INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

REPORT

VEHICLE

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

GENERAL

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

ATTACHMENTS

File Path	***Uploaded By***	***Date Uploaded***
Vehicle Scan		

[redacted]

		[redacted]	or Tow-in			

RESOLUTION

Description	Transmission

WARRANTY [redacted]

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, this drive motor A code case is better handled by our Hybrid group, I will get it transferred and someone will contact you shortly, thanks		
Dealer States	ok, thank you		
Agent States	,		
Agent States	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.		

[redacted]

[redacted] REPORT

[redacted]

VEHICLE

VIN		*Model Year*		*Body*		LIMITED
Built Date	[redacted]	[redacted]				
Engine	[redacted]					
[redacted]						
[redacted]						

[redacted]

GENERAL

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

Updated By	

ATTACHMENTS

File Path	*Uploaded By*	*Date Uploaded*

[redacted]

Softwa Version		***Search***		***ow-in***			

RESOLUTION

Description	ordered Transmiss

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Agent	, have we been able to clear and duplicate the code? Please upload a picture of the transmission fluid to the case. Thank you.		
Agent	, this case will be transferred into the for further assistance. ken		
Dealer	I duplicated the code . up loaded pictures.		
Agent	Thank you for letting me know, I will submit this for review from the team.		
Agent	. has placed an order for the Transmission. Part Number		

[redacted] [redacted]

[redacted] [redacted] [redacted]
[redacted] [redacted]
[redacted] [redacted]

[redacted] [redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted]

REPORT

VEHICLE

VIN		*Model Year*		*Body*		L
Built Date	[redacted]	*Milea*[redacted]				
Engine	[redacted]					
[redacted]						

[redacted] [redacted] [redacted]

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	INOPERATIVE [redacted] [redacted] [redacted]						
Created Date		*Created By*	[redacted]	*Updated Date*		*Updated By*	

ATTACHMENTS

File Path	*Uploaded By*	*Date Uploaded*

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Sent	[redacted]						[redacted]
Scan Tool Software Version		***Last*** [redacted] ***Search*** [redacted]		***Vehicle Off Road*** [redacted] ***or Te... in*** [redacted]	No	***RO Number*** [redacted]	[redacted]

RESOLUTION

Description	waiting on PIM

[redacted]

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Agent States	Hello. Any add ons or modifications? Any sign or history of water or collision damage? What do you find for of the diag for ? include actual measurements. Also attach a picture of a fluid sample in a clear container taken from the trans drain plug and check for metal in it and verify the trans fluid is full.		
Dealer States	No add ons or modifications as already previously noted while completing ticket. No history of water or collision damage. Diag ( ) clear DTC does it return yes also as previously noted cleared code returns within a . ( ) are there any other PIM codes (NO) also scan report confirms no other codes. inspect PIM connectors inspected as previously noted when		

[redacted] [redacted]

[redacted] [redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted] [redacted] [redacted]

[redacted] [redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

REPORT

[redacted] [redacted]

VEHICLE

[redacted]

[redacted]						LIMITED
[redacted]						
Engine	[redacted]	[redacted]				
Transmission	DFQ	DFQ				
Emmission	Emissions (NAS)					

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	MODULE, (ANY)						
Primary System	08 - ELECTRICAL	Sub System	- ELECTRONIC C[redacted] MODULES	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON[redacted]		
Customer Complaint / Reason for contact	MIL ON						
[redacted] Created Date [redacted]	[redacted]	Created By		Updated Date		Updated By	

ATTACHMENTS

[redacted]

[redacted]	Uploaded By	Date Uploaded

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]			or Tow-in	[redacted]		

RESOLUTION

Description	Transmission assembly is on order.

WARRANTY CLAIMS

CLAIM#	CREATED DATE			DATE REC[redacted]	STATUS
	[redacted]			[redacted]	PAID
[redacted]	[redacted]				PAID
		[redacted] [redacted]	[redacted]	[redacted]	REJECTED
		[redacted]			SUSPENDED
[redacted]	[redacted]				PAID
PREPNV	[redacted]		0		PAID

CONVERSATION (CLAIMS)

Dealer[redacted]t	Detail	Modified By	Last Modified [redacted]
Agent [redacted]	[redacted], kind of confused. Was it previously at your dealer or another dealer for this code? Are you referring to the ? If it is for that code we need the resolver resistance values you measured on of the DTC diag. Also we will need you to drain all the trans fluid through a paint strainer into a clean container and attach images of any debris and images of the fluid in the container and a image of a small fluid sample om a white background (paper towel works great, paper is		[redacted]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, sorry for the delay. I checked and the current ETA is . Since we have the part on order and a ETA I am going to close this case. If you need anything you can reopen the case within the or open a new case and refer to this one. Thanks,		

REPORT

VEHICLE

				Body		LIMITED
Built Date		Mileage		MDH		
Engine						
Transmission	DFQ	DFQ				
Emmission	(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		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

WARRANTY CLAIMS

CLAIM#	CREATED DATE			DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
			4		PAID
PREPN			0		SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, Verify the transmission fluid is at the correct level and then take a fluid sample and inspect for metal debris. If metal debris is present please attach a photo of the sample so we can see the debris.		
Dealer	please explain the relevance of doing that as no part of this code refers to a fluid issue and pretty sure fluid isnt going to change that 0.l. reading on my meter. I have pushed this out of way due to nature of diag being cut and dry .		
Agent	, We typically see metal debris in the transmission fluid with this DTC and we need to document if this has happened.		
Dealer	Picture of transmission fluid condition attached. We used a small magnet on the bottom of the cup to pull the metal up from the burnt fluid.		

VEHICLE

VIN		***Model Year***		***Body***	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***	DRIVEABILITY
Customer Complai for contact	INOPERATIVE				
Created Date		***Created By***		***Updated Date***		***Updated By***

ATTACHMENTS

File Path	***Uploaded By***	***Date Uploaded***

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	What diagnostic did you follow to give you the result? Can we get a scan report added? down		
Agent	What diagnostic did you follow to give you the result? Can we get a scan report added?		
Dealer	I h the scan and configuration reports, and I followed the diagnostic flow ch le motor position A circuit		
Agent	PIM has been ordered for you. Number ** . I will update with a ETA in a . You can update this order to VOR.		
Dealer	Thank you		

[redacted]

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	okay. I will inform my service advisor.		
Agent States	[redacted] new ETA		
Agent States	[redacted], New ETA		
Agent States	[redacted] that		
Agent States	[redacted] is the ETA. However, recommend to make this order VOR if you haven't already. This chip shortage is really slowing us down.		
Agent States	[redacted] new ETA		
Dealer States	[redacted] has been installed concern is fixed thank you		
Agent States	Thank you fo the update on the [redacted] replacement. Closing case.		

[redacted] [redacted]

[redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted]

REPORT

VEHICLE [redacted]

VIN	[redacted]	***Model***		***Body***		L
[redacted]						
[redacted]						
Transmissi[redacted]	DFQ					
Emission	Emissions (NAS)					

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed		
Application Group	[redacted]						
Component Group	- ASSEMBLY, GEARBOX						
[redacted] ***Primary System***	ELECTRICAL	***System***	DRIVE UNIT	***Area of Failure***	NON-APPLICABLE		
Customer Complaint / Reason for contact	MIL ON [redacted]						
Created Date		***Created By***		***Updated Date***		***Updated By***	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

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

CONVERSATION (CLAIMS)

Dealer/	Detail	Modified By	Last Modified
	when you say it wont move do you mean under its own power or when you shift to D it goes right back to park? Please locate the diag here: -Based Diagnostics / MODULE, Power Inverter (PIM) / Diagnosis and Testing - DRIVE MOTOR A POSITION SENSOR and work through the diagnostics and record what you find and measure at . I will need the measured values for to send up for approval of any parts. Please let me know what you find.		
Dealer	YES THE PRNDLE FLASHES AND WONT MOVE UNDER ITS OWN POWER. I WIL UPDATE CASE WITH VOLTAGE MEASUREMENTS.		
	if you have any question on the diag let me know.		
Dealer	FOLLOWED DIAGNOSTIC PROCEDURE , VERIFIED (AND) HAVE CONTINUITY TO GROUND WHEN TESTED INDIVIDUALLY. OF DIAGNOSTIC PROCESS FOR FAILED. REQUIRES TRANSMISSION REPLACEMENT.		

[redacted]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	current is . That being said your parts may want to change the order to VOR for more expedited arrival.		
Agent	is still .		
Agent	I checked for part status update and now the is showing . Please update the case after the part is received and installed.		
Agent	the part has changed to .		

[redacted] [redacted]

[redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted]

RE[redacted]T [redacted] [redacted]

[redacted]

VEHICLE

[redacted]

VIN [redacted]		***Model***		***Body***		LIMITED
Built Date	[redacted] [redacted]	***Mileage***				
Engine						
Transmission	DFQ	DFQ				
Emmission	Emissions (NAS)					

GENERAL

STAR Case ID [redacted]				***Case Status***	Closed		
Application	- ELECTRICAL						
Component	- ASSEMBLY, GEARBOX						
Primary System	08 - ELECTRICAL	***Sub System***	08S - ELECTRIC VEHICLE DRIVE UNIT	***Area of Failure***	NON-APPLICABLE		
[redacted]***omer Comp***[redacted] ***Reason for contact***	[redacted] INOPERATIVE [redacted]						
Created Date		***Created By***		***Updated Date*** [redacted]		***Updated By***	

[redacted]

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

		or Tow-in			

RESOLUTION

Descri	Rep Transmi n

WARR TY

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

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified Date*
Agent	from the fluid I agree looks like a transmission. I will send for approval. -		
Agent	my MC reviewed the case and pictures and requested that we perform the diagnostic checks for - DTC-Based Diagnostics / MODULE, Power Inverter (PIM) / Diagnosis and Testing - DRIVE MOTOR A POSITION SENSOR 1 CIRCUIT. Please reply back with your findings at .		
Dealer	I WILL PERFORM DIAGNOSTICS FOR DTC		

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

RE[redacted]RT [redacted]

[redacted]

[redacted]

[redacted]		[redacted] Year		Body	LIMITED
Built Date	[redacted]	Mileage			
Engine					
Transmission	DFQ	DFQ			
Emmission	Emissions (NAS)				

[redacted]

GENERAL

STAR Case ID				Case Status	Closed
[redacted]cation Group [redacted]	- ELECT[redacted]L [redacted]				
	- ASSEMBLY, GEARBOX				
Primary System [redacted]	08 - [redacted]TRICAL	Sub System	08S - ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON APPLICABLE [redacted]
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

CLAIM#	CREATED DATE	VIN	[redacted]	DATE[redacted]	TATUS
	[redacted]	[redacted]			PAID
	[redacted]	[redacted]			PAID
					PAID
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, so I understand the PIM was replaced for a separate concern. That being said I will still need the diagnostic tests results from the code and what you found at Also will need pictures of the following items.: Sample of transmission fluid in a clear container, transmission fluid level using the tool, and some transmission fluid poured on a white clean piece of paper.		
Dealer States	no shorts to ground no continuity to other circuits tested at no one can find tool to check level but fluid dark has metal and no leaks sent pics of fluid		
Agent States	, I will have to send this for approval for the transmission and or PIM. Did you capture any pictures of the debris? If not can you stir it with a magnet and se if any metal sticks to the magnet?		

[redacted] [redacted]

[redacted] [redacted] [redacted]
[redacted] [redacted]
[redacted] [redacted]

[redacted] [redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted] [redacted] [redacted]
[redacted] [redacted] [redacted]
[redacted] [redacted] [redacted]

[redacted] [redacted] [redacted]

REPORT

[redacted]

VEHICLE

VIN	[redacted] [redacted]	*Model Year*		*Body*		L
Built Date		*Mileage*				
Engine						
Transmission	DFQ	DFQ				
Emmission	(NAS)					

GENERAL

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

ATTACHMENTS

[redacted]

[redacted]

RESOLUTION

Description	Replaced Transmission

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, I will need the measured values on of the diagnostic: - DTC-Based Diagnostics / MODULE, Power Inverter (PIM) / Diagnosis and Testing - DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT. Also please take a sample of the transmission fluid in a clear container. Inspect for swirl in the fluid, metal debris, and shine a light through the fluid and upload		

[redacted]

[redacted]

REPORT

[redacted]

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

GENERAL

STAR Case ID	[redacted]			***Case Status***	[redacted]		
Application Group	[redacted]						
Component Group	[redacted] - BATTERY, HIGH-VOLTAGE						
Primary System	08 - ELECTRICAL	***Sub System***	08Q - ELECTRIC VEHICLE BATTERY SYSTEM	***Area of Failure***	NON-APPLICABLE		
Customer Complaint [redacted] for contact	ON [redacted]						
Created Date		***Created By***		***Updated Date***		***Updated By***	

ATTACHMENTS

[redacted]

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Is there anything aftermarket installed on the vehicle? What is the HV battery state of charge? Are there any issues with charging the vehicle?		
Dealer States	there are no aftermarket parts on vehicle, hv soc is , ibs soc is 88%, no issues charging vehicle		
Agent States	Let's test for proper power and ground at the BPCM. Load test the circuits and inspect the connections for proper pin fit and terminal tension.		

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted]

[redacted]

REPORT [redacted]

VEHICLE

[redacted]

VIN		*Model Year*		*Body*		
Built Date						
Engine		Hybrid Engine				
Transmission	DFQ	EFlite Si-EVT [redacted]				
Emmission	Emissions (NAS)					

[redacted]

GENERAL

[redacted] *Case ID* [redacted]	[redacted]			*Case Status*	Closed		
Application Group							
	- MOTOR, ELECTRIC [redacted]						
Primary System	08 - ELECTRICAL	*Sub System*	08S - ELECTRIC VEHICLE DRIVE UNIT	*Area of Failure*	NON-APPLICABLE		
Customer Complaint / Reason for contact	INTERMITTENT OPERATION						
Created Date		*Created By*		*Updated Date*		*Updated By*	

ATTACHMENTS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPN					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	is the HCP up to date with the l ash? Has the vehicle been in with this before or can you duplicate the codes or are they intermittent? Can you follow the diagnostics and update the case with the results/meter readings for ? Also please inspect the fluid condition and let us know what you find. Thanks,		
Dealer	I reflashed the H en't had the issue come back yet but it was intermittent. I already checked all the transmission circuits and they were all in spec but I didn't log them. It was very time consuming and do not wish to do it a just to log the exact values. The fluid condition was good.		
Agent	thanks for the update. Can we get some test dri any codes reset? If the code resets attach a new scan report and I will request the MC to review.		
Dealer	I finally got some time to drive this more after the flash of the HCP. It took about 8 miles and then the powertrain shut off again. It took of attempted restarts with the hood popped (to get the gas engine to stay on all the time) before the gas engine fired up and I was able to limp it back to the shop. The codes that came back were: - SENSOR POWER SUPPLY		

[redacted]

REPORT

[redacted]

[redacted]

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

GENERAL

STAR Case ID	[redacted]			***Case Status***	Closed
Application Group					
	[redacted]				
Primary System	08 - ELECTRICAL	***Sub System***	08D - BATTERY SYSTEM	***Area of Failure***	NON-APPLICABLE
Customer Complaint / Reason for contact	BATTERY GOES DEAD				
Created Date	[redacted]	***Created By***	[redacted]	***Updated Date***	[redacted] ***Updated By***

ATTACHMENTS

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	Transferring case to Hybrid group. An agent will reach out to you.		
Agent	called to discuss the case, no answer. At this time we need to clear the codes and try to drive the vehicle to duplicate the , this is the code that is causing the problems. This code was not present on the previous VSR so I believe it to be a different concern. The most important thing is weather the code returns active or stored.		

[redacted] [redacted]

[redacted] [redacted] [redacted] [redacted]
[redacted] [redacted]
[redacted]

[redacted]

[redacted]

[redacted]
[redacted]

[redacted]

[redacted] [redacted]

[redacted]

REPORT [redacted]

VEHICLE

[redacted]

[redacted]	[redacted]	[redacted]		[redacted]		[redacted]
[redacted]	[redacted]	[redacted]		MDH		
Engine	[redacted]		[redacted]			
Transmission	DFQ	DFQ				
Emmission	Emissions (NAS)					

GENERAL [redacted] [redacted]

STAR Case ID [redacted]	[redacted]	Case Status	Closed [redacted]
Application Group			
Component Group	, (ANY)		
Primary System	08 - ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON
Customer Complaint / Reason for contact	ON		
Created Date		Created By		Updated Date		[redacted] By	

ATTACHMENTS

RESOLUTION

Description Transmission assembly is on order. Case to be reopened if further assistance is needed.

WARRANTY CLAIMS

CLAIM#	*CREATED DATE*		*DATE RECIEVED*	*STATUS*
				PAID
				REJECTED
				PAID
				REJECTED
				SUSPENDED
PREPNV		0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	*Detail*	*Modified By*	*Last Modified*
Agent	, This code usually is caused by Drive motor A #1 support bearing. Please drain ALL of the transmission fluid into a clean container then strain the fluid through a paint strainer and look for debris. Attach images of the fluid sample and any debris found to the case for review please. Thanks,		
Dealer	attached photos of fluid		

[redacted]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, says it is on backorder but then says an ETA of . The Order is Eligible for Upgrade. Your Parts Manager can upgrade the order for you if needed.		
Dealer	thanks for the update		
Agent	, no problem. Let us know if you need anything.		
Dealer	ok		
Agent	, sending the case back to you in case you need to update the case.		
Agent	, the current ETA is . Let us know if you need anything. Thanks,		
Dealer	thanks!		
Agent	, your welcome. Sending the case back to you.		
Agent	, the current ETA is now . Since we have the part on order and a ETA I am going to close this case. If you need anything you can reopen the case within the or open a new case and refer to this one. Thanks,		

REPORT

VEHICLE

VIN		***Model***		***Body***		LIMITED
Built Date		***Mileage***				
Engine						
Transmission	DFQ	DFQ				
Emmission	Emissions (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	ON						
Created Date		***Created***			***Updated Date***		***Updated By***

[redacted]	REA[redacted]ATE	VIN	MILLAGE	DA[redacted]D	STATUS
PREPNV		[redacted]		[redacted]	PAID

[redacted] (CLAIMS)

Dealer/	[redacted] Detail [redacted]	Modified By	Last Modified Date
[redacted]	can you follow the P0A3F[redacted]he case with the [redacted] results for ? Also please inspect the transmission fluid [redacted]d condition and document you findings. Thanks,		[redacted]
[redacted]	[redacted]ADY DID THE DIAGNOSTICS ON IT AND THE JUMPER [redacted]IM TO TRAN WIRING IS OK AND THE CIRCUITS INTERNAL TO THE TRANS IS OK. I WILL PULL THE CAR BACK IN IN THE [redacted] FLUID AND CONDITION [redacted]		[redacted]
[redacted]	[redacted] ok thanks for the update. Let us know the results when you can.		[redacted]
Dealer States	OK		
	updating the case to keep it active. Let us know what you find. Thanks, [redacted]		
Dealer States	SORRY GOT H[redacted]ERED WITH WAITERS GOING TO PULL IT IN NOW SO I WILL LET YOU KNOW IN A LITTLE BIT [redacted]		
Dealer States	THE FLUID IS ABOUT AN INCH BELOW THE FULL LINE BUT THE FLUID IS CLEAN		

[redacted]

[redacted]

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	OK WE HAVE RECIVED THE PARTS IM TRYING TO FREE UP MY BAYS TO GET THE PARTS IN AND OUT		
Agent States	Ok thanks, I was on hold with the dealership for . Please let me know updates on this vehicle ASAP. Thank you		
Dealer States	WILL DO		
Agent States	Let us know status of vehicle whenever possible, thanks		
Dealer States	THE JOB HAS BEEN TRANSFERED TO ANOTHER TECH AND ITS IN THE SHOP BEING WORKED ON.		
Agent States	Ok thanks, if the tech can take over the case that'd be great. They need to update their SID/TID in the case.		
Agent States	Since another tech is taking over case, this will be closed.		
Agent States	Closing case		

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REPORT [redacted]

VEHICLE

[redacted]

[redacted]				[redacted]	L
[redacted]			MDH		
Engine [redacted]					
Transmission	DFQ	DFQ			
Emission	(NAS)				

GENERAL

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

ATTACHMENTS

[redacted] [redacted]

[redacted]

[redacted] [redacted] [redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted] [redacted]

[redacted] [redacted]

Sent	[redacted]	[redacted]

Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number [redacted]	[redacted]

[redacted]

RESOLUTION

Description	Unable to duplicate concern.

[redacted] [redacted]

WARRANTY CLAIMS

[redacted] [redacted]

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RE[redacted]ED	STATUS
					PAID
					PAID
	[redacted]				PAID
					PAID
					PAID

[redacted]

CONVERSATION (CLAIMS)

[redacted]

Dealer/Agent	Detail [redacted]	Modified By	Last Modified [redacted] Date

[redacted]

[redacted]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	If you are driving it, let's hold on a day and see if you can get it to set. Otherwise, request closure and reopen when you need us again. Thank you		
Agent States	We will need to close the case until we are needed again. Please request closure, then reopen once you have an update for the case.		
Agent States	Please request closure if you can not get back to the vehicle. Then, reopen the case when you returnt o work on this vehicle. We do understand, shops are busy		
Agent States	Any update?		
Dealer States	At this time we have driven and code has not returned. we are releasing vehicle back to customer at this time		

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[redacted]

[redacted] REPORT

[redacted] [redacted] [redacted]

VEHICLE

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

GENERAL

[redacted] [redacted] [redacted] [redacted]

STAR Case ID				***Case Status***	Closed		
Application Group	- ELECTRICAL						
[redacted]	- ASSEMBLY,				[redacted]		
Primary System	08 - ELECTRICAL	***Sub System***	08S - ELECTRIC VEHICLE DRIVE UNIT	***Area of Failure***	NON-APPLICABLE		
Customer Complaint / Reason for contact	BATTERY GOES DEAD						
Created Date		***Created By***		***Updated Date***		***Updated By***	

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
544542					PAID
544542					REJECTED
544542					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
647536					PAID
					PAID

REPORT

VEHICLE

		Model Year		Body		TOURING
Built Date		Mileage		MDH		
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	INTERNAL DEFECT	
Customer Complaint / Reason for contact	PARTS						
Created Date		Created By			Updated Date		Updated By

ATTACHMENTS

[redacted]

[redacted]

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Is anyone going to reply to this ? Customer needs trans ,its on restriction		
Agent States	, your case was just sent to us for handling. Please obtain a transmission fluid sample in a clear cylinder and attach a photo of it to case. Also, we need documented testing results for the DTCs. Which DTC did you follow and can you provide the steps on the flowchart? Thanks		
Agent States	Out bound call made to Tech. He is working on getting the information needed. Possibly Keep us posted on your progress. Thank you		

[redacted]

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[redacted] [redacted]

[redacted]

[redacted] REPORT [redacted]

VEHICLE

VIN		***Model Year***		***Body***	
Built Date					
Engine		Hybrid Engine			
Transmission	DFQ	EFlite Si-EVT Transmission			
Emmission	Emissions (NAS)				

GENERAL

[redacted] ***STAR Case ID***	[redacted]			***Case Status***	Closed		
Application Group							
Component Group	- ASSEMBLY, GEARBOX						
Primary System [redacted]	3 - ELECTRICAL	***Sub System***	08S - ELECTRIC VEHICLE DRIVE UNIT	***Area of Failure***	[redacted] NON-APPLICABLE		
Customer Complaint / Reason for contact	MIL ON						
Created Date		***Created By***		***Updated Date***		***Updated By***	

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	, Is there anything aftermarket installed on the vehicle? Is the DTC active at any time? Can you attach a scan report with an active DTC on it? Please verify the transmission fluid level is correct, get a fluid sample and inspect for debris. If debris is present please attach a photo of it so we can see it.		
Dealer	there are no aftermarket parts installed it is an rental company vehicle. The vehicle doesnt run long enough to see if the codes that are on the vehicle go active but im sure they do because when all codes are deleted and you run the vehicle those codes are the only ones that come back. i will try to check the trans fluid level.		
Dealer	i have removed the fill plug and inserted my pinky into the orifice and i cannot feel where the level of the trans fluid is. should i top off the trans fluid?		
	, Is there any evidence of a fluid leak?		
Dealer	no fluid leaks whatsoever.		

VEHICLE

VIN		***Model***		***Body***	
Built Date					
Engine		Hybrid Engine			
Transmission	DFQ	EFlite Si-EVT Transmission			
Emmission	Emissions (NAS)				

GENERAL

STAR Case ID				***Case Status***	sed	
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	INTERMITTENT OPERATION					
Created Date		***Created By***		***Updated Date***		***Updated By***

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

RESOLUTION

Description	Ordered Transmission

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/	*Detail*	*Modified By*	*Last Modified Date*
States	, have we looked at the transmission fluid yet? Please pull a sample in a clear container and inspect the fluid. Upload pictures of what you find.		
States	Hi . Please stand by while your case is transferred to a hybrid agent for assistance. .		
Dealer States	I have a trans fluid sample from prev STAR case, I'm attaching a picture. Looks clean, no signs of metal shavings or debris		

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[redacted] REPORT

[redacted] [redacted] [redacted]

VEHICLE

VIN		***Model Year***		***Body***		L
Built Date		***Mileage***	[redacted]		[redacted]	
Engine						
Transmission	DFQ	DFQ				
Emmission	(NAS)					

GENERAL [redacted]

STAR Case ID	[redacted]			***Case Status***	Closed [redacted]		
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	ABS/ESP LIGHT ON						
Created Date		***Created By***		***Updated Date***		***Updated By***	

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	Hi , We will get this case transferred to the hybrid group.		
	the VSR you provided has no DTCs. Do we have a VSR with the DTCs initially came in with? Can you provide us with the r of of the diagnostics you performed. Was the code active at the time of testing? - AlexF		
Dealer States	The code appears every time the vehicle is driven and goes stored every time the key is able to be cycled in order to get it back. I will happily test drive and get code to return and rerun a scan if needed. Code has you check all the wires between the pim and resolver which all wires had good normal continuity. Circuits , , , , and . Also checked these 6 for continuity to ground where none was found. Then checked the internal resistances of the resolver. to had to Had and to had Also checked all 6 from trans to ground with out and continuity. The next step in the diag shows to replace PIM.		
	, we will need the VSR with the code active or stored in order for the team to review for part replacement. If the code is always stored then we see it		

[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* [redacted] *Investigation's Consumer Engagement Division at NHTSA.ODI.CED@dot.gov.*

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REPORT

VEHICLE

VIN		***Model Year***		***Body***		TOURING
Built Date		***Mileage***		***MDH***		
Engine						
Transmission	DFQ	DFQ				
Emmission	Emissions (NAS)					

[redacted]

GENERAL

STAR Case I[redacted]	[redacted]			***Case Status***	Closed		
Application Group							
Component Group	, (ANY)						
Primary System	08 - ELECTRICAL	***Sub System***	- ELECTRONIC CONTROL MODULES	***Area of Failure***	NON-APPLICABLE		
Customer Complaint/[redacted] ***for contact***	MIL ON [redacted]						
Created Date		***Created By***		***Updated Date***		***Updated By***	