

REPORT

VEHICLE

VIN		Model		Body				HYBRID LIMITED
Built Date		Mileage		MDH				
Engine								
Transmission	DFQ		DFQ					
Emmission			(NAS)					

GENERAL

STAR Case ID					Case Status	Closed
Application Group						
Component Group	, POWER INVERTER (PIM)					
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer			Phone	
Address				
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	
Initial Concern	CEL is on and vehicle wont start.				
Duplicated	Yes	Repairs Parts and Tests	Replaced PIM. Was low on coolant. Found PIM leaking at seam.		
	p0a3f-00	DTC2		DTC3	
					DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	████████	████	PAID
████	████	████████████████████	████████	████	REJECTED
████	████	████████████████████	████████	████	SUSPENDED
PREPNV	████	████████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent █████	████, What are the resolver resistances per the P0A3F diagnostics? Please verify the transmission fluid level is correct and then get a fluid sample and inspect for metal debris. If debris is present please attach a photo of it so we can see it. - █████		████
Dealer █████	Fluid level is correct. No metal on █████. █████ █████ █████		████
Agent █████	████, Did you drain a small amount of transmission fluid to get a sample to inspect for debris? █████		████
Dealer █████	Fluid is black in color but no metal found. I drained about a pint. I also made a mistake on the initial write up. I replaced the Voltage converter. Part# █████. Not the PIM.		████
Agent █████	████, I will update shortly. █████		████
Agent █████	████, The █████ is now listed as █████. █████		████
Agent █████	Since the part has been ordered █████ is closing the case at this time. █████		████
Agent █████	████, Let's replace the PIM. █████ has been ordered. █████**. The █████ should be available in █████ or █████. █████		████
Agent █████	████, The █████ is █████. Let me know how it goes. █████		████

REPORT

VEHICLE

VIN		Model Year		Body		L
Built Date						
Engine						
Transmission	DFQ		DFQ			
Emission			(NAS)			

GENERAL

STAR Case ID					Case Status	Closed
Application Group						
Component Group	- ANY					
Primary System	, ENGINE CONTROL, CUMMINS/GLOW PLUG/OXYGEN SENS		Sub System	WI - WIRING / CONNECTOR	Area of Failure	DISTORTION
Customer Complaint / Reason for contact	MISCELLANEOUS					
Created Date			Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan		
Configuration		
Scan		
Screenshot_0124-114957_Chrome.jpg		
Screenshot_0124-115355_Chrome.jpg		

CONTACT

Dealer				Phone	
Address					
Technician TID/SID			Technician Email		
Training Level	CORE	Contact Via SMS		No	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	■■■■■ In Shop	■■
Initial Concern	■■■■■ was towed from rail yard. Will not move.			
Duplicated	Yes	Repairs Parts and Tests	Followed fault procedure for ■■■■■ but no wiring or connection issues were found. PIM part ■■■■■ is on STAR restriction.	
DTC1	■■■■■-00	■■■■■ ■■■■■		

RESOLUTION

Description fixed

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	■■■■■ has been released have your ■■■s de ■■■ment order this.		■■■■■
Dealer States	My ■■■s guys have tried several ■■■ now to order that ■■■ number but system says it's not released.		■■■■■
Agent States	I just ordered it and its being shipped. Order number is ■■■**. ■■■■		■■■■■
Dealer States	■■■ was installed and programmed. Vehicle ran for ■■■■■■■■■ free of faults but the second I shifted it into drive the ■■■■■■■■■ B Torque Delivered Performance fault set active and vehicle had to be pushed back onto hoist. See new scan report attached.		■■■■■
Dealer States			■■■■■
Agent States	Lets power it down unplug the ■■■ then give it ■■■ or ■■■ to sit like that. While sitting lets make sure our ■■■ connections are good. Then when we turn t back on lets do a resolver relearn. ■■■■		■■■■■
Dealer States	Disconnected ■■■ system. Inspected ■■■ connections. All high voltage contacts were hand torqued to spec during installation. Was able to clear faults after reconnecting ■■■ system and resolver offset relearn completed successfully. Same fault set active when start button was pressed. Engine will not attempt to start as it would not at ■■■ prior to ■■■ replacement either.		■■■■■
Agent States	■■■, Thanks for the update, I have sent this information in for engineering to review and will update you with further direction. Thank you for using ■■■ star.		■■■■■
Agent States	Can they raise the vehicle on the hoist : 1) Check if the half shafts are installed correctly? Share pictures 2) Measure quantity of fluid internally w/ in the transmission, color of transmission fluid, odor of fluid 3) Check if the ■■■ transmission connector is seated correctly.		■■■■■
Dealer States	Axles are fully seated (see pics attached). Drained a little ■■■■■■■■■ of very clean fluid with no abnormal odors. Connector is fully seated and locks properly.		■■■■■
Agent States	■■■, Thanks for the update, I have sent this information in for engineering to review and will update you with further direction. Thank you for using ■■■ star.		■■■■■
Agent States	Please have the tech perform the below mentioned steps : 1) Add ■■■ of transmission fluid back on the vehicle 2) Reflash AHCP ■■■ 3) Reflash HCP ■■■ 4) Clear all codes 5) Go for a drive and see what happens Based on this I'll provide next steps. Please do not perform an resolver offset relearn procedure. Just steps 1-5.		■■■■■
Dealer States	Filled transmission. Cannot flash AHCP alone. ■■■ gives a message saying that to flash the AHCP go to HCP and initiate process there. See screenshots attached. Flashed HCP/AHCP and cleared faults. Engine will not start and fault ■■■■ sets.		■■■■■
Agent States	■■■, Thanks for the update, I have sent this information in for engineering to review and will update you with further direction. Thank you for using ■■■ star.		■■■■■
Agent States	■■■, A trans has been ordered and is being shipped. Please put the old trans in the new crate as it will be fastracked. ■■■■		■■■■■
Agent States	any updates?		■■■■■

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	Transmission installed and vehicle driven to verify repair.		

REPORT

VEHICLE

VIN		Model Year		Body		LIMITED
Built Date		Mileage		MDH		
Engine						
Transmission	DFQ		DFQ			
Emission			(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group			
Primary System	08 - ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	MIL ON	Area of Failure	CONTROLLER INTERNAL FAULT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
restance check sheet (1).odt		
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		
restance check sheet (1)		

CONTACT

Dealer		Phone	
Address			
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	34
Initial Concern	EVIC WARNING PRESENT FOR BATTERY SAVE MODE. CHECK ENGINE LIGHT WILL COME ON AFTER HYBRID BATTERY DIES. VEHICLE NOT OPERATING LIKE IT SHOULD, ORIGINAL OWNER STATES, HYBRID SYSTEM FEELS WRONG.				
Duplicated	Yes	Repairs Parts and Tests	ON INITIAL VISIT FOUND HYBRID BATTERY AT 0% AND ONLY STORED CODES PRESENT. CHARGED HYBRID BATTERY TO AND DROVE WITHOUT INCIDENT.		
DTC1	00			DTC4	
Information Sent					
Scan Tool Software Version		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description Replaced PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, please follow the diagnostics for the and reference attached doc. Please fill out test results on the doc and I will review with engineering. Thanks,		
Dealer States	FOUND NOTHING OUT OF SPECIFICATION WITH TESTING AND FILLED IN DOC. PLEASE ADVISE		
Agent States	, thanks for the update. Sorry for the delay. I have submitted this to engineering to review for PIM replacement. I will update the case with their advisement.		
Agent States	, the PIM has been ordered. the order number is **.		
Dealer States	REPLACED PIM AND RETURNED VEHICLE TO CUSTOMER ON		

REPORT

VEHICLE

VIN		Model Year		Body		HYBRID LIMITED
Built Date		Mileage		MDH		
Engine						
Transmission	DFQ	DFQ				
Emission		Emissions (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	- MASTER CONSULTANT					
Component Group	- , POWER INVERTER (PIM)					
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
Resized_20210805_144445.jpeg		
Resized_20210805_144716.jpeg		
New - Vehicle Scan Report.pdf		
New - Configuration Report.pdf		
Fluid Sample.jpeg		
Vehicle Scan Report WITH NEW TRANS.pdf		

CONTACT

Dealer				Phone	
Address					
Technician TID/SID			Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Vehicle died in intersection again.				
Duplicated	Yes	Repairs Parts	Service disconnect as blown. Rep connect and INTERNAL -		

				and Tests	PERFORMANCE has , the part # is on restriction.
					DTC4
Information Sent					
Scan Tool Software Version	up to date	Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description installed and vehicle back with the customer.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					REJECTED
393577					PAID
393577					REJECTED
393577					SUSPENDED
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
			1		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, the has overheated and will need to be replaced. But we need to see why the originally failed. Check the Power Electronics Cooling System for leaks and proper level. Did we have any other DTC's?		
Dealer States	The only other fault in the beginning was -HIGH VOLTAGE FUSE A that led me to othe blown service disconnect fuse. Power electronics cooling system is full. Actuated low temp passive pump and I can hear and feel it running as well as see coolant circulating in the bottle. I understand your concern of root cause but I feel I'm going to need to get this driveable and carefully monitor temperatures to determine cause of failure unless you know of anything else I can test with a dead vehicle.		
Agent	, the can't shut down enough to protect itself. Can we perform a LOI test and then inspect the HV cables for any arcing or burn marks?		
Dealer States	I've inspection cable connections at battery pack and , then followed cables all the way from end to end. Cable routing brackets are all in perfect condition and there is no contact with body anywhere. The short to blow that fuse had to come from within the itself		

Dealer/	Detail	Modified By	Last Modified Date
	, sorry didn't mean for you to trace the HV cables. Wanted to make sure it passes a LOI and we don't have burnt marks under cover at the PIM. Refer to attached images for ref.		
Dealer	Yes, the LOI passed fine and the PIM connections are very clean. See attached pics.		
	, thanks for the update. The only images are the ones I attached. Can you try attaching the images again?		
Dealer	Sorry about that. It gave me of those merge/save messages and clearly I chose wrong. :)		
	, what was the isolation values when you performed the LOI test?		
	, Thanks for the update. That looks pretty clean. I am going to request the MC/engineering review for a PIM replacement. I will update the case with their advisement. If you don't hear back from by this time tomorrow please update the case and I will look into it. Thanks,		
Dealer	Sorry, the s em didn't text me s you had updated anything. circuit was and the other was .		
	, just a little update. The current ETA is showing . Let us know if you need anything. Thanks,		
	, the delay. We got approval to replace the PIM. I have ordered the PIM , the order number is **. I think the PIM is on backorder. Your parts department should be able to track it for you. Let us know if you need anything.		
Dealer	PIM is installed and after of driving and monitoring tempera being not that would have caused the PIM failure. Trans oil temp , motor A , motor B , EAC board temp , high temp aux pump , If there is anything specific you would like me to look at before releasing to customer, please let me know ASAP.		
	, thanks for the update. I would check to make sure there are no leaks since the vehicle is up to temp and check the coolant level.		
Dealer	After the repair I topped off the coolant with just a splash. Not even to add line after repair.		
Dealer	Well, it's back and it appears the trans fried the new PIM. I wanted to check with you before I disassemble to checked trans circuits in case there is other info you want .		
	, please send a sample of the transmission fluid and upload pictures of what you find.		
Dealer	The trans fluid is as black as engine oil and I tried to swirl it for the picture so you could see how much metal is in the fluid but the picture didn't do justice of how bad it truly is.		
	, transmis part number has been ordered for this vehicle. number: **. Because this is an up will need to order a hose Order (bolts, (1) hose and (hose. Please update the case after the part is received and installed.		
	was a mistype you do not need the hoses. But you will need the bolts.		
	, I am sending this to my MC for approval.		
	, current ETA is .		
Dealer	Trans arrived but it doesn't have a PIM. Safe to assume that PIM is ruined based on the faults isn't it?		

Dealer/	Detail	Modified By	Last Modified Date
	, because that we have a fairly new lets replace the transmission then see if the codes return. That v direction from my MC. Please upload a fresh report if the codes do return.		
	, did we get the transmission rep If the concern is addressed then feel free to close the case at this time.		
Dealer	My tech should be installing it I'll let you know if we need a or not.		
	, sounds If the codes do return upload a fresh scan report. I will wait for an update.		
Dealer	The follow with new trans and vehicle won't move. New VSR is attached Drive Motor A Inverter Power Supply Circuit/Open-Active Internal - Shutdown Performance- Active		
	, I will er the . Part number has been ord Order number #: **. Please update after the part has been installed.		
Dealer	it appears you never ordered that . We show nothing en route to us.		
	, well thats kinda odd. Not sure if it was becau e use order number or something. Any ys, I have ordered the assy and the order number is now \$\$\$. Before you drive this you need to make sure to follow 07 - Cooling / Power Electronics / Standard Procedure - FILLING.		
Dealer	installed and vehicle back with the customer.		

REPORT

VEHICLE

VIN		Model		Body	LIMITED
Built Date		Image		MDH	
Engine					
Transmission	DFC	DFQ			
Emission		(NAS)			

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- ASSEMBLY, GEARBOX					
Primary System	08 - ELECTRICAL	Sub System	08S - ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		
Vehicle Scan		
thumbnail_IMG_2852.jpg		

CONTACT

Dealer			Phone	
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	C/S A WARNING BEEP IS HEARD AND CAR HAS NO ACCELERATION, CUSTOMER HAS TO PULL OVER AND RESTART VEHICLE TO MOVE				
Duplicated	No	Repairs Parts and Tests	INSPECTED VEHICLE AND RELATED SYSTEMS. VEHICLE WAS HERE PREVIOUSLY WITH SAME CONCERN AND STORED TROUBLE CODE PRESENT		
	00	DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

WARRANTY CLAIMS

CLAIM#	CREATED DATE	DATE RECEIVED	STATUS
			PAID
PREPNV		0	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello. Is the trans fluid full? are there any add ons or modifications?		
Dealer States	THERE ARE NO ADD ONS OR MODIFICATIONS PRESENT. TRANSMISSION FLUID IS RIGHT UP TO THE GREY MARK ON SI-EVT DIPSTICK.		
Agent States	ok thanks. please take a fluid sample from the drain in a clear container to check for metal in the trans fluid. Also attach a picture of it to the case please.		
Dealer States	I DRAINED A SMALL AMOUNT INTO CLEAR CONTAINER, PLACED ON WHITE BACKGROUND, ALSO ADDED A SPLASH ON THE WHITE PAPER. ATTACHED PICTURE.		
Agent States	ok thanks. Do you see any metal in it? hard to see in the picture.		
Dealer States	ITS VERY DARK, WHEN I SHINE A LIGHT ON IT I HAVE REFLECTIVE SPOTS. I WOULD SAY THERE IS METAL IN IT BUT VERY TRACE AMOUNTS AT THIS POINT. I SHOWED THE SAMPLE TO OUR TRANSMISSION TECH AND HE AGREED THAT IT WAS VERY DARK		
Agent States	ok thanks. What do you find for of the diag for ? skip the part about clearing the to see if it returns. Include your actual measurements.		
Dealer States	CHECK RESOLVER HARNESS CIRCUITS FOR AN OPEN OR HIGH RESISTANCE () Resolver A Sin Hi- () Resolver A Sin Lo- () Resolver A Cos Hi- () Resolver A Cos Lo- () Resolver A Excitation Hi- () Resolver A Excitation Lo- () CHECK RESOLVER HARNESS CIRCUITS FOR A SHORT TO GROUND () Resolver A Sin Hi-NO CONTINUITY () Resolver A Sin Lo-NO CONTINUITY () Resolver A Cos Hi-NO CONTINUITY () Resolver A Cos Lo-NO CONTINUITY () Resolver A Excitation Hi-NO CONTINUITY () Resolver A Excitation Lo-NO CONTINUITY CHECK RESOLVER HARNESS CIRCUITS FOR A SHORT TO ANOTHER CIRCUIT () Resolver A Sin Hi-NO CONTINUITY () Resolver A Sin Lo-NO CONTINUITY () Resolver A Cos Hi-NO CONTINUITY () Resolver A Cos Lo-NO CONTINUITY () Resolver A Excitation Hi-NO CONTINUITY () Resolver A Excitation Lo-NO CONTINUITY CHECK THE RESOLVER RESISTANCES () Resolver A Sin Hi ? () Resolver A Sin Lo ? () Resolver A Cos Hi ? () Resolver A Cos Lo ? () Resolver A Excitation Hi ? () Resolver A Excitation Lo- CHECK THE RESOLVER FOR A SHORT TO GROUND () Resolver A Sin Hi-NO CONTINUITY () Resolver A Sin Lo-NO CONTINUITY () Resolver A Cos Hi-NO CONTINUITY () Resolver A Cos Lo-NO CONTINUITY () Resolver A Excitation Hi-NO CONTINUITY () Resolver A Excitation Lo-NO CONTINUITY CHECK THE RESOLVER FOR A SHORT TO ANOTHER CIRCUIT () Resolver A Sin Hi-NO CONTINUITY () Resolver A Sin Lo-NO CONTINUITY () Resolver A Cos Hi-NO CONTINUITY () Resolver A Cos Lo-NO CONTINUITY () Resolver A Excitation Hi-NO CONTINUITY () Resolver A Excitation Lo-NO CONTINUITY CIRCUIT TESTING REVEALED NO ABNORMALITIES AT THIS TIME		
Agent States	I cant understand your response. just list the step number and its answer/measurement please.		

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	2. CHECK RESOLVER HARNESS CIRCUITS FOR AN OPEN OR HIGH RESISTANCE, FOUND NO OPEN CIRCUITS AND ALL HAVE OF RESISTANCE. 3. CHECK RESOLVER HARNESS CIRCUITS FOR A SHORT TO GROUND, FOUND NONE SHORTED TO GROUND. 4. CHECK RESOLVER HARNESS CIRCUITS FOR A SHORT TO ANOTHER CIRCUIT, FOUND NO CIRCUITS SHORTED TOGETHER. 5. CHECK THE RESOLVER RESISTANCES() Resolver A Sin Hi ? () Resolver A Sin Lo () Resolver A Cos Hi ? () Resolver A Cos Lo- Resolver A Excitation Hi ? () Resolver A Excitation Lo- RESISTANCE VALUES ARE WITHIN SPECIFIED RANGES. 6. CHECK THE RESOLVER FOR A SHORT TO GROUND, FOUND NO SHORTS TO GROUND. 7. CHECK THE RESOLVER FOR A SHORT TO ANOTHER CIRCUIT, FOUND NO SHORTS BETWEEN CIRCUITS. I APOLOGIZE FOR THE SPACING, I HAD IT ALL ON SEPERATE LINES AND IT WENT ALL CRAZY WHEN I SUBMIT IT. I HOPE THIS IS MORE LEGIBLE.		
Agent States	ok thanks. I will submit your case for review as it is unclear what should be replaced for this intermittent issue.		
Dealer States	OK THANKS FOR YOUR HELP		
Agent States	you are welcome		
Dealer States	.		
Agent States	not sure what the . is supposed to mean?		
Dealer States	JUST TRYING TO LEAVE THE BALL IN YOUR COURT, PLEASE NOTIFY ME WHEN TERE IS AN UPDATE. NO RESPONSE NECESSARY.		
Agent States	ok thanks. I am required to respond to every message and can't leave the case in my possession. I wont forget to update you once I hear back. let it sit in your court please		
Agent States	Ta wbc We will need a transmission for this unit. Please release the transmission. There is a harness inside that will rub and will work and then fail. The dealer has checked the external jumper to the HCP and did not find anything. We cannot go in the transmission so this is what we need to get this vehicle fixed. Please release transmission due to the TA requesting it.		
Dealer States	ORDERED TRANSMISSION ASSEMBLY, SHOULD I CLOSE THIS CASE?		
Agent States	Per the information you provided: has placed an order for the Transmission, Part Number: . Order: **. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Let me know the ETA please		
Dealer States	Current ETA:		

REPORT

VEHICLE

VIN		Model		Body		LIMITED
Built Date		Age		MDH		
Engine						
Transmission		DFQ				
Emission	Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- ASSEMBLY, GEARBOX				
Primary System	08 - ELECTRICAL	Sub System	08S - ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON				
Created Date		Created By		Updated Date	

ATTACHMENTS

Path	Updated By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer			Phone	
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Customer states that while driving a message to "charge system" comes on and vehicle stalls. Check engine light comes on afterwards.				
Duplicated	Yes	Repairs Parts and Tests	Technician scanned vehicle with and found for Drive motor "A" position sensor circuit intermittent. Tech verified modules were up to date (PCM/PIM/HCP/AHCP), no related service bulletins or online star cases for this code and TSB flash updated were performed on prior visit. Technician performed diagnostic procedure in service library and checked circuits for resolver, no issues were found with either connections or circuits on resolver. As per diagnostic information, tech needs to replace inverter module part number which is on a restriction.		
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-	No	RO Number

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM #	CR	DATE	AMOUNT	DATE PAID	STATUS
					PAID
					PAID
					REJECTED
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified
	when the vehicle came in the what were the codes and how long ago was that? The VSR you provided does not have the code you listed on the case. Are we able to duplicate the DTC		
Dealer	When the vehicle came in it had codes in HPM, in , in radio, in , in VRM and in CVPM. During the diagnostic he did clear the codes and got the code to reset. Once he completed his diagnostic, parts informed him that this part was on a restriction. However when I asked the tech for a new report he had again cleared codes, which is why the VSR does not show any codes.		
	we need a VSR with the codes on it to proceed that's so very important weather the code was stored or active when he did the diagnostic testing use that would change the me of the repair.		
	do we an update?		
	called for an update, no answer. we need an update on the VSR request or we are go have to close this case.		
	thank you for the update.		
	ing on getting you a VSR		
	please provide us with an update. If you have been unable to duplicate the code, let me know how many miles have been driven and I will review with am.		
	can you give us an update on this vehicle.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	RUES53	LIMITED
Built Date		Image		MDH		
Engine						
Transmission	DFQ		DFQ			
Emission			(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL		
Component Group			
Primary System	- ELECTRICAL	Sub System	Area of Failure
Customer Complaint / Reason for contact	NO START		
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Name	Uploaded By	Date Uploaded
Vehicle		
Vehicle		

CONTACT

Dealer		Ram	Phone
Address			
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	
Initial Concern	wont start and need to order power inverter module per test				
Duplicated	Yes	Repairs Parts and Tests	perform diag test for dtcp0a3f,p0a43,p0c19		
DTC1	p0a3f	DTC2	p0a43	DTC3	p0c19
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description

WARRANTY CLAIMS

#	CR	TE	MI	GE	DA	ED	STATUS
							PAID

CLAIM#	CR	TE	AGE	DA	ED	STATUS
PREPNV						PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified
Agent States	Have you used the on the battery? Is this vheicle in pieces? The DTC list is of		
Dealer States	charge batt,and erased dtc and follow dtc that came back on diag.		
Dealer States	attach another vsr		
Agent States	Do you have your readings from - DRIVE MOTOR A POSITION SENSOR CI MODULE, Power Inverter (PIM), agnostic?		
Dealer States	all be hmsaccording to on all readings were - ON NO CONTINUTY TO GROUND ON NO SHORT TO OTHER		
Agent States	You found no circuit concernsas described in ? If not, we will need to rpelace the PIM. Once you let me know. I will get it ord		
Dealer States	YES AFTER PERFORMING ALL STEPS ON AND CODES COME RIGHT BACK RIGHT AWA		
Agent States	Have your parts department order . The part has been released to you.		
Dealer States	Have your parts department order . The part has been released to you. WE TRY TO ORDER PART BUT STILL SHOWS NOT RELEASE CAN YOU DO ANYTHING ABOUT IT		
Agent States	It shows released on our end. Make sure they are running the correct number. If not, I will run this up the chain		
Agent States	Ordered from our end. Order number **		
Agent States	Sorry for the delay,		
Dealer States	THANK YOU		

REPORT

VEHICLE

VIN		Model		Body	HYBRID LIMITED
Built Date		Mileage			
Engine					
Transmission	DFQ	DFQ			
Emission	Emissions (NAS)				

GENERAL

STAR Case ID					Case Status	Closed
Application	- ELECTRICAL					
Component	- REPAIR					
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
CONFIGURATION REPORT		
SCAN REPORT		
HAL		

CONTACT

Dealer			Ram	Phone	
Address					
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	customer states check engine light is on.				
Duplicated	Yes	Repairs Parts and	WE FIRSTSLEAR CODE.CODE COME BACK.WE FOUND AVIALIBLE UPDATE FOR HCP-BUT IS NOT RELATED WITH THIS CODE.CHECK FOR ANY STAR C. NOT FOUND.		
	POA3F-00				
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILEAGE	DATE RECEIVED	STATUS
					PAID
PREPNV			0		PAID

CONVIATION (CLAIMS)

	Detail	Modified By	Last Modified Date
	, thank you for the information. Please go through the diagnostics for the P0A3F DTC and perform the testing as shown. Let us know the results of the testing. Thanks, -		
Dealer	WE JUST SENT YOU CONNECTOR-LOT OF CORROSION AND RUST.		
	great job and thank you for the picture. Is that a replaceable harness or is that internal to the transmission? -		
Dealer	CONNECTOR IS AVIALIBLE SEPARATE FROM .SO CAN I ORDER HARNESS.		
	, you can order the harness it is not on restriction. -		
	, do you have an ETA on the part ordered? Thanks, -		
Dealer	YES I DID.I GOT CONNECTOR HARNESS.REMOVE AND REPLACE.CLEAR CODE.ROAD TEST VEHICLE.RECHECK,THIS TIME IS OK.THANKS,GAYS.I CLOSING THIS TICKET.		
	, great job and thank you for the update. I will close the case. -		

REPORT

VEHICLE

VIN			Model Year		Body		HYBRID LIMITED	
Built Date			Mileage					
Engine								
Transmission	DFQ		DFQ					
Emmission	(NAS)							

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	TRANSMISSION HYDRAULIC POWER					
Primary System	- TRANSAXLE - AUTO	Sub System	- AUTOMATIC	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact						
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Custom		
Vehicle Scan Report		
Vehicle Scan		

CONTACT

Dealer		Ram	Phone	
Address				
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	31
Initial Concern	CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON AND IT WAS BEEPING				
Duplicated	Yes	Repairs Parts and	CHECKED CONNECTOR AND CONNECTOR . CHECKED WIRES AND . CHECKED FOR OPEN, RESISTANCE AND SHORT. NO PROBLEM FOUND ON THESE CIRCUITS. NOTE. FOUND ALOT OF ANIMAL DROPPINGS IN AND ON HYBRID COMPONENTS. DID ALSO PERFORM FLASH UPDATE BUT DTC IS STILL PRESENT.		
	P0A3F-00			DTC4	
Information					

Software Version		Search	Off Road or Tow-in	
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RESOLUTION

Description Replaced transmission

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
					PAID
					PAID
					PAID
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , I am reviewing this case. At this point, please document all reading from our testing per code, for possible engineering review. With the signs of possible recent damage we need to inspect the harness from PIM to Transmission for any damage. Is there any noise associated with the concern. Thanks,		
Dealer States	. I HAVE CHECKED ON THE DIAGNOSTIC FLOW CHART FOR DTC. I WILL CHECK RESOLVER RESISTANCE SHORTLY. I REMOVED THE UNDERBELLY SHIELDS AND INSPECTED WIRING RUNNING ALONG VEHICLE TO HYBRID BATTERY. NO DAMAGE SEEN. DID NOT SEE ANY DAMAGE ON CONNECTOR OR WIRING WHEN DOING TESTING.		
Agent States	Thank you . At this point, I am going to review the case with engineering for possible transmission replacement. Please Please document all the readings from the published diagnostics. Engineering will require them. Thanks again,		
Dealer States	. RESOLVER A SIN HI - RESOLVER A SIN LO HAS . RESOLVER A COS HI - REOLVER A COS LO HAS . RESOLVER A EXCITATION HI TO RESOLVER A EXCITATION LO . FOUND THAT RESOLVER A COS HI AND RESOLVER A EXCITATION A COS LO HAS CONTINUITY TO BODY GROUND.		
Agent States	Thank you . Please allow me to review the case and your findings with engineering. I will get back to you as soon as I have a course of action.		
Dealer States	. SOUNDS GOOD. THANK YOU.		

Dealer/Agent		Modified By	Last Modified Date
Agent	, what did we get for readings per [REDACTED] and [REDACTED] of the service procedure? Next, please drain the transmission and note the total amount removed and the condition (Color, Odor, and if there is any contamination). Please attach photos of the fluid. Thanks, [REDACTED]		[REDACTED]
Dealer	. PER [REDACTED] FOUND NO SHORT TO GROUND ON RESOLVER HARNESS SIDE. HOWEVER WHEN PERFORMING [REDACTED] I NOTICED THAT SOME WIRES WOULD CHANGE RESISTANCE WHEN MOVING HARNESS. POSSIBLE DAMAGED HARNESS? FOR [REDACTED] I FOUND THAT FROM RESOLVER A COS HI ON TRANSMISSION TO GROUND THERE WAS CONTINUITY OF [REDACTED] AND FOR [REDACTED] RESOLVER A COS LO TO [REDACTED] THERE WAS CONTINUITY OF [REDACTED]. COLLECTED [REDACTED]		[REDACTED]
Dealer	. TRANSMISSION FLUID SMELLS BURNT AND DARKER THAN [REDACTED]		[REDACTED]
Agent	Thank you! [REDACTED]		[REDACTED]
Dealer	NO PROBLEM [REDACTED]		[REDACTED]
Agent	Hi [REDACTED], I have ordered the transmission for you. Si-eVT, P/N: [REDACTED], (9) flywheel to damper bolts [REDACTED]. Order #: [REDACTED] ** Thanks,		[REDACTED]
Dealer	THANK YOU [REDACTED]		[REDACTED]
Agent	Yes Sir! [REDACTED]		[REDACTED]
Dealer	[REDACTED]. WOULD YOU HAPPEN TO HAVE AN ETA FOR THE TRANSMISSION? THANK YOU.		[REDACTED]
Agent	, I can not see it [REDACTED]. You will be able to track the part, using the Order #: [REDACTED] **		[REDACTED]
Dealer	GOOD MORNING [REDACTED]. THE TRANSMISSION JUST ARRIVED WE DID NOT ORDER A TRANSMISSION COOLER. CAN I ORDER IT THROUGH MY PARTS DEPARMENT?		[REDACTED]
Agent	[REDACTED] called [REDACTED] to discuss the concern. [REDACTED] advised that the Transmission cooler should come with the transmission. If not it is available separately. -		[REDACTED]
Dealer	HEY [REDACTED]. JUST [REDACTED] BUT IS POWERTRAIN AUTHORIZATION NEEDED FOR THE REPLACEMENT OF THE TRANSMISSION OR IS [REDACTED] AUTHORIZING THE REPLACEMENT OF IT. MANAGEMENT WANTED ME TO BE SUE OF THIS.		[REDACTED]
Agent	We do not handle that part of the repair process, just diagnostics. You will want to get with your warranty person and review what is needed for your dealership.		

CHERWELL REPORT

VEHICLE

VIN		Model		Body		HYBRID LIMITED
Built Date		Mileage				
Engine						
Transmission	DFQ	DFQ				
Emission	Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application		- ELECTRICAL CORE				
Component		- MODULE, (ANY)				
Primary System	ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact						
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report (1)		
Vehicle Scan Report (1)		

CONTACT

Technician TID/SID		Technician Email					
Training Level		CORE	Contact Via SMS		Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	In Shop			
Initial Concern	CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND VEHICLE STTALYING.					
Duplicated	Yes		Repairs Parts and Tests	LAST VISIT WE INSPECT PIM CONNECTORS,TRANS CONNECTOR.ALL CLEAN AND GOOD.NOW VEHICLE BACK FOR SAME CONCERN.		
DTC1	P0C1A-00	DTC2	DTC3		DTC4	
Information Sent						
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number	

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Lead Date
Agent States	Hi , was t DTC set this time around? Or was there any other codes?		
Dealer States	ONLY CODE;		
Agent States	Ok. can we get a transmission fluid level check and a sample in a clear bottle or cylinder. Is there any metal flakes or debris in the fluid? Is the fluid smelly or burnt? Let us know. Attach photo of fluid sample to case please.		
Dealer States	check fluid level-ok.send fluid sample.		
Agent States	Is there any debris inside the sample? Hard to tell from an above photo.		
Dealer States	NO DEBRIS IN FLUID.		
Agent States	Ok, do you have access to a to perform the P0C0E DTC diagnostics? We need to perform the tests to determine if the V & W terminals are within specifications for . A standard ohm meter will not work for this.		
Dealer States	LET ME ASK YOU.DO I HAFTY REMOVE PIM TO PERFORM THIS TEST.		
Agent States	According to service information yes, but do you have a ? Its a specialty meter, a standard DVOM wont work and the special meter for performing isolation wont work. If you dont have a then dont worry about removing the PIM fr no sense in taking the readings if you dont have it.		
Dealer States	YES WE DO HAV		
Agent States	Ok, but that is NOT a meter, that is the standard isolation DVOM. It reads resistances . its not something typically owned. So, if you do not have a meter that reads . Let me know, and I will forward case to team to see how they want to proceed.		
Dealer States	NO WE DONT HAVE MULTIMETER TO READ MILIOHMS.		
Agent States	Ok, let me forward to team to see what they want to do. Standby		
Dealer States	WHAT HAPPEN.CUSTOMER ASK FOR VEHICLE.		
Agent States	br update again, d have an answer soon		
Agent States	, team has decided for PIM replacement. has placed order for ; Order Number **		
Dealer States	OK.THANKS.		
Agent States	ETA		
Agent States	Any update?		
Agent States	ETA		
Agent States	Replaced PIM, fixed car, customer picked up		

REPORT

VEHICLE

VIN		el		Body		HYBRID LIMITED
Built Date		Mileage				
Engine						
Transmission	DFQ		DFQ			
Emmission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed				
Application Group							
Component Group			, POWER INVERTER (PIM)				
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON		
Customer Complaint / Reason for contact							
Created Date		Created By		Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1)		
Configuration Report (1)		
Vehicle Scan Report (2)		
Vehicle Scan Report (3)		
Vehicle Scan Report (4)		
Vehicle Scan Report (5)		

CONTACT

Technician		Technician Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	☐ In Shop	
Initial Concern	CUSTOMER STATES SERVICE CHARGING SYSTEM MESSAGE DISPLAYS AND CHECK ENGINE LIGHT CAME ON VEHICLE SHUT DOWN AND NOW WILL NOT ENGAGE TRANSMISSION.			
Duplicated	Yes	Repairs Parts and Tests	ON THE PIM WAS REPLACED AT . VEHICLE HAS MULTIPLE DTC'S ACTIVE.	
Information Sent				
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Multiple HV system issues caused by HV cooling system. Determine and repair root cause and additional damaged components. Multiple test drives to verify proper operation.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILEAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, how is the power electronics cooling system? Is the level ok with no signs of ? Have we checked the PIM connectors for any issues? If you clear the codes do all the active DTC's reset?		
Dealer States	INSPECTED COOLING SYSTEM. ALL RESERVOIRS ARE TOPPED OFF AND NO LEAKS SEEN, CLEARED AND OF DTC'S STILL PRESENT. PERFORMED DIAG FOR DTC AND . NO PROBLEMS FOUND ON WIRING OR RESOLVERS, ALL DTC'S POINT TO PIM. PIM WAS REPLACED HERE ON AT .		
Agent States	, thanks for the update. Sorry for the delay. Well didn't see the previous STAR case and PIM replacement. I am not a fan of doing this with this many PIM codes active but try Using the scan tool, select Misc. Functions and perform the Reset Weld Check Fault Function (this moves the fault from Active to S). 1. With the scan tool, erase DTCs. a it has cleared. NOTE: When performing the Reset Weld Check ro , codes should go stored and then clear. If not, this would indicate a Battery Pack failure. NOTE: Make sure to allow (2) full Ignition OFF ignition cycles (after key off) after the DTC has been cleared. Only performing (1) Ignition OFF ignition cycle or short key cycles will not allow the DTC to properly clear and the contactor hardware recheck will fail. Let me know what DTC's reset or update with a new scan report please/		
Dealer States	PERFORMED THE RESET WELD CHECK. CODE WENT STORED. CLEARED DTC'S AND PERFORMED OFF CYCLES. DTC'S STILL RETURN. ATTACHED VSR TO CASE.		

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	well that's a bummer. You checked over the PIM connections for any issues? Can we power the system down, perform a Loss of Isolation check, and if we can perform a Capacitance test on the PIM? Refer to the diag for #12.		
Dealer States	PIM CONNECTORS ARE OK. REMOVED PIM COVER AND FOUND SIGNS OF ARCING. METAL OK. HAD READING OF 0.0 FOR - HIGH VOLTAGE TERMINALS ON PIM.		
Dealer States	NO PERFORMED OF . FOUND CAPACITANCE TO BE 0.0 uF.		
Agent States	, can you please check the MSD for any acring and inspect the fuses at the MSD for any issues. Also, has this vehicle been in an accident or anything?		
Agent States	, sorry I didn't see there was an image already attached. I am requesting the MC/engineering review for a PIM replacement. I will let you know what I find out.		
Agent States	, thanks for the update. Any chance you could attach a image of the MSD to the case for documentation? I am going to request MC/Engineering review this case for a PIM replacement.		
Dealer States	THE ORIGINAL MSD WAS BLOWN AND I CAN SEE THAT THE SMALLER PINS ARE DARKER WHEN COMPARED TO A KNOWN GOOD MSD.		
Agent States	, has the vehicle been in an accident or anything like that? Can we get an MSD ordered for this one and I will see if I can get a PIM ordered.		
Dealer States	VEHICLE HAS NO SIGNS OF DAMAGE. WILL ORDER THE MSD. I WAS SPEAKING WITH ANOTHER AND HE WAS WONDERING IF THE BATTERY PACK ITSELF IS THE ONE THAT CAUSED THE PIM TO SHORT OUT.		
Agent States	, the pins on the MSD are for the HVIL circuits. The fuses on the side are for the HV pack. If the Main HV MSD "A" fuse is blown we should be setting a . Besides for the BPCM I am not seeing an HVBP concern. I think what we have here is either a PIM or the PIM ground () issue. Please inspect the ground and PIM connections for any issues. I have ordered the PIM. The order number is *. Lets wait to install the MSD until you get the PIM and do them at the same time.		
Dealer States	ON VSR WE HAVE ACTIVE. I USED A KNOWN GOOD FUSE AND CLEARED THE 'S WHICH ARE SHOWN IN THE FOLLOWING VSR'S. I WILL INSPECT THE GROUND THAT YOU MENTIONED.		
Agent States	, sounds good. Let us know the results.		
Dealer States	INSPECTED GROUND AND CHECKED FOR CONTINUITY TO CHASSIS GROUND. GROUND IS GOOD.		
Agent States	, thanks for the update. Let us know the results of the PIM replacement. Your parts department should be able to track it for you.		
Dealer States	I REMOVED THE PIM AND FOUND THAT THE TRANSMISSION HAS SIGNS OF ARCING.		
Agent States	, I will review the images with the MC. Can you check the transmission fluid condition and see if it smells burnt or if there is any debris?		
Dealer States	FLUID IS SMELLS BURNT AND YOU CAN SEE THAT THE FLUID HAS METAL SPECS.		
Agent States	, sorry for the delay. Please remove and inspect the Check the . We need to look into the . This low temp passive pump could be our root cause of this PIM overheating. Make sure to remove the ground. Also, follow the		

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, thanks for the update. Waiting on direction from engineering/MC. I'll let you know what I find out.		
Dealer	I INSPECTED THE GROUND AND WIRES FOR THE LOW TEMP PASSIVE PUMP. THERE IS GOOD CONTINUITY ON ALL CIRCUITS.		
Agent	, Can you strain the trans fluid through a paint strainer or similar and see how much debris you collect? Are coolant levels ok in the coolant reservoirs? Then can we install the new PIM and MOD and before starting the vehicle try and operate the low temp passive pump?		
Dealer	FOUND OF METAL IN TRANSMISSION FLUID. ALL COOLANT RESERVOIRS ARE AT FULL MARK. I WILL INSTALL PIM AND TEST OUT THE LOW TEMP PASSIVE PUMP.		
Agent	, thanks for the update. The PIM overheat failure is usually caused by a cooling issue, not a trans issue. But I'll let the MC/engineering make that call. Let me know what you find.		
Agent	, have you replaced the PIM and tested the low temp pump?		
Agent	, can you please update the case with the current status? If the vehicle is no longer at the dealership please close the case. Thanks,		
Dealer	JUST REPLACED THE PIM. I'M FLASHING IT RIGHT NOW AND WILL CHECK THAT THE LOW TEMP PUMP OPERATES.		
Agent	, sounds good. Definitely want to make sure the pump runs and the coolant is bled before driving it.		
Dealer	JUST ADDED AN UPDATED VSR.		
Agent	, the SPI code usually shows when the battery drops during the flash. Please maintain the battery and try reflashing the PIM. But it looks like the has reset so we need to check the () PIM LIN Bus voltage at the pump. Please also verify we have on and 4 at the pump and ground on . Let me know what you find		
Dealer	FLASHED THE PIM AND CODES WENT STORED. PERFORMED RESET WELD PROCEDURE. STARTED VEHICLE. ONLY COMES UP. ATTACHED VSR WITH .		
Agent	, this one just doesn't want to get fixed. Use the witech and check the hv coolant heater status in the hcp data. if it shows it is "locked permanent" then the ECH will need to be replaced. If the status shows anything else please update the case with the status.		
Dealer	THE HV COOLANT HEATER STATUS IS LOCKED PERMANENT. WILL SEE IF COOLANT HEATER IS ON STOCK AND I WILL REPLACE IT. -		
Agent	, thanks for the update. Let us know if you need anything.		
Dealer	REPLACED THE ECH. NOW I HAVE . FOLLOWED DIAG. PROCEDURE. REACHED STEP 8 WHICH STATES TO REPLACE THE PDC.		
Agent	, well that's a bummer. If that is what the diagnostics are leading too then we should replace the PDC and retest.		
Dealer	OK WILL CHECK IF PDC IS IN STOCK.		
Agent	, thanks for the update. Sounds good. Let us know if you need anything.		
Dealer	REPLACED PDC. STARTED VEHICLE AND CHECKED COOLANT LEVEL. CHARGED HIGH VOLTAGE BATTERY. TEST DROVE VEHICLE. DID NOT RETURN.		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last modified Date</i>
Dealer States	WE HAVE TEST DRIVEN VEHICLE A TOTAL OF .		
Agent States	, thanks for the update. If you feel that the concern would have returned by now and the vehicle is fixed then let's release the vehicle. Thanks,		
Dealer States	MY ADVISOR TEST DROVE VEHICLE AS WELL. WE HAVE DECIDED TO RELEASE VEHICLE BACK TO THE CUSTOMER. THANKS FOR YOUR ASSISTANCE.		

REPORT

VEHICLE

VIN		Model Year		Body	LIMITED
Built Date		Mileage			
Engine					
Transmission	DFQ	DFQ			
Emission	Emissions (NAS)				

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- HEATER, BATTERY COOLANT (BCH)				
Primary System	08 - ELECTRICAL	Sub System	08X - HIGH-VOLTAGE BATTERY COOLING AND HEATING SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date		Created By		Updated Date	Updated By

File Path	Updated By	Date Updated
Vehicle Scan		
Vehicle Scan Report (1).pdf		
Configuration		

CONTACT

Dealer				Ram	Phone	
Address						
Technician				Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email		

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	1
Initial Concern	VAN HAS SHUT DOWN WHILE DRIVING. CHARGING SYSTEM ME AND CHECK ENGINE LIGHT ARE ON.				
Duplicated	Yes	Repairs Parts and Tests	UPDATED PCM TO AHCP TO . HAD DTC FOR SKIM WHICH THE UPDATES ARE SUPPOSED TO AND DTC'S AND FOR DRIVE MOTOR A POSITION CIRCUIT. AFTER UPDATES NOW HAVE D-EV BATTER CK COOLANT HEATER A COM PERFORMANCE CLEARED CODES AND DROVE VEHICLE AND THE ONLY CODE TO RETURN, STAYS ACTIVE.		
Information Sent					

			or Tow-in	
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RESOLUTION

Description closing case waiting on ECH

WARRANT CLAIMS

#	CR	TE	DA	ED	STATUS
					PAID
					PAID
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	AND STORED PRIOR TO PERFORMING RRTS AND THOSE CODES HAVE NOT RETURNED BUT NOW HAVE ACTIVE AFTER PERFORMING UPDATES. NOT SURE IF IT IS SOFTWARE GLITCH OR IF I SHOULD PROCEED WITH DIGNOSIS OF THE HV COOLANT HEATER SYSTEM. PERHAPS POSSIBLE PIM ISSUE WITH THE AND RESOLVER CODES BEING STORED PRIOR TO PERFORMING RRT UPDATES? THANKS-		
Agent States	Hello. What is the lin bus voltage at the electric coolant heater connector with the connector unplugged? Any issues found with the connector or pins?		
Dealer States	I ONLY HAVE ON THE VOLTAGE WIRE AT THE ECH CONNECTOR. HAD TO POWER DOWN HV SYSTEM AND REMOVED IDCM TO GAIN ACCESS TO CONNECTOR. COULD THAT CAUSE THE BUS TO GO DOWN? I SEE NO VISUAL FAULTS WITH THE PINS OR WIRING NEAR ECH OCONNECTOR. ANOTHER TECH HAS TOLD ME HE HAS SEEN A FEW OF THESE PACIFICAS WITH ECH ISSUES AND REPLACING THE ECH HAS FIXED EVERYONE OF THEM.		
Dealer States	OK I CONNECTED MY METER TO A DIFFERENT GROUND SOURCE AND I NOW HAVE ON THE WIRE TERMINALS OF THE ECH CONNECTOR.		
Agent States	ok thanks. Sounds like it needs an ECH. Let me know the ETAQ on a new one please then close the case if nothing further is needed.		
Dealer States	ECH is currently back ordered with no ETA . I will go ahead and have an order placed, and reassemble vehicle to return to customer. Thanks		
Agent States	closing case waiting on ECH		

VEHICLE

VIN		Model		Body		L
Built Date		Mileage				
Engine						
Transmission	DFQ	DFQ				
Emission	Emissions (NAS)					

GENERAL

STAR Case			Case Status	Closed			
Application	- ELECTRICAL						
Component	- ASSEMBLY, GEARBOX						
Primary System	08 - ELECTRICAL	Sub System	08S - ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	ON						
Created Date		Created By		Updated Date		Updated By	

ATTACHMENTS

Attachment Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Today.jpg		

CONTACT

Dealer		Ram	Phone		
Address					
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	14
Initial Concern	CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON LHO ACCELERATION AT TIME				
Repairs Done and Tests	CHECK FOR ANY UPDATE OR STAR CASES.HCP UPDATE IS AVAILIBLE BUT NOT FOR THIS CODE.PERFORM TEST FOR CODE; 1 MOTOR A RESOLAVE HARNESS.CONTINUITY BETWEEN GROUND AND ALL TRANS CONNETOR PINS.NO CONTINUITY.				
Information Sent					
Scan Tool	Last	Vehicle Off			

RESOLUTION

Description Ordered transmission

WARRANTY CLAIMS

#	CR	TE	GE	DA	VED	STATUS
						PAID
						PAID
						PAID
PREPNV						PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, Verify the transmission fluid level is correct and then get a fluid sample and test for metal debris. If debris is present please attach a photo of it so we can see the debris.		
Agent	, I will forward this case to the Hybrid group for further assistance-Regards		
Dealer	I JUST SENT TRANS FLUID PICTURE		
Agent	, Was the fluid level correct?		
Dealer	YES AND NO LEAK.		
Agent	, Are you able to get a scan report with P0AA3 active on it?		
Dealer	VEHICLE COME IN WITH STORED CODE.		
Agent	, Have you test driven the vehicle to try to duplicate the active DTC?		
Agent	, I will update shortly.		
Dealer	ET .I WILL ASK ADVISOR TO SENT SOMEBODT TO DRIVE.		
Agent	Thank you.		
Dealer	WE CHARGE HIGH VOLT BATTERY.DROVE VEHICLE CHECKES.CHECK FOR CODE.CODE; ALL STORED.		
Agent	, I will update shortly.		
Agent	, Let's replace the transmission. has been ordered. Order OMC . The ETA should be available in .		
Dealer	THANKS		
Agent	You are welcome. I will update with the ETA when I can.		
Agent	, I had to order the trans again. Order **. OMC . The ETA is .		
Agent	, The current ETA is . I am closing the case while we wait on parts. This case can be reopened within if needed.		

REPORT

VEHICLE

VIN		Model Year		Body		LIMITED
Built Date		Mileage				
Engine						
Transmission	DFQ	DFQ				
Emmission	Emissions (NAS)					

GENERAL

STAR Case ID					Case Status	Closed
Application Group	- ELECTRICAL					
Component Group	, INVERTER ()					
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	DRIVEABILITY	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer				Ram	Phone	
Address						
Technician				Technician Email		
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	4	
Concern	STATES CHECK E DIES.					
Duplicated	Yes	Repairs Parts and Tests	RECENTLY WE REPLACE ELECTRIC COOLNT HEATER FOR DIFFERENT CODE.			
Information Sent						
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description	
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	DATE RECEIVED	STATUS
				PAID
				PAID
				PAID
PREPNV				PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, tranferig thisticket to our Hybrid group, Thanks,		
Agent States	Can we get a scan report that shows DTC's?		
Dealer States	WE PERFORM TEST FOR THAT CODE.SO WE DISCONNECT BATTERY.AND CODE IS EREASE.		
Agent States	Please remember, the is to get a scan report. Sometimes scans are recorded in the system and I ca information if it is captured. But, no freeze frame capture. Was the only What did What test results pointed to that failure?		
Dealer States	PERFORMED TESTS. AT TR 9.4OHMS.CHECK RESISTANCE FROM PIM -TRANS HARNESS CONNECTOR; - ; 7.8OHMS. - ; T4; - ; ;2.2OHMS.		
Agent States	What is the failure? Which reading shows bad for what part to be the cause of the concern?		
Dealer States	WE JUST PERFORM TEST.LOOK ME TRANS IS OK.HARNES FROMTRANS CONNECTOR TO PIM IS OK.SO WHAT IS LEFTN PIM MODULE.		
Agent States	Ok, I was looking for failing test results. Now, it makes sense. PIM has been ordered for you. Number **. Once we get an ETA. We will close the case. If you require further assistance, reopen the case and we can move forward. Thank you		
Dealer States	THANKS		
Agent States	No problem, have a good weekend. Please stand by for a ETA most likely		
Agent States	is your ETA. Closing case		

VEHICLE

VIN		Model Year		Body	LIMITED
Built Date		Mileage		MDH	
Engine					
Transmission	DFQ	DFQ			
Emission	Emissions (NAC)				

GENERAL

STAR Case ID				Case Status	Closed
Application	- ELECTRICAL CORE				
Component	MODULE, (ANY)				
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report (1)		
Vehicle Scan Report (1)		
Today.jpg		

CONTACT

				Ram		Phone	
Address							
Technician TID/SID			Technician Email				
Training Level	CORE		Contact Via SMS		Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	In Shop	
Visit Log	CUSTOMER STATES VEHICLE STOP MOVING WHEN IN HYBRYD.RESTART AND CHECK ENGINE LIGHT COME ON.			
Duplicated	Yes	Repairs Parts and Tests	LAST VISIT, WE REPLACE PIM MODULE FOR SIMILAR CONCERN-VEHICLE DYING WHEL DRIVING.	
Information Sent				
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILEAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	I'm sending the picture. Thanks.		
Dealer States	ANY UPDATE FOR THIS VEHICLE.		
Dealer States	OK.THANKS		
Dealer States	OK,THANKS		
Agent States	Hey , can you verify transmission fluid level is full and ok? Obtain a transmission fluid sample, check for debris, are there any? Please attach photo of transmission fluid to case for review. Thanks.		
Agent States	had to take few days off for personal concerns, hopefully I have answer.		
Agent States	Still waiting, sorry for delay.		
Agent States	Thanks.		
Dealer States	ANY UPDATE ABOUT THIS VEHICLE.		
Agent States	Yes hi , sorry for delays. I just got several authorizations. has ordered transmission ; Order Num ** since part is on order, case will be closed. Please reopen case if necessary		

REPORT

VEHICLE

VIN		Model Year		Body		L
Built Date		Mileage		MDH		
Engine						
Transmission	DFQ	DFQ				
Emission		Emissions (				

GENERAL

STAR Case ID				Case Status	Closed
Application Group	- ELECTRICAL				
	- ASSEMBLY, GEARBOX				
Primary System	08 -	Sub System	08S - ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

		Ram	Phone	
Address				
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	CUSTOMER STATES THAT WHILE DRIVING ON THE LEFT LANE ON IN ROOM HOUR GOING ALL DASH WARNING LIGHTS TURNED ON AND STATE (SERVICE CHARGING SYS ERROR SHIFT TO PARK WARNING) THE VEHICLE HAD STALLED AND SHUT OFF. GUEST HAD TO COAST TO A TO STOP. AFTER SHIFTING TO PARK AND SHUTTING OFF AND RESTARTING THE VEHICLE ON WITH A CHECK ENGINE LIGHT. CHECK AND ADVISE. GUEST HAS OPENED A CASE WITH				
Duplicated	No	Repairs	TECH PERFORM DIAG DISCONNECTED TRANS CONNECTOR AT TRANS AND PIM CHECKING WIRING OK. VISUAL INSPECTION NO PUSH PIN OR ..ROAD TEST VEHICLE + AND TRANS ARE WORK FINE, RESCAN NO ANY DTC STORE. POSSIBLE VERY INTERM		

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

RESOLUTION

Description Ordered Transmission for the

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION CLAIMS

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi . The Hybrid team will review this and respond back ASAP -		
Agent States	, please pull a sample of transmission fluid in a clear container and capture a of it. The of just the fluid in the clear container. The is of the fluid with a light pressed against the container. Also capture a picture of any metal out of the fluid		
Dealer States	HELLO , I TOOK FLUID SAMPLE AS PICTURES, THANK YOU.		
Agent States	, due to the fluid condition a transmission is needed. I have placed an order for transmission Part Number . Order #: . the transmission is installed please check the HCP for a flash. If there is a then perform the flash. the case .		
Dealer States	THANK YOU .		
Agent States	, per MC direction I have placed a new order for the Transmission Part #: Order #: ** #: due to the getting canceled.		

REPORT

VEHICLE

VIN		Model Year		Body		LIMITED
Built Date		Mileage		MDH		
Engine						
Transmission	DFQ	DFQ				
Emission		Emissions (NAS)				

GENERAL

STAR Case ID			Case Status	Closed	
Application	-				
Component	- WIRING CONCERN				
Primary System	- TRANSAXLE -	Sub System	-	Area of Failure	BEARING DEFECT
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Configuration		
Custom		

CONTACT

Name		-Jeep&Dodge		Phone		
Address						
Technician		Technician Email				
Training Level		CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	13		
Initial Concern	VEHICLE MAMING LOUD NOISE WHEN DRIVING.						
Duplicated	Yes		Repairs Parts and Tests	NONE			
DTC1	P0A3F-00	DTC2	00	DTC3	P1AEE-00	DTC4	00
Information Sent							
Scan Tool Software		Last		Vehicle Off Road or	No	RO	

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified
Agent States	Recommend at this time to follow the diagnostic and report back with your results and the next step per the diag. Thank you		
Dealer States	DO NOT HAVE THAT CODE. STILL WANT ME TO FOLLOW DIAG FOR THAT CODE?		
Agent States	Go to Service Library. The advanced screen shows the DTC's that had been pulled up when the vehicle was written up. You show 's. The other indicate to follow other HCP DTC's . Since your scan report shows no active DTC's this is what I went with.		
Dealer States	OK BUT WITH THE AMOUNT OF NOISE THIS THING MAKES I CANT SEE A COOLANT PUMP HELPING THIS. ALSO WHEN IT GETS REALLY LOUD THE VEHICLE SHUTS DOWN. BASICALLY IS SAYS IS THIS CODE ACTIVE AND ITS NOT SO NOT MUCH TO BE DONE AS FAR AS DIAG FOR IT.		
Agent States	The coolant pump is no the only cause for that DTC. Looking for a testable reason for the PIM replacement as opposed to saying it is making noise. There are not moving parts. It becomes a none issue we if find cause following a diag. I can then order the PIM for you without delay		
Dealer States	DO YOU HAVE A PLACE I CAN SEND YOU A VIDEO. OF IT. I TOLD MY BOSS IM NOT SURE WHY IT MAKES NOISE AS IT DOESNT MOVE SO IM WITH YA THERE. MY WAS IN THE TRANSMISSION BUT THE NOISE IS LOUD AND DEF COMING FROM BEST I CAN TELL THE PMI UNIT.		
Agent States	A video of the noise will not get a new PIM. Please follow the diagnostic and let us know the results and what is indicated as the cause of the concern		
Dealer States	I WASNT LOOKING FOR YOU TO SEND A PMI CAUSE OF THE VIDEO OF THE NOISE. IM TRYING TO FIX THE VEHICLE AS QUICKLY AS POSSIBLE WITH PROPER DIAG. YOU NOW HAVE ME CHASING A CODE THAT ISNT PRESENT. THE DIAG CHART ARE AS FOLLOWS. IS CODE ACTIVE. NO ITS CHECK WIRING WHICH DONE. HOW SHPULD I PROCEDE.		
Agent States	Can you actuate the coolant bypass valve? If the DTC doesn't reset with that. Then proceed with diagnostic.		
Dealer States	ON FOR REPIR ON CODE ALL OF MY RESOVER CIRCUITS ARE OPEN. REPAIR IS TO REPLACE TRANSMISSION WHICH WOULD MAKE SENSE ON THE NOISE ISSUE IM HAVING.		
Agent States	This may sounds odd. Can you check trans fluid level using the . Take a sample . We are looking for how much fluid. Color, any odor and is there any material in the fluid.Please use a water bottle with back lighting (hold up to light any material if there is any) and snap some pictures. They want a picture of the fluid either way. I will be sending the information to our Master Consultant for review. Then it gets sent for authorization Thank you.		
Dealer States	HAVE FLUID SAMPLE AND ITS SO DARK THAT EVEN WITH YOU CANT SEE THRU. ITS DEF BURNT AND LOOKS TO HAVE METAL IN IT. WHERE SHOULD I SEND PICTURES.		

[REDACTED]

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified</i> [REDACTED]
Dealer States	YES IT SMELLS WAY BURNT AND DEF HAS METAL IN IT. PICTURES ATTACHED.		[REDACTED]
Dealer States	[REDACTED] ALSO FULL. [REDACTED]		[REDACTED]
Agent States	Email sent to our Master Consultant for review, then off to get authorization. Thank you, please stand by [REDACTED]		[REDACTED]
Agent States	Transmission has been ordered for you. Number **. Once we get a ETA, we will close the case as you have a repair path to follow. Thank you		[REDACTED]
Agent States	Delivered date is showing . This is a error. Please let us know if you have the shipment. Thank you		[REDACTED]
Dealer States	YES ITS HERE.		[REDACTED]
Agent States	Good deal, that is a record. Once you are done with the install and finish your checks. Request closure if you are set. Or let us know what else we can do for you.		
Agent States	We will be closing the case now. Reopen if you require further assistance		

REPORT

VEHICLE

VIN		Model Year		Body		L
Built Date		Mileage				
Engine						
Transmission	DFQ	DEF				
Emmission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- WIRING CONCERN		
Primary System	TRANSAXLE -	Sub System	- AUTOMATIC
	AUTO		Area of Failure
Customer Complaint / Reason for contact	ON		DEFECT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		-Jeep&Dodge	Phone	
Address				
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	39
Initial Concern	vehicle setting faults and				
Duplicated	Yes	Repairs Parts and Tests	main battery was at charge tested with gr8 and passed, hybrid battery was at 1% vehicle would start and run for then shut off. charged hybrid battery overnight, now starts and drives but after d starts flashing mil light comes on and sets faults and in hcp module. fault is stored by the time i limp it back to the shop. shutting it off then restarting it to go again multiple times,		
DTC1	P0A3F-00	DTC2	P1B03-00	DTC3	DTC4
Information					

			or Tow-in	
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RESOLUTION

Description Transmission

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILEAGE	DATE RECEIVED	STATUS
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , I am sending this case to the Hybrid Team. They will respond. Regards,		
Agent States	Recommend to run the diagnostic. Share your results and what the next step is pointing too. Thank you		
Dealer States	thank you,not sure which fault to pursue if if more important than the other and they are stored at this point so might not read anywhere		
Agent States	They have the same procedure.		
Dealer States	ok, i have completed diag procedures for a3f-00. in it has me check for short to ground on circuits . i have on pin and on pin 7 circuit . circuits , and are infinite and not shorted. results say "replace transmission".		
Agent States	Can you check trans fluid level using the . Take a sample . We are looking for how much fluid. Color, any odor and is there any material in the fluid.Please use a water bottle with back lighting (to highlight any material if there is any) and snap some pictures. They want a picture of the fluid either way.Thank you		
Dealer States	i uploaded pics of the fluid level and condition.		
Dealer States	i uploaded pics of the fluid level and condition as requested.		
Agent States	I have sent the case to our Master Consultant for review. Once it passes, it goes for authorization. Please stand by		
Agent States	transmission has been ordered for you. ** is your number. Once we get an ETA we will close the case . You may reopen if required. Thank you		
Agent States	is your ETA. Closing case at this time. thank you		

REPORT

VEHICLE

VIN	■■
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GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	, (ANY)		
Primary System	00 ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
HYBRID SCN.pdf		
HYBRID ECU DTLS.pdf		
HYBRID ONF RPT.pdf		

CONTACT

Dealer		-Jeep&Dodge	Phone	
Address				
Technician		Technician		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Attempts		In Shop	10
Initial Concern	Check engine light is on. Vehicle dies in flight.				
Duplicated	Yes	Repairs Parts and Tests	Checked for updates and related star cases		
Information Sent					
Scan Tool Software		Last Tech Connect		Vehicle Off Road or Tow-	No
				RO Number	

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILEAGE	DATE RECEIVED	STATUS
					PAID
					PAID
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, thank you for the repair information and reports. Has DTC (and/or) been active? Suggest performing diagnostics for DTC (). Let me know what you find,		
Agent	, any update?		
Agent	, 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 update. Thank you,		
Dealer	Still working on vehicle		
Agent	, thank you for the update. Let me know what you find please.		
Agent	, what did you find?		
Dealer	Followed diagnostic procedure for . Found circuits , , all have resistance lower than . There is no continuity between circuits and ground. No continuity between any circuits with another. Resolver resistances are within spec. No continuity between resolver circuits and ground. No continuity between any resolver circuits and another. All connections check out good. Diagnostic procedure leads to PIM needing to be replaced. PIM is restricted to order.		
Agent	, thank you for the update, I am conducting some research and will update the case.		
Agent	, I apologize for the delay. I am still conducting some research and will update the case.		
Agent	, I apologize for the delay, Suggest retrieving a TRNASMISSION fluid sample in a clear/clean container and then upload pictures of the sample to the case for review please.		
Dealer	Updated case with		
Agent	, thank you for the update and PICTURES. After review and consulting with my supervisor, we determined the transmission will need replacement. Based on the information you have provided. has placed an order for the TRANSMISSION. Part Number: () Order #: (**) Number: (). Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Please close the case at this time. Thank you for using		
Agent	, We are closing this case as part ordered. Once part is replaced and retested, if you need further assistance, just reopen this case or open a new case and reference this one and we can continue. Thanks,		

REPORT

VEHICLE

VIN		Model Year		Body		LIMITED
Built Date		Mileage				
Engine						
Transmission	DFQ	DFQ				
Emmission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group			
Primary System	- ELECTRICAL	Sub System	Area of Failure
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Path	Uploaded By	Downloaded
HV coolant		
Hybrid Config		
Ant Heater.PNG		
Config		
ECU Details.pdf		
Scan		

CONTACT

Dealer		Phone	
Address			
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	c/s stalled, un				
Duplicated	Yes	Repairs Parts and Tests	followed diagnostic procedure for DTC's set. verified coolant level in HV battery coolant reservoir verified no air pockets. inspected manual service disconnect connection. tested terminal tension on connector.no problems found		
Information Sent					

RESOLUTION

Resolution [redacted] [redacted] [redacted] [redacted]

WARRANT CLAIMS

#	CR	DATE	DA	STATUS
[redacted]	[redacted]	[redacted]	[redacted]	PAID
[redacted]	[redacted]	[redacted]	[redacted]	PAID
[redacted]	[redacted]	[redacted]	[redacted]	REJECTED
[redacted]	[redacted]	[redacted]	[redacted]	PAID
[redacted]	[redacted]	[redacted]	[redacted]	PAID
[redacted]	[redacted]	[redacted]	[redacted]	PAID
[redacted]	[redacted]	[redacted]	[redacted]	REJECTED
	[redacted]	[redacted]	[redacted]	SUSPENDED
				PAID
				PAID
PREPNV				PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	The diagnostics have lead to a BPCM for [redacted] and [redacted] ? Since you have found no concerns during the diagnostic.		[redacted]
Dealer	Correct.		[redacted]
Dealer	Correct. I believe all [redacted]'s are leading towards a BPCM. But I do believe needs to approve a HV Battery		[redacted]
Agent	Email to engineering has been sent. Once I hear back. I will relay the information. They may require more testing. I apologize for the late response. The case was kicked off my name. We caught it		
Dealer	Okay. No problem. Just to give you a little more information the customer had this condition before on [redacted]. They were not able to shut the vehicle off so by the time it got towed in the [redacted] Battery was dead. Another tech had it and put a new Battery in it. I did test the battery with a [redacted] and it did pass at this time.		[redacted] [redacted] [redacted]
Agent	Thank you, still waiting on a path to follow from engineering.		[redacted]
Dealer	Just checking to see if there is any update from engineering ?		[redacted]
Agent	There is a discussion. I am trying to get them to wrap it up.		
Agent	Do you have an update on this one? Or have you not been able to get back to it?		
Agent	We discussed the case at our meeting trying to figure it out with engineering. Here are [redacted] things. Get a like vehicle. Verify the cabin heater valve hose routing. They can be crossed. Then, you have a check valve in the system. Verify the arrows are the same. Then, what is the heater status reading. I think the options are off, on or locked. Added a picture to help locate the line for heater status. Thanks		[redacted]
Agent	At this time. They are not thinking it is a battery pack. The thought is that the high temp cabin valve is malfunctioning. There is no diagnostic for this valve. If you could test the circuit. Verify you have command getting to the valve. Then, replace		

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	Sorry for not getting back sooner. I have tested the circuits at the cabin valve with no problems found. I did replace the valve. Since then I compared hose routing with a like vehicle and they are correct. The only thing I was not able to find is the check valve or the heater status. Do you know what module that data would be in?		[REDACTED]
Agent [REDACTED]	Check BPCM [REDACTED], I attached a file to show the data line you want. The other file I had attached was the incorrect one. The check valve is in the hose circuit. Small short tube with an arrow on it. Not sure of the location on the new ones.		[REDACTED]
Dealer [REDACTED]	So I was able to locate the check valve but unfortunately I don't have another vehicle to compare it too. The arrow is pointing to the rear of the vehicle if that is correct direction. Also the HV coolant heater status is off.		[REDACTED]
Agent [REDACTED]	Relayed the info to the team.		[REDACTED]
Dealer [REDACTED]	Any info from the team? I think at this point we have put enough miles on the vehicle without an incident. [REDACTED] going to return the vehicle [REDACTED] customer unless there is more testing you want me to do?		[REDACTED]
Agent [REDACTED]	How many drives cycles and miles are we talking? The question is what corrected the concern?		[REDACTED]
Dealer [REDACTED]	We have put a total of [REDACTED] on the vehicle with roughly [REDACTED] cycles. The only part that I have replaced is the high temp cabin valve. I'm going to drive it some more		[REDACTED]
Agent [REDACTED]	Do you have an update for this case yet? Vehicle released?		[REDACTED]
Agent [REDACTED]	No further questions at this time.		[REDACTED]
Agent [REDACTED]	No further questions at this . Release the vehicle. Thank you for the effort and the prompt responses.		[REDACTED]
Dealer [REDACTED]	[REDACTED] please the vehicle back to the customer [REDACTED] and I just received word from my manager that the vehicle is coming back on the tow truck. I will update when vehicle comes in.		[REDACTED]
Dealer [REDACTED]	The vehicle came in. The customer drove it in saying the vehicle stalled [REDACTED] on the highway. This time though I have no DTC's to go by and HV battery percent is [REDACTED] so I will put it on the charger. Any ideas? I will drive it once the battery is charged to try and duplicate concern.		[REDACTED]
Agent [REDACTED]	We will want to duplicate the concern at this point. Until then, we have nothing to go on. We will want to see new scan, config and ECU ports once you charge and attempt to duplicate		[REDACTED]
Agent [REDACTED]	Thank you. We will also want a scan report after the concern appears. Hoping to catch a DTC to guide us.		[REDACTED]
Dealer [REDACTED]	I have just attached the ECU Details, Scan, and Configuration Reports. No condition yet but I will continue to drive vehicle until concern is duplicated		[REDACTED]
Agent [REDACTED]	Do you have an update for this vehicle?		[REDACTED]
Agent [REDACTED]	Any progress on this vehicle?		[REDACTED]

The remaining pages and data associated with this submission are voluminous or pose a high risk of Personal Identifiable Information (PII) exposure. As such, consumers can request the entire file upon request to the Office of Defects Investigation's Consumer Engagement Division at NHTSA.ODI.CED@dot.gov.