT

Dealer	68973	Orchard Chrysler Dodge Jeep, Inc.	Phone		
Address	64600 Van Dyke				
City	Washington Twp	State	MI	ZIP	48095
Dealer Zone	42	County			
Technician TID/SID	S36970E	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	1
Initial Concern	LEFT POWER SLIDING DOOR INOP				
Duplicated	Yes	Repairs Parts and Tests	CHECKED ALL FUSES FOUND ALL GOOD. FOUND ACTIVE CODE FOR PSDM LOST COMMUNICATION. INSPECTED ALL CONNECTORS FOUND ALL PLUGGED IN PROPERLY. INSPECTED SLIDING DOOR HARNESS AND FOUND BROKEN WIRE. REPLACED POWER SLIDING DOOR HARNESS. FOUND STILL INOP WITH ACTIVE LOST COMMUNICATION CODES. REMOVED DOOR TRACK ASSEMBLY AND FOUND POWER GROUND AND BUS ON PSDM MODULE CONNECTOR. REPLACED LEFT POWER SLIDING DOOR MODULE AND STILL HAVE ACTIVE LOST COMMUNICATION CODES FOR LEFT POWER SLIDING DOOR MODULE. RECHECKED ALL CONNECTORS AND FUSES FOUND ALL FUSES AND CONNECTORS GOOD AT THIS TIME		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road	No
				RO Number	

or Tow-in

RESOLUTION

Description	Called Jonathon in regards the the left PSD New one was installed seems to be working by the time it got all together no comm. Advised to disassembly back to to the module again un plug reattach see if communication is reestablished , Install WiTech states reassembly see we no comm starts again,
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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 POWER SLIDING DOOR INOP		02/23/2015
Agent States	Jonathon Called dealer got voicemail same on your cell . Submit back with a good number and time. Bob W		02/23/2015
Dealer States	SORRY ABOUT THAT I HAVE MY PHONE ON ME NOW SO WHEN YOU GET A CHANCE GIVE ME A CALL AT586-864-5597 THANKS		02/23/2015
Agent States	Called Jonathon in regards the the left PSD New one was installed seems to be working by the time it got all together no comm. Advised to disassembly back to to the module again un plug reattach see if communication is reestablished , Install WiTech states reassembly see we no comm starts again,		02/23/2015
Agent States	UNPLUGGED MODULE AND CYCLED KEY. RECONNECTED MODULE AND FOUND NOW ON BUS SYSTEM AND DOOR WORKING PROPERLY		02/25/2015