

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Can you get the DTC to return on a test drive? Have you completed the diagnoctis?		██████
Dealer States	Yes, the code did set while on test drive here but just stored. Checked all the circuit resistance and for short to ground at ██████ and Transmission connector per DTC flow chart. Measurements were within spec. Just wanted to check if there were any other known issues causing this DTC to set. Intermittent PIM operation?		██████
Agent States	This DTC setting latey has shown we may have a transmission as the cause. In process of updating the diagnostics. Please, Check trans fluid level using the ██████. Take a sample . Or drain the transmission if you do not have the ██████, into a clean container. 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. Does anythign stick on a magnet? They want a picture of the fluid either way.Thank you		██████
Agent States	Standing by for update. We do understand shops are busy.		██████
Dealer States	Pictures are attached of fluid in clear bottle.		██████
Agent States	how much fluid. Color, any odor and is there any material in the fluid		██████
Dealer States	Level was fine, fluid burnt and has clutch/metal material in it.		██████
Agent States	Case has been sent for review. Please stand by		██████
Agent States	████████ Transmission has been ordered for you. Number ██████** . ██████. Once you have the order information recorded. Request closure. If you need us again. Reopen the case. You can get your ETA from your Parts Department. Thank you,		██████

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	ECS						
Component Group	, POWER INVERTER ()						
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	CHARGING SYSTEM						
Created Date		Created By			Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan (1).pdf		
Custom		
new		
Vehicle Scan (2).pdf		

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	
Initial Concern	Customer states that the MIL is on along with charging system light. While driving vehicle will cut off.				
Duplicated	Yes	Repairs Parts and Tests	Based off of service history , Transmission, and jumper harness between the have been replaced.		
				DTC4	
Information Sent					
Scan Tool Software Version	Last	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description Replaced

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	This case has been escalated to . My name is and I will be assisting you from here. Please update your case with the latest findings, and let me know what I can do to help. I see in the past this one has had a transmission replaced. Does the , or show any charging activity? Has the vehicle been plugged in to charge the battery on a regular schedule? Please advise. Thanks,		
Dealer States	Vehicle is a carmax vehicle so uncertain of regular charging schedule. We have charged it since being here and charges just fine. When becomes active vehicle shuts off and prndl flashes.		
	The majority of the codes are low voltage codes. Once it is charged up are all systems operating normally then? Do we have a case where the customer is not keeping the battery charged by plugging in? Please advise.		
Dealer States	battery discharged between times the vehicle was brought into shop. After charging battery and tested with , test drove vehicle where vehicle then would shut off and became active. Hybrid battery still had charge left.		
	Spoke with TA and we discussed the current vehicle status and witech POD history. Based on what history shows we discussed verifying the operation on the coolant pumps, coolant level, PDC pin fits and grounds. Once this has been done clear dtcs and retest. Once concern is reproduced send new VSR for review. MC		
	Hello , Do you have any updates?		
	Hi , by the looks of it we have a bad according to the scan report. Has the battery been replaced? If so please attach new scan report with fully charged battery. Thank you		

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	So reading that the [REDACTED] the Transmission, and the harness was replaced? If so there must be something we are missing here? I am reaching out to your TA for assistance, and contacting our Hybrid Support team as well. Please be patient and you will be contacted. Thanks, [REDACTED]		[REDACTED]
Agent States	Outbound call to [REDACTED] at [REDACTED] with no answer. [REDACTED], please let us know where we are at with this vehicle. Is the vehicle still at the dealer? - [REDACTED]		[REDACTED]
Dealer States	Coolant pump, coolant level, pdc pin fit and grounds all tested ok. I've attached new VSR.		[REDACTED]
Agent States	Made an outbound call to [REDACTED] and we reviewed this case. The vehicle is no longer owned by a person. It currently owned by a used car lot. I suggested [REDACTED] check transmission fluid level, Fluid sample and submit the test results from the [REDACTED] diag. [REDACTED]		[REDACTED]
Dealer States	Resistance of circuitry from [REDACTED] to Transmission is [REDACTED], resistance across circuit [REDACTED] and [REDACTED] is [REDACTED], [REDACTED] and [REDACTED] is [REDACTED], [REDACTED] and [REDACTED] is [REDACTED]. Fluid level checked out ok.		[REDACTED]
Agent States	Thank you [REDACTED]. Case and all information is under review. [REDACTED]		[REDACTED]
Dealer States	Any update on case status, [REDACTED] is requesting update.		[REDACTED]
Agent States	I apologize for the delay [REDACTED]. With everything checking out following the [REDACTED] Diagnostics, and with the transmission, [REDACTED] and harness replaced. We need to know what they are doing with the vehicle, Please verify, that you are able to duplicate the concern. [REDACTED]		[REDACTED]
Dealer States	Vehicle cuts off after running for [REDACTED], unable to drive vehicle in or out of the shop without it cutting off.		[REDACTED]
Agent States	Hi [REDACTED], can I please get the Serial Number of the currently installed transmission. Thank, [REDACTED]		[REDACTED]
Agent States	Case under engineering review for direction.		[REDACTED]
Dealer States	Attached photos of only serial like numbers I could find on transmission or [REDACTED]. Where would the serial number be located at on a Si-evt transmission?		[REDACTED]
Agent States	I have reviewed the case and emailed the transmission engineer for additional guidance. [REDACTED]		[REDACTED]
Agent States	Waiting direction		[REDACTED]
Agent States	Thank you [REDACTED].		[REDACTED]
Dealer States	Customer and service manager asking if there is any new updates at this time.		[REDACTED]
Agent States	[REDACTED], engineering is requesting that we reperform the published diagnostics for code, [REDACTED] very carefully and document all our findings. Please attach all test results for review. [REDACTED]		[REDACTED]
Dealer States	Circuit [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED] have [REDACTED] from [REDACTED] to transmission assembly harness connector. Circuit [REDACTED] has [REDACTED] from [REDACTED] to transmission assembly connector. Circuits [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED] has no continuity to ground. Found all before mentioned circuit to have no continuity to any other circuits in [REDACTED] connector or Transmission assembly. Resistance in [REDACTED] to [REDACTED] is [REDACTED], [REDACTED] to [REDACTED] is [REDACTED], [REDACTED] to [REDACTED] is [REDACTED]		[REDACTED]
Agent States	Thank you [REDACTED]. All information has been forwarded to engineering. I will keep you posted on their course of action. [REDACTED]		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Good morning [REDACTED]. We have authorization on the transmission replacement. I have ordered the transmission for you. Si-[REDACTED] P/N: [REDACTED], [REDACTED] (9) flywheel to damper bolts [REDACTED], and [REDACTED] (2) new Cooler Hoses, [REDACTED] and [REDACTED]. Order #: [REDACTED]** I will be putting in a FasTrack on the transmission. Please let me know when you receive the part. Thanks and keep me posted, [REDACTED]		[REDACTED]
Agent States	FasTrack Retention #: ([REDACTED])		[REDACTED]
Dealer States	After replacement of transmission during test drive vehicle started bucking then cut off. MIL then illuminated with dtcs [REDACTED] and [REDACTED].		[REDACTED]
Agent States	Hello [REDACTED], I have ordered a [REDACTED] for you. [REDACTED], P/N: [REDACTED] Order #: [REDACTED]** Looks like it is on backorder. Please have parts put it on VOR, and update the case as soon as you have an ETA. [REDACTED]		[REDACTED]
Dealer States	[REDACTED] has an ETA of [REDACTED] at this time.		[REDACTED]
Agent States	Thank you. ETA - [REDACTED]		[REDACTED]
Agent States	Hi [REDACTED], did you receive the [REDACTED]? Please let me know where we are at with this vehicle, [REDACTED]		[REDACTED]
Dealer States	After replacement of [REDACTED] test drove vehicle [REDACTED] with no issue, recharged hybrid battery then drove an additional [REDACTED], after letting vehicle sit over night, with no issues. Everything working as designed at this time.		[REDACTED]

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	, (ANY)						
Primary System	08 - 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
Vehicle Scan Report.pdf		
Configuration Report.pdf		
pins.jpg		
pins.jpg		
fluid		
fluid sample on		

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	C/S charging system error and kills power to vehicle and when running the vehicle lacks power and MIL on,				
Duplicated	Yes	Repairs Parts and Tests	is stored, if you erase the DTC and drive again it will come back. I followed diag for the DTC, all of the resolver circuits are good, they are not shorted to any other circuits, and have , and have , and have all good according to diag sheet, no continuity between ground and any resolver circuit also in the PIM has pins that seem to be discoloured, Pictures included.		
DTC1	P0A43-00	DTC2			

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

RESOLUTION

Description NA

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	usually when I see multiple pins discolored I want to take a look at the ground. Can you remove and inspect the for any issues? Can you inspect the Pins in the connector for proper pin tension?		
Dealer States	is good, I cleaned the surfaces anyways. Pin tension is ok. I compared pin tension to like pins for a comparison.		
Agent	thanks for the update. Can you inspect the transmission fluid and condition and let me know what you find. Engineering is requiring a fluid report on all these transmissions if we are considering replacing them. Please attach an image of a fluid sample on a white paper towel or paper.		
Dealer States	Are you thinking there is a transmission concern? The discolored pins are in the PIM. I have attached the pictures of the fluid. Thanks		
Agent	sorry I misread the diag and thought the resolvers were out of spec. Usually, for this DTC it's a trans issue but there is usually some indication of an internal failure seen in the fluid. Has this reset since clearing? The is the DTC that is requesting the MIL. Can we update the HCP and AHCP and see if any DTC's reset on a road test? If DTC's reset please update the case with a current scan report. Thanks,		
Dealer States	was set after I powered up the high voltage battery and went stored after a key cycle and was not on when the vehicle came in originally. I updated the HCP and the AHCP and after a test drive no DTCs returned.		
Agent	is this the the vehicle has been in with this DTC? Can we try and get another test drive on the vehicle too see if we can get the DTC to reset?		
Dealer States	Yes this is the in with this DTC. C/S at or less HV battery power the concern will happen after a long drive. I have put with no returning DTC. Customer also states when the concern happens the vehicle will lose all power and become unresponsive.		
Agent	Thanks for the update. Engineering is going to want us to duplicate the DTC since there was a flash update. I will ask the MC to review to see if we can replace the PIM for customer satisfaction. I will let you know what I find out.		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	████, sorry for the delay. The MC thinks this is more of a transmission concern vs a PIM issue. But she would like you to be able to duplicate the concern before we replace anything.		████████
Dealer States	The customer is picking up the vehicle █████. I was unable to reproduce the concern. The customer is going to monitor and report back if concern returns.		████████
Agent States	████, thanks for the update. Let's leave this STAR case open for a few days just in case the customer returns.		████████
Agent States	████, since there has been no update on this one I am going to assume the customer hasn't returned and I am going to close this STAR case. If you still need assistance you can reopen the case within the █████.		████████

REPORT

VEHICLE

		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	, 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					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

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

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	9
Initial Concern	Vehicle loses all power and will not restart.				
Duplicated	Yes		Repairs Parts and Tests	Updated PCM, AHCP and HCP	
					DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description	waiting on pim
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello. What do you find for █████ of the diag for █████? Include your actual measurements for █████ please. █████		████
Dealer States	████, █████, █████, █████, █████, █████. All have █████ between █████ and trans harness connector, █████ to ground, █████ to any other circuits. Resolver resistance is █████ between █████ and █████, █████ between █████ and █████, █████ and █████ and █████. There is █████ between the resolver circuits in the transmission. There is no continuity between any other circuit and the resolver circuits in the trans.		████
Agent States	████ would mean they are all shorted and have perfect continuity. You may want to retest with another meter as that should not be possible. Even the test leads have some resistance.		████
Dealer States	Forgive me but I meant open to ground, open between other circuits. I understand that test leads have resistance. If done correctly you touch your leads together and subtract that resistance from your result. So the circuits in █████ have between █████ and █████ of resistance in █████. The resolver circuits in the trans are open between other circuits.		████
Agent States	Thanks. I ordered the pim. Please confirm the order and any ETA it shows let me know. Order number █████**		████
Dealer States	I have checked with parts and confirmed the █████ has been ordered. There is no ETA for part arrival.		████
Agent States	ok thanks. Please close this case until it arrives then. You can reopen then if needed. █████		████

REPORT

VEHICLE

VIN		Model		Body		LIMITED
Built Date		Mileage				
Engine						
Transmission	DFQ		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	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (3)		
Configuration Report (		

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	7
Initial Concern	C/S vehicle shuts off while driving. C/S you have to get out of the vehicle with the ignition off and hit the lock button before the vehicle will start back up.				
Duplicated	Yes	Repairs Parts and Tests	PIM has been replaced. All grounds have been removed and checked and cleaned. All PIM circuits have been checked for shorts or any open. I have checked pin and terminal connections and did drag test. All modules are up to date. Resolver circuits between PIM and transmission have [REDACTED] resolver circuits are open to ground and to each other. [REDACTED] and [REDACTED] have [REDACTED], [REDACTED] and [REDACTED] have [REDACTED], [REDACTED] and [REDACTED] have [REDACTED]. There is no continuity between the resolver circuits and any other circuits.		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Information Sent					
Scan Tool Software		Last [REDACTED]	Vehicle Off	No	RO Number [REDACTED]

Version		Search		Road or Tow-in		
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RESOLUTION

Description Ordered transmisison.

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, please take a sample of the transmission fluid in a clear container. Inspect for level, condition and metal debris. Upload pictures of what you find. █████		████
Dealer States	The fluid level is correct. I found metal debris in the fluid. The sample was taken from the drain plug and the area was cleaned before the plug was removed. Pictures uploaded.		████
Agent States	████, I will send for approval. █████		████
Agent States	████, heard work back from my MC. Transmission has been approved. Part number █████ has been ordered. Order number: █████**. You will have to order (9) flywheel to damper bolts █████. Your parts can look up ETA with the above information. Please close the case at this time. since the transmission has been ordered. █████		████

REPORT

VEHICLE

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

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	- ELECTRICAL					
	- 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
ECU Details Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report.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	In Shop	7		
Initial Concern	while driving the vehicle loses power, shift to park message appears and vehicle will not drive until ignition is cycled					
Duplicated	Yes	Repairs Parts and Tests	perform test procedure for code			
Information Sent						
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Ordered Transmission
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WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	██████, what was the results of the resolver resistance testing found here: █ - DTC-Based Diagnostics / MODULE, Power Inverter (PIM) / Diagnosis and Testing ██████ - DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT. Please share the measured values with me. Then Check the transmission fluid level with the special tool. and upload a picture of it. After that please take a sample of the transmission fluid in a clear container and inspect the condition and inspect for metal debris when shinning a light into the fluid sample. Upload pictures of the fluid sample for review. Most likely your results will point to a transmission as the cause. Let me know what you find. ██████		██████
Agent ██████	██████, this case is being transferred into the ██████ for assistance. █		██████
Dealer ██████	The resistance test results are as follows: (██████) Resolver A Sin Hi ? (██████) Resolver A Sin Lo ██████ (██████) Resolver A Cos Hi ? (██████) Resolver A Cos Lo ██████ (██████) Resolver A Excitation Hi ? (██████) Resolver A Excitation Lo ██████ All circuits passed a load test, none are shorted to voltage, ground or each other. AREA REP IS REQUESTING PART TO BE EXPEDITED AND EXPECTED ETA DUE TO DOWN DAYS		██████
Agent ██████	██████, thank you. I will still need the pictures of the transmission fluid sample. I do not know if I can expedite the part your parts may have to after I place the order. Once I have the fluid sample pictures I will be able to place the order. ██████		██████
Dealer ██████	Good morning. I have attached a pic of the fluid sample, there is quite a bit of metal debris suspended in the fluid		██████
Agent ██████	██████, thank you. Due to the fluid condition I have placed the order for the Transmission Part #: ██████ Order #: ██████** ██████ #: ██████. Your parts should be able to change it to VOR to expedite it. They can also track the eta. Feel free to close the case at this time. ██████		██████
Dealer ██████	Thank you!		██████
Agent ██████	██████, feel free to close the case at this time since the part has been ordered. - ██████		██████

REPORT

VEHICLE

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

GENERAL

STAR Case ID					Case Status	Closed			
Application Group									
Component Group	, (ANY)								
Primary System	08 - ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES		Area of Failure	CHARGING SYSTEM DEFECT			
Customer Complaint / Reason for contact	DIAGNOSTIC PROCEDURE								
Created Date		Created By				Updated Date		Updated By	

ATTACHMENTS

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

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	21		
Initial Concern	VEHICLE SHUTS OFF WHILE DRIVING AND WOULD NOT RESTART AFTER SHUTTING OFF.						
Duplicated	No		Repairs Parts and Tests	FOLLOWED THE PROCEDURE FOR [REDACTED] NO CONNECTORS HAD CORROSION, OR DAMAGES. NO PARTS HAVE BEEN REPLACED.			
[REDACTED]	[REDACTED] - 00	DTC2	[REDACTED] - 00	[REDACTED]		DTC4	
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Released to customer for further driving.
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WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	██████, this ██████ is a odd code we don't see too often. And it usually sets with a bunch of other codes. Is the code always active? Can you load test the ██████ battery with the ██████ and let us know the required charge time and CCAs? If the battery has a excessive charge time (██████) or test ██████ we will need to replace the ██████ battery. Then reflash the BPCM and road test to see if the DTC resets.		████████
Dealer ██████	YES THE CODE ██████ STAYS ACTIVE. TESTED THE ██████ BATTERY WITH THE ██████ AND IN ██████ THE BATTERY PASSED AS A GOOD BATTERY AT ██████		████████
Agent ██████	██████, thanks for the update. So there isn't any issues with the ██████ battery. If you perform a ██████ battery disconnect will the code go to a stored state. Let us know the results.		████████
Dealer ██████	RE INSTALLED THE BATTERY CABLE AFTER ██████ AND THE CODE SET TO STORED.		████████
Agent ██████	██████, thanks for the update. Can we clear the codes and road test and see if any codes reset? If any codes reset please update the case with a new scan report and we can go from there.		████████
Dealer ██████	TEST DROVE VEHICLE AROUND ██████. NO CODES ARE PRESENT AT THIS TIME.		████████
Agent ██████	██████, thanks for the update. At this time all we can really do is drive the vehicle in attempt to duplicate the concern again. Let us know if you are able to duplicate the concern.		████████
Dealer ██████	██████ TESTED THE VEHICLE OF A TOTAL OF ██████, COULD NOT DUPLITACE THE CONCERN OR GET CODES TO SET AT THIS TIME.		████████
Agent ██████	██████, thanks for the update. Since we have been unable to duplicate the concerns we may have to release the release the vehicle back to the customer for further driving.		████████
Dealer ██████	vehicle was released to the customer for further driving.		████████
Agent ██████	██████, thanks for the update. Since the vehicle was released I am going to close the case for now. 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 Year		Body		TOURING
Built Date		Mileage				
Engine						
Transmission	DFQ	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	ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
thumbnail_IMG_0511.jpg		
thumbnail_IMG_0512.jpg		
Scan		
RESOLVER		

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4		
Initial Concern	customer states service charger light comes on and check engine pops on and off						
Duplicated	Yes		Repairs Parts and Tests	i have 2 dtcs for the resolver and obcm module that i havent seen before and just want to check if its a issue i havent done the software updates yet because i wanted to ask [REDACTED]			
DTC1	P0A43-00	DTC2	U11F8-00	DTC3	B22A9-87	DTC4	
Information Sent							

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

Description Ordered transmission

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, this may be lets concentrate on the . Please perform the resolver resistance tests found here: - -Based Diagnostics / MODULE, Power Inverter (PIM) / Diagnosis and Testing - DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT. reply back with the measured results. Then check the level of the transmission fluid using the special tool and upload a picture of the result. Finally pull a sample of the transmission fluid in a clear container and inspect for metal debris. Upload pictures of the fluid sample. Let me know what you find.		
Agent States	Transferring case to Hybrid group.		
Dealer States	they cant find me the they have been looking for i told my manager and he said he will see if we can burrow it from another dealer		
Agent States	, don't worry about the level. Just pull the sample and submit pictures. Also perform the diagnostic for the resolvers.		
Dealer States	ok ill do that right now		
Agent States	, sounds good. Just a note I will need the resolver resistance results and the fluid sample pictures. I will wait for an update.		
Dealer States	ill have to check the resistance in the morning but the fluid is preatty dark and has metallic shinny metal reflecting in the flash light its almost black the fluid		
Agent States	, that's what I was expecting with this code. Please submit pictures to the case of the fluid.		
Dealer States	i have uploaded pictures of the fluid to the best the camera could do i cant seem to get the metallic look on the camera do you still need me to check the resistance of the resolver i haven't got time to do that		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	█████, we need the resolver resistances to confirm the transmission is the cause and there is not an addition issue. █████		████████
Dealer States	i measured the resolver a resistances per diag of █████ drive motor a position sensor circuit intermittent █████ measured to █████ measured at █████ which is in the middle of the spec from ██████████ █████ measured to █████ measured at ██████████ which is in the middle of ██████████ and █████ measured to █████ measured out at ██████████ spec was ██████████ so everything appears to be in spec for the resistances i have uploaded pictures as well		████████
Agent States	█████, thank you. Due to the fluid condition the transmission will be needed. I have placed the order for the Transmission Part #: ██████████ Order #: █████** █████ #: ██████████. Your Parts can track the ETA using the above information. █████		████████

REPORT

VEHICLE

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

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Component Group			POWER DISTRIBUTION (PDC)
Primary System	08 - ELECTRICAL	Sub System	- POWER DISTRIBUTION SYSTEMS
Customer Complaint / Reason for contact	NO START	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

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

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts		In Shop	
Initial Concern	AFTER DRIVING FOR ABOUT THE VEHICLE SHUT OFF AS DRIVING. SHE WAITED FOR ABOUT AND THEN VEHICLE WAS ABLE TO RESTART CUSTOMER HAD VEHICLE CHECKED UP NORTH BY A DEALER AND THEY PERFORMED A SOFTWARE UPDATE				
Duplicated	No	Repairs Parts and Tests	NONE NO DTC PRESENT		
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description Tech stated vehicle has left.

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, I know you have no codes, but please attach a scan report so that I can check part numbers and flashes. Is this allegedly shutting off in electric mode or gas mode? █████		████
Agent States	I need a response and a scan report. Please.		████
Dealer States	THE CUSTOMER STATES THAT SHE ASSUMED SHE WAS IN GAS MODE BECAUSE SHE HAD BEEN DRIVING FOR █████ AND ITS HER UNDERSTANDING THATY ELECTRIC MODE ONLY HAS █ TO █████ RADIUS AS WELL SHE WAS GOING HIGHWAY SPEEDS		████
Agent States	True. Electric mode has limitations. Please attach a scan report.		████
Dealer States	I attached them from the scan report from last update		████
Agent States	I'm sorry, █████. I don't see any files attached to this case.		████
Dealer States	just added it again		████
Agent States	I would clean and torque the battery ground and perform █████ tests. Sometimes they pass the █████ and fail the █████.		████
Agent States	Looks like the █████ and █████ were updated.		████
Agent States	It might be nice to know what module was updated, but from comparing the scan report to █████, the only module that is behind is the █████. It's at the AG level and the latest update is AI. I don't see anything that would indicate an issue with shutting off while driving. Have you done █████ tests? Did she say that it stumbled and stalled or lights and everything went dead? I know she thinks it was in gas mode, but there is nothing to indicate a CKP, loss of communication or any fuel system or ignition codes. █████		████
Agent States	Thanks, █████. I've got it now.		████
Dealer States	NO HAVE NOT DONE █████ TESTING YET WHEN I TEST DROVE THE VEHICLE IT GROVE IN SPEC. DIDNT SHUT OFF OR ANYTHING BUT I DIDNT DRIVE IT FOR █████ EITHER		████
Agent States	So is the customer stating that this shut off again AFTER the █████ and █████ updates were done at the other dealer? If you can't duplicate this, the only other option I can see is to either let this idle for █████ and drive it, have the customer demonstrate this for someone at your dealer, install a flight recorder or return it to the customer.		████
Dealer States	yes correct it was still shutting down after the software update		████
Agent States	With no codes or warning messages, we need more input from the customer. I'm not sure that a flight recording would help, but it might tell us something.		████
Dealer States	I just let it sit for bout █████ after driving it and it shut off at idle		████
Agent States	Are any codes set? Did it stumble like it ran out of gas or the fuel pump shut down? Did the battery go dead?		████

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	it just shut down cluster went blank but it started back up with no problem still no codes present at this time		████████
Agent States	Have you checked fuel quality? No contamination or debris in the gas?		████████
Agent States	This case is being transferred to the Hybrid group.		████████
Agent States	If you have a turtle light on. What DTC' is set? We need a new scan report please.		████████
Agent States	TA: I called the service manager and requested a new scan report.		████████
Agent States	TA ████████ tells me that your SM stated that the turtle light is coming on. I have reached out to the Hybrid master consultant at ██████ for direction from here. ██████		████████
Dealer States	NO DTC WERE SET SENT SCAN REPORT		████████
Agent States	We need to verify what is shutting down. Put a fuel pressure gage on and tape it to the windshield. So you can monitor the pressure and watch when it shuts down. Did you loose pressure? Attach a flight recorder as well when you take it out. If it is not the fuel pump. Then, hopefully you can catch something that is shutting down. When it does shut down. You do loose the dash as well? How about power steering?		████████
Dealer States	DASH DOES GO OUT NOT SURE IF STEERING GOES AS WELL		████████
Agent States	When you get it to duplicate, let us know your results.		████████
Dealer States	hello tested the fuel pressure and its normal when it shuts down the whole car just shuts down I charged it for ██████ to ██████ so it could have a full charge n still shutting down still no dtc's test drove it. Drives like there is nothing wrong I left it on in idle it just cuts off after a ████████ everything shuts down the dash and the power steering is shutting down		████████
Agent States	TA: Inspected this vehicle with the tech and found It now has fault codes for the ██████. ██████, ██████ in the PCM. HCP codes ██████ & ██████. ABSO: ██████.		████████
Agent States	CAC / CRT Escalation ██████ ***		████████
Agent States	█████, did we pull a VSR? If so please upload it on the vehicle. Per the codes I would recommend we look at the DPT circuits. Test for resistance, pin tension, etc. Also check the pin tension in the BPCM LV connector. -SethS		████████
Agent States	█████, Please let us know how it's going. Did you get the parts ordered and have they been received yet? ██████		████████
Agent States	We are now ██████ down. What is the status of the diagnostic?		████████
Agent States	█████, As we discussed when I was there, please go ahead and completely go through the wiring for the fuel pump. Make sure all the pins in ████████ are tight, replace the fuel pump relay, replace the fuel pump unless you find an obvious problem in the wiring. Make sure you look closely at the connector and terminals on the PDC from the relay. Let me know when you get this done and retest the vehicle running in the shop.		████████
Agent States	█████, it looks like the fuel pump relay is internal of the PDC. You'll have to replace the PDC if you thinkk the relay is the problem. ██████		████████
Agent States	Any update on this one? -SethS		████████
Agent States	Recommend to start pulling primary grounds off and checking for arching, or over heating indications. Engine block, Transmission and frame grounds.		████████
Dealer States	VEHICLE HAS LEFT		████████

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	- FLUID / FILTER						
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
Configuration Report		
Vehicle Scan Report.pdf		

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	In Shop	
Initial Concern	CUSTOMER STATE THE CHECK ENGINE LIGHT ON			
Duplicated	Yes	Repairs Parts and Tests	NONE CHECK FOR CODE	
Information Sent				
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description	Trans
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Recommend to run the diagnostic for █████. Let us know your results. This is the █████ in fore this DTC.		████
Dealer States	████ I HAVE CONDUCTED A █████ DIAG I FOLLOW THE CHART AND I'M STUCK AT NUMBER █████ DON'T UNDESTEND HOW TO MEASUREMENT FOR RESISTANCE ON 2 DIFFERENCE PIN WHAT DO YOU WANT ME TO DO WHEN I TEST THE PIN I GET OL SO WHERE DO I GO NOW		████
Agent States	You area taking █████ by touching █████ at once on the connector. Are all of them OL or just █████? Are the other 2 out of spec as well?		████
Dealer States	ALL █████ FROM █████ TO █████ OL, FROM █████ TO █████ OL AND █████ TO █████ OL		████
Agent States	Started the email chain to engineering. Once I hear back. I will let you know		████
Dealer States	ok thanks		████
Agent States	No Problem		████
Agent States	Ok, they would like to drain the trans fluid into a clean container. We are looking for how much, color is there an odor and is there any metal in the fluid. Can you take some pictures of anything you find. You can use a white piece of paper to help show the material in the fluid.		████
Dealer States	ok		████
Agent States	Keep us posted		████
Dealer States	can you send me an email to send the photos and the fluid is dark and small burn		████
Agent States	Photos can be attached to the case. If you don't have the ability. then email █████ Also how much fluid? Anything in the fluid?		████
Dealer States	I SEND AND EMAIL WITH THE PHOTOS AND NO METAL OIL IS BURN AND DARK		████
Agent States	How much fluid came out? The fluid is black, but smells burned. No metal seen in the fluid? The video's sent are not in windows media format. Our computers are locked down and are barebones. Has to be in windows media player format.		████
Dealer States	THERE WAS █████ OF FLUID AND SMELL BURN I SEND YOU THE PHOTOS NO WAY TO SEND VIDEO THATS HOW MY PHONE IS SORRY		████
Agent States	With no metal in the fluid. Passing it up		████
Dealer States	WHAT DO YOU MEAN BY PASSING IT UP WHAT DO YOU WANT ME TO DO		████
Agent States	I am building the email for review. So, I will be passing it up the chain for you		████

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	OK		
Agent States	No problem. Now we wait		
Agent States	We have authorization. What I need now is the trans part number to order the new version. Should be [REDACTED] then [REDACTED]. What are the letters?		
Dealer States	CF		
Dealer States	[REDACTED]		
Agent States	[REDACTED]		
Agent States	Updated [REDACTED]		
Agent States	Updated [REDACTED]		
Agent States	[REDACTED]		
Agent States	[REDACTED] remains the [REDACTED]		
Agent States	New [REDACTED]		
Agent States	Updated [REDACTED]		
Agent States	[REDACTED] remains [REDACTED]		
Agent States	[REDACTED] remains [REDACTED]		
Agent States	[REDACTED] Trans has been ordered for you. This is an updated unit and will require. [REDACTED] (9) [REDACTED] to damper bolts [REDACTED], and [REDACTED] (2) new Cooler Hoses, [REDACTED] and [REDACTED].		
Agent States	Screen of order screen added.		
Agent States	[REDACTED]		
Dealer States	HI [REDACTED] THE TRANSMISSION ARRIVE [REDACTED] ON [REDACTED] I HAVE INSTALL THE TRANSMISSION AND TEST DROVE OK NO FUTHER REPAIR NEEDED AT THIS TIME		

REPORT

VEHICLE

VIN		Model		Body		LIMITED
Built Date		Mileage		MDH		
Engine						
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 CONTROL MODULES		Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INTERMITTENT OPERATION						
Created Date		Created By			Updated Date		Updated By

ATTACHMENTS

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

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	26
Initial Concern	Customer states the van shuts off while driving and will not start back up afterwards.				
Duplicated	Yes	Repairs Parts and Tests	i pulled the code, tested the main battery because the said they had to jump start it.. The battery passed. performed the loss of comms test through witech and everything is online while the code is active. while looking at the vehicle scan report i saw the power lift gate had just question marks where the vins should be at and the radio only has part of the vin.		
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description | We are closing this case as part ordered.

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	Ok , sounds great. If the order goes through ok, please get an ETA on the radio for the case record. If it is on restriction, let me know and I will get you to the correct person to assist with that too. Thanks again. .		
Agent	Okay I'll go try and order a radio now		
Agent	Ok , thanks much for that info. has stepped away for a moment and I'm assisting with her cases. It sounds like all the needed connections are in place and I find no issues with the findings so far. With that being the case, the most likely cause for the concern is the module reporting the concern and in this case, that would be the radio so the next step would be to replace it and retest operation. With the vehicle being so new it may be on restriction and if you find that is the case, let me know and I'll have your case transferred to assist with the order. .		
Agent	So after it stalls, the battery voltage is still , code is still active in the radio only? So we know the battery is not dead. Access the green CAN C star connectors and disconnect them at a time, do any allow the code to go stored?		
Agent	I disconnected the cab c star connectors at a time and the never went stored.		
Agent	Per : It just shuts down. And okay I'll check that star case right now		
Agent	Thanks. Let me know what you find. .		
Agent	Per : There was no pins bent on the PDC or the connectors		
Agent	Thanks for the update. ?So when it just shuts down, without cycling the key can you communicate with everything? What does the , RFH, and show for key status? What do they show for battery voltage? .		
Agent	Yeah without key cycled the pod still reads everything and everyone is communicating. Even after disconnecting and connecting the battery my code is still there and active still . EB With car not running my battery voltage is after it stalls, the battery voltage is still , code is still active in the radio only? So we know the battery is not dead. Access the green CAN C star connectors and disconnect them at a time, do any allow the code to go stored?		
Agent	Quiq conversation: Thank you for contacting . My name is . I see you are working on a that is stalling, correct? Yeah. Can you duplicate the stalling? and when it won't restart is it a crank no start or a no crank no start? Are any messages displayed when the vehicle will not restart? replied: I can duplicate the stalling but have not be able to duplicate the no start part. When I got it to stall I just cycled the key and it started back up .		
Agent	Collaborated with Drivability/: Does it stumble stall or ht off like with the key, does dash stay lit up? Is the engine shutting off for a hybrid/ electrical drive event. . : please review: star online publication: is for PDC connection concerns with code		
Agent	With car not running my battery voltage is		
Dealer	was able to order the radio		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████: We are closing this case as part ordered. Once part is replaced and retested, if you need further assistance, just reopen this case and we can continue. Thanks, ██████		████████

REPORT

VEHICLE

VIN		Model Year		Body		TOURING
Built Date		Mileage				
Engine						
Transmission	DFQ		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	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

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

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Customer states the check engine light is on. and at idle there is a high pitch humming noise. And the car has stalled on the customer serval times				
Duplicated	Yes	Repairs Parts and Tests	none, I did have the code driver motor "A" position sensor circuit. but after performing the for the other codes I had and . I can not get the to come back. But while driving the car and at a red light you can hear the PIM making a very loud high pitch humming noise.		
Information Sent					
Scan Tool	Last	Vehicle	No	RO Number	

Software Version	Search	Off Road or Tow- in	
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RESOLUTION

Description Ordered transmission.

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	██████ called ██████ to discuss the concern. ██████ stated that she has been unable to duplicate the code but is able to duplicate the noise. ██████ requested the following things: a video recording of the noise, a picture of the transmission fluid level check using the special tool, a picture of the transmission fluid sample in a clear container and a picture of any metallic debris found in the fluid. ██████		██████
Dealer ██████	i couldnt get a video of the noise you cant hear it though the video. but i have a picture of the fluid level and the metal that's in the fluid		██████
Agent ██████	██████, I will send for approval. ██████		██████
Dealer ██████	okay thank you. Will you let me know if its approved?		██████
Agent ██████	██████, as soon as I hear word back I will update the case. ██████		██████
Dealer ██████	okay cool, thank you!		██████
Agent ██████	No problem. ██████		██████
Agent ██████	██████, I heard back. transmission part number ██████ has been ordered for this vehicle. Order #: ██████** You will have to order the ██████ bolts. Please leave the case open until the part has been received, installed, and concern has been verified. ██████		██████
Agent ██████	██████, ETA is still showing ██████. ██████		██████
Agent ██████	██████, current ETA is showing ██████. ██████		██████
Agent ██████	██████, since we have ordered the transmission I am going to close the case at this time. Feel free to reopen if technical assistance is found to still be needed. - ██████		██████

REPORT

VEHICLE

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

GENERAL

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

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan ReportSTARRICK.pdf		
Configuration Reportstarrick.pdf		

CONTACT

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

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	In Shop	
Initial Concern	vehicle shuts off while driving			
Duplicated	Yes	Repairs Parts and Tests	vehicle needs	
Information Sent				
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	Yes RO Number

RESOLUTION

Description	
-------------	--

WARRANTY CLAIMS

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

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Please detail the diagnostic results. Confirm the dealer code and the VIN for the order please.		
Agent States	Transferring case to group.		
Dealer States	Diag results are at all the transmission test points. no signs of other issues at connectors . this vehicle had the transmission replaced at another dealer for this very same issue. Dealer code		
Agent States	PIM number **. Once you have the order information. recorded. Request cloure and I will wrap up the case. You may reopen if required. Thank you		

REPORT

VEHICLE

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

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	SMART DRIVE		
Primary System	- VEHICLE PERFORMANCE	Sub System	- AUTOMATIC TRANSMISSION
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	DIE OUT / STALLS		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

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

CONTACT

Dealer		Superior	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	35
Initial Concern	Randomly dies with driving, has to stop ignition cycle and vehicle will restart.				
Duplicated	No	Repairs Parts and Tests	All relevant modules are up to date. No event data or environmental data is alliable to cross reference for the . I will need a template for a flight recording to continue diagnostics on my end.		
DTC		2	DTC3		DTC4
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	tech requested case closure.
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WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/	Detail	Modified By	Last Modified Date
	called to discuss the case, If the code is not active, we need to drive the vehicle until we can duplicate the customer concern and get the code to return. When the concern is duplicated and the code is still stored, please gather a small transmission fluid sample in a clear container and inspect it for any sings of contamination, debris or metal swirls in the fluid. Upload a picture to the case along with the new VSR. We have seen this intermittent concern being caused due to a transmission issue.		
	, with the Drive motor A code, I will get this transferred to our Group, someone will contact you shortly, thanks		
	, please provide us with an update for this vehicle.		
Dealer	After multiple test drives successfully duplicated issue. was active until ignition cycle and vehicle restart.		
	Technician shows no signs of knowing how to pick up a phone call.		
	called to discuss the case. Technician requested case closure, he is not working on the vehicle anymore.		
	Excellent, please gather a small transmission fluid sample in a clear container and inspect it for any sings of contamination, debris or metal swirls in the fluid. Upload a picture to the case.		
	, we are still waiting for that fluid sample to continue.		

REPORT

VEHICLE

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

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL		
	- ASSEMBLY, GEARBOX		
Primary System	08 - ELECTRICAL	Sub System	08S - ELECTRIC VEHICLE DRIVE UNIT
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		

CONTACT

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

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts		In Shop	
Initial Concern	CHECK ENGINE LIGHT, KEEPS SETTING, GRINDING NOISE IN TRANSMISSION AT LOWER SPEEDS				
Duplicated	Yes	Repairs Parts and Tests	JUST DIAGNOSIS		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Replaced transmission.
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WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	██████, please take a transmission fluid sample in a clear container. Inspect for condition, level and see if there is any debris in the fluid. Upload pictures of the fluid and debris if found. ██████		██████
Dealer ██████	FLUID LEVEL OK,FLUID SAMPLS HAS LOTS OF METAL IN IT AND IS VERY DARK AND DISCOLORED.		██████
Dealer ██████	I HAVE ATTACHED PICTURES OF FLUID SAMPLE		██████
Agent ██████	██████, I will send for transmission approval. ██████		██████
Dealer ██████	OK,DO I NEED TO ORDER IT OR WILL YOU DO ALL THAT?		██████
Agent ██████	██████, once its approved on my end I will order it. ██████		██████
Agent ██████	██████, I have placed the order for transmission ██████. You will need to order (9) flywheel to damper bolts (██████). Please update the case after the part is received and installed. ██████		██████
Agent ██████	██████, the part is showing that it was delivered. Please update the case if we have installed the transmission and confirm the vehicle is repaired. ██████		██████
Dealer ██████	WILL BE LATER THIS ██████ BEFORE I INSTALL,I WILL UPDATE CASE WHEN COMPLETED.		██████
Agent ██████	██████, sounds good. I will wait for an update. ██████		██████
Agent ██████	This case is slated to be closed due to inactivity. Please update the case at your earliest convenience. If further technical assistance is needed after the case is closed, you will have ██████ to reopen this same case or if after the ██████ feel free to open a new case. Thank you for using ██████. ? ██████		██████
Agent ██████	██████, haven't heard from you in ██████. Any update to this case? If the vehicle is confirmed fixed then feel free to close the case at this time. ██████		██████
Dealer ██████	have got transmission out of vehchle removed damper from trans and found springs to have a lot of movement causing noise. is the damper springs supposed to have movement		██████
Agent ██████	██████, I believe it may be normal for them to be loose. Do you have one you can compare it too in stock? ██████		██████
Dealer ██████	I do not have a new one to compare new and old damper		██████
Agent ██████	██████, I consulted with my team and the consensus is some movement is normal but if it flops around then it will need replacement. Please let me know what route is taken. ██████		██████
Agent ██████	██████ called ██████ for an update. He stated that the damper was also replaced and it is currently being driven to verified corrected. ██████ is closing the case. The tech will reopen it if assistance is found to be needed further. ██████		██████

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	- MOTOR, ELECTRIC				
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

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

CONTACT

Dealer				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	18
Initial Concern	Vehicle died while driving, CEL came on				
Duplicated	Yes	Repairs Parts and Tests	Tested resolver circuits , , , , , and . Verified no shorts to ground or other circuits in harness from connector to trans connector. Tested resolver circuit continuity in the trans. to , to , to . Checked and verified none are shorted to ground or each other. Pin/terminal fitment is good. Per service library diagnosis, PIM replacement required.		
Information					

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

RESOLUTION

Description Replace transmission assembly

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, Please make sure the is up to date with the latest flash level. Has the vehicle been in before with this code or have you been able to duplicate the code? I know DTC diag points to the PIM but this code is usually a trans issue. If the vehicle has been in with this code or if you have duplicated the code then please drain the trans fluid through a paint strainer into a clean container and check for any debris. Attach images of a fluid sample and images of any debris found to the case for review. Thanks,		
Dealer	Thank you for the quick response, I will update once that is complete.		
Agent	, sounds good. Let us know what you find when you can. Thanks,		
Dealer	is up to date, has been here before for a ECH concern. Did not duplicate concern on a test drive. I have attached photos of the fluid and debris found. Drained aprx 4.5qts.		
Agent	, thanks for the update. I am requesting an internal review for the transmission replacement. I will update the case after it has been reviewed.		
Dealer	, any movement on an approval for a transmission? Thanks,		
Agent	, sorry for the delay in response I wasn't in for a . The transmission replacement has been approved. I have ordered the transmission assembly PN . The order number is **. The number is . Your parts department can track the order for you if needed. Let us know if you need anything.		
	has arrived and I've begun the replacement. The last time I did a hybrid trans, I had to use updated coolant hoses that I believe were slightly longer. Is this still the case?		
Agent	, you shouldn't have to on this one. Should be the same PN going in as your taking out. Let us know if you need anything. Thanks,		
Dealer	Completed trans replacement without incident. Thank you for your assistance. I will request ticket closure. Have a good day!		

REPORT

VEHICLE

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

GENERAL

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

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	
Initial Concern	While driving at highway speeds a warning on the cluster states "service charging system" then the throttle is unresponsive and unable to maintain speed, he then coasts to the side of the road, turn off the ignition, opens and closes the door, restarts the car and continues to drive. At that point on the is illuminated. This has happened intermittently several times in over the .				
Duplicated	No	Repairs Parts and Tests	Fault code =drive Motor A Position Sensor Circuit Intermittent is set after loss of power/speed issue. I have performed diagnostic test for this code and all tests have passed,, I do have results from if needed. The tests are passing due to the condition/code not being active. the possibilities are internal in transmission, HCP/PIM, or the short jumper harness. is will the vehicle lose power to the		

			wheels if this [REDACTED] code sets, the service info is unclear, also do you have any other similar cases of this stall/die out condition
			DTC4
Information Sent			
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No RO Number [REDACTED]

RESOLUTION

Description Replaced transmission

WARRANTY CLAIMS

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], the [REDACTED] will cause a loss of propulsion. Is the HCP/AHCP up to date with the latest flash? Can you follow the [REDACTED] diagnostics and update the case with the testing results for [REDACTED]?		[REDACTED]
Dealer [REDACTED]	Hey [REDACTED], I did update the HCP/AHCP last visit on [REDACTED] to see if it would help the concern. The results on the diagnostic tests are: #2 resolver harness circuit continuity between [REDACTED] and trans connector, the [REDACTED] were all at .1 [REDACTED]. #3 check resolver circuits for short to ground, result was no continuity to ground on all [REDACTED], #4 check resolver circuits for a short to another. results, no continuity between any circuit. #5 check resolver resistance results, [REDACTED] and [REDACTED] = [REDACTED], [REDACTED] and [REDACTED] = [REDACTED], [REDACTED] and [REDACTED] = [REDACTED]. #6 check resolver for short to ground at the trans assembly, all [REDACTED] [REDACTED] had no continuity to ground. #7check for continuity between [REDACTED] at the trans assembly, no internal continuity to all other circuits only continuity was at the resolver's mated pin. #8 take mw through checking terminal pins and tension and condition of connectors. Final step states an internal PIM failure to be the problem, however the issue is not active and the PIM result can't be proven, thanks. [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], thanks for the update. [REDACTED]. Could you check the transmission fluid level and check the oil condition? If the fluid is burnt or if you see debris please get some pictures of it and attach it to the case. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED], I did check the trans fluid level, it's at the correct level, a fluid sample was taken , the fluid didn't have a burnt odor, the fluid appears to be dark and there was a little debris in the bottom of the sample which could be from production. I'm sending you some pictures of the sample now. [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], that fluid looks kinda dark for a vehicle that only has [REDACTED] on it and didn't like that debris. I am going to request engineering review this one and I will update the case with their advisements.		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	Thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], your welcome. I haven't received a response yet. If you don't hear anything from me within [REDACTED] please update the case and I will follow up on it.		[REDACTED]
Dealer [REDACTED]	Hey [REDACTED], just checking/hoping if you heard anything back from engineering? thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], sorry for the delay. Sorry I haven't gotten a response yet so I resent the request.		[REDACTED]
Dealer [REDACTED]	Hey [REDACTED], just checking have you heard from engineering on this hybrid [REDACTED]? thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], sorry no response yet. We are pretty busy and the MC and engineering are a little backed up on these. I will let you know what I find out. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hey [REDACTED], just checking in		[REDACTED]
Agent [REDACTED]	Transmission ETA now [REDACTED], updated Area Manager, CR Mgr and CST/ECS group.		[REDACTED]
Agent [REDACTED]	[REDACTED], sorry for the delay. The current ETA is showing [REDACTED]. Just an FYI. You don't need to reply I was just updating the case to keep it active.		[REDACTED]
Agent [REDACTED]	[REDACTED], sorry for the delay. Engineering has approved the transmission replacement. I have ordered [REDACTED], and (9) flywheel to damper bolts [REDACTED]. The order number is [REDACTED]**. Your parts department should be able to track the order for you. Engineering would like the original Fasttracked back for evaluation. The fastrack number is ([REDACTED]). Let me know if you need anything.		[REDACTED]
Agent [REDACTED]	Transmission installed [REDACTED], customer picking car up [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], any update on this one? Still waiting on the part?		[REDACTED]

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	- ELECTRICAL CORE		
Component	MODULE, (ANY)		
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	NO START		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle		

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	0	Days In Shop	
Initial Concern	CUSTOMER STATES WAS DRIVING AND VEHICEL SHUT OFF AND WOULD NOT RESTART . VEHICLE HAS POWER				
Duplicated	Yes	Repairs Parts and Tests	FOUND DTCS , REMOVED RMOVED THE TRANSMISSION CONNECTOR AND TESTED PIN 2 AND MEASURED . TESTED AND 8 MEASURED TESTED PIN AND MEASURED . AFTER THOSE CIRCUITS WERE WITHIN SPEC MEASURED TO GROUND AND PINS 3 AND 8 HAD CONTINUITY WITH GROUND. NEEDS TRANSMISSION		
Information Sent					

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

Description transmission replacement

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , can we verify transmission fluid level was at correct height? Also, can you obtain a transmission fluid sample and verify if there is debris in the fluid? dark flakes or metal flakes. Can you take a photo of the sample and attach it to the case? Everything else seems correct then I can forward case for authorization once I get the sample.		
Dealer States	FLUID IS FULL. FLUID COLOR LOOKS GOOD BUT THERE IS DEBRIS IN THE FLUID		
Dealer States	SEE ATTACHED PICTURE OF THE FLUID		
Agent States	I guess I should of specified, we need a sample in a clear bottle or cylinder that has a good amount of fluid, or so.		
Dealer States	Ok i will. The last person i talked to when i needed a transmission said to put the sample on a white piece of paper . Would like to know why a fluid sample is needed when the dtc is for a electrical concern . the transmission and the readings i provided for stated dtc states with those readings to replace transmission		
Agent States	Its the that must be completed for the team to approve a transmission. Its just what has to be done.		
Dealer States	Here is 1 in of fluid in a clear container		
Dealer States	Any update ?		
Agent States	Sent the email , usually takes or for replies, has to be reviewed by 3 to . Sorry for delay, as soon as I hear something i'll let you know.		
Agent States	Hi , team has decided transmission replacement. has placed order for ; Order Number **. Confirm you dont need additional hoses or flywheel bolts with your parts team, im assuming no since its a model. I'll report back in the next few with once its available.		
Dealer States	SOUNDS GOOD THANK YOU		
Agent States			
Agent States	Any update?		
Dealer States	STILL WAITING ON THE TRANSMISSION TO ARRIVE.		
Agent States	Ok thanks, let us know upon replacement.		

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	, INVERTER ()					
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	DRIVEABILITY
Customer Complaint / Reason for contact	ON					
Created Date		Created By			Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
SCAN REPORT		
CONFIG REPORT		

CONTACT

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

CASE SUMMARY

Customer Waiting	No	Repair Attempts	████ In Shop	7
Initial Concern	CK ENG LIGHT ON			
Duplicated	Yes		Repairs Parts and Tests	NONE. TESTED FOR DTC PER FLOWCHART==NEEDS █████
DTC1	████-00	████	████	████ DTC4
Information Sent				
Scan Tool Software Version		Last Search █████	Vehicle Off Road or Tow-in	No RO Number █████

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

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

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	In bound call from Tech. We talked about the ██████ diagnostic. The readings on all circuits had tested within spec. This leads us to a PIM replacement as per Service Library direction. ██████ PIM has been ordered for you. Number ██████**. Once we get an ETA. We will close the case. You may reopen if required. Thank you		██████
Agent States	Your side has to upgrade the order to VOR. I have no control of that here.		██████
Dealer States	IS THIS PART ORDERED UPGRADED TO V.O.R. ETC? IF NOT PLEASE DO SO. THANKS.		██████
Agent States	██████ is your ETA. Closing case at this time. You may reopen if needed.		██████

REPORT

VEHICLE

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

GENERAL

STAR Case ID				Case Status	Closed
Application	- DRIVEABILITY				
Component	- COIL, IGNITION				
Primary System	- VEHICLE PERFORMANCE	Sub System	- IGNITION CONTROLS	Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

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

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	0	Days In Shop	58
Initial Concern	CUSTOMER STATES VEHICLE LOST ALL POWER ON THE HIGHWAY AND WOULD NOT RESTART				
Duplicated	Yes	Repairs Parts and Tests	VEHICLE DROVE IN. CHECK ENGINE LIGHT WAS ON. SCANNED DTCS AND FOUND IGNITION COILS INSUFFICIENT IONIZATION ON CYLINDERS 1,2,3,4,5,6. DTCS WERE STORED. DROVE VEHICLE 5 MILES AND NEVER GOT IT TO ACT UP. INSPECTED WIRING AND NONE CHEWED ON. INSPECTED THE CONNECTOR AND NO BENT PINS OR PUSH OUTS. INSPECTED CONNECTOR AND NO BENT PINS OR PUSH OUTS. CHECKED THE AND GROUNDS AND THEY ARE TIGHT AND SECURE.. SHOP FOREMAN DROVE IT FOR AND FINALLY GOT IT TO ACT UP. ALL THE COIL DTCS WERE THERE BUT IT RAN. MONITORED THE ASD CIRCUIT SUSPECTING IT OF DROPPING OUT BUT WHEN IT DIED I STILL HAD ASD. I CLEARED ALL DTCS AND TRIED TO START THE ENGINE AND IT WONT START DOESNT CRANK. NO DTCS AT THIS POINT. IN THE SCAN REPORT YOU WILL SEE A BUNCH OF DTCS BUT I HAD CONNECTORS UNPLUGGED AT THE TIME. I		

			ATTACHED ANOTHER SCAN AND CONFIG REPORT WITH THE NO START NO CRANK CONDITION IT CURRENTLY HAS.		
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Replaced coil

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			9		PAID
			9		REJECTED
			1		PAID
			1		REJECTED
					PAID
					SUSPENDED
819872					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	SEE ALL THAT IS ATTACHED IN THE TESTS AND REPAIR SECTION. ALSO PROVIDED AND CONFIG REPORTS		
Agent States	Hello , thanks for contacting . Did we perform a wiggle test? Did we check the grounds? Does the vehicle crank, or is it a no crank? Let me know. Thanks. .		
Agent States	Hello , thanks for contacting . Did we perform a wiggle test? Did we check the grounds? Does the vehicle crank, or is it a no crank? Let me know. Thanks. .		
Dealer States	YES IVE WIGGLED ON CONNECTORS. IVE TAKEN CONNECTORS APART AND INSPECTED IVE INPSECTED GORUNDS AS WELL.		
Dealer States	AS I STATED IN THE TESTS AND EPAIRS PERFROMED SECTION IT DOES NOT CRANK		
Agent States	The case will be transferred to the Hybrid team for handling on . Thanks. .		

Dealer/	Detail	Modified By	Last Modified Date
	does the vehicle charge when plugged in? What is the level of the fuel in the vehicle? Can we verify that the gauge is reading accurately?		
Dealer	I DONT KNOW IF IT CHARGES. FUEL SHOWS AND MY SHOP DROVE IT FRO BEFORE ALL THIS HAPPENDED. WE DIDNT CHARGE IT CAUSE THE CUSTOMERS CONCERN WAS THE WILL STOP RUNNING AND WONT RESTART. WHEN IT CAME IN IT RAN BUT HAD THE DTCS FOR ALL COILS INSUFFICIENT IONINAZTION ALL STORED. WE CLEARED THEM AND HE DROVE IT FOR UNTIL IT HAPPENDED. IT STARTED RIGHT UP AND THEN THEY GAVE IT TO ME. I ACTUCALLY HAD IT RUNNING USING IT TO COMPARE TO ANOTHER HYBRID THAT WAS MAKING A UNUSUAL NOISE. AND THATS WHEN THE STOPPED AND WONT RESTART. NO DTCS SET. IVE VERIFIED THE TRS IS READING PROPERLY. CHECKED A BUNCH OF CONNECTORS		
	does the starter just click? Did we verify if the engine is locked up? This case was transferred to hybrid but I am thinking it is not a hybrid concern. Please verify if the engine will turn over by hand. Also check the oil.		
Dealer	OIL IS FULL AND IS EASILY TURNED BY HAND. THERE IS NO STARTER ON THIS VEHICLE AS MOTOR A IN THE TRANSMISSION IS THE STARTER.		
	thank you. Will the vehicle drive in EV mode? If we open the hood when in ready mode does the engine start?		
Dealer	BEFORE WE PUSHED IT OUTSIDE TO THE HV CHARGER IT STILL WOULDNT START AND DIDNT SET ANY DTCS.		
Dealer	OK GOT IT ON THE CHARGER AND LET IT CHARGE FOR A HOUR AND IT OPERATED IN EV MODE. . THEN WENT AND GOT ON IT AND THE MOTOR STARTED BUT IT SET CODES FOR ALL THE COILS		
	I have seen have a concern, and set all the coil ionization DTCS. I recommend that you swap in a known good coil to at a time, and re-evaluate the DTCS after swap. If you swap in a coil, and all the DTCS go stored>>put some mile on and see if they stay stored. If the DTCS don?t go stored during swapping>>Load test the PCM powers & grounds, and pop the back caps off of the PCM connectors to inspect for harness side corrosion>>If NTF>>replace the PCM, and re-evaluate. Thank you.		
	I am sending this back to engine drive. The concern is engine related not HV. They will update the case.		
Dealer	JUST A UPDATE. I HAVE REPLACED AND SHOP IS DRIVING TO SEE IF IT ACTS UP. THIS COULD BE A LONG PROCESS AS THE LAST TIME TOOK US DRIVING IT		
	Thank you for the update. Sounds good. Please keep us posted, when you can.		
	Hello, please provide an update. If the vehicle is operating as like vehicles do, or has been repaired, please note what fixed the vehicle, and close the case. If the vehicle is not repaired, please provide an update within the . If no response is received within the , we will close the case on our end. You can reopen this case if it is closed, and further repair guidance is needed. Thank You.		
Dealer	IS STILL DRIVING IT TRYING TO GET IT TO ACT UP. LAST TIME WE HAD TO DRIVE IT ALMOST BEFORE IT DID.		
	Please keep us posted. Thank you.		

REPORT

VEHICLE

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

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL CORE GROUP		
Component Group	BLOCK, FUSE		
Primary System	08 - ELECTRICAL	Sub System	- POWER DISTRIBUTION SYSTEMS
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

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

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		In Shop	
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Initial Concern	CUSTOMER STATES VEHICLE LOSES POWER, VEHICLE SHUTS DOWN AND GAGE ON DASH INDECATEDS SERVICE CHARGING SYSTEM. CUSTOMER ALSO STATES A SCAPPING SOUND COMING TO SLOW STOP.				
Duplicated	Yes	Repairs Parts and Tests	PERFORMED ROAD TEST AT TIME COULD NOT DUPLICT CONCERNS. VEHICLE HAD [REDACTED]'S AND SOFTWARE UPDATES FOR HCP MODULE, PCM MODULE AND BRAKE BOOSTER. PERFORMED ALL RECALL FLASHS AND PERFORMED [REDACTED] TEST FINDING NO FAULTS. SHIPED VEHICLE AND RETURNED [REDACTED] WITH SAME CONCERNS. PERFORMED DTC INSPECTION FINDING STORED DTC'S [REDACTED]. [REDACTED]. UPON INSPECTION VEHICLE SHUT DOWN [REDACTED] SWITHING IGNITION TO LOCK STATE. PERFORMED VISUAL INSPECTION ON [REDACTED] HARNESS AND CONNECTOR FINDING NO VISUAL FAULTS. DISSCONENCTED CONNECTOR AND INSPECED PINS FINDING NO LOSE TERMANALS OR BENT PIN'S. TESTED FOR RESISTEANCE TO TERMENALS RESOLVER A TO COSS LOW AND HIGH FINDING RESISTANCE WITHIN SPEC'S. TESTED FOR CONTONUNITY TO CIRCUITS FINDING NO CONTINUTIY. CLEARED DTC'S AND PERFORMED [REDACTED] TEST RETURNING TO SHOP IDLED VEHICLE FOR [REDACTED]. VEHICLE THEN SHUT DOWN RESCANNED FINDING DTC'S RETURNING.		
[REDACTED]	[REDACTED] 00	[REDACTED]	DTC3	[REDACTED]	DTC4
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number
					[REDACTED]

RESOLUTION

Description transmission

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.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], this case belongs in our high voltage group for these codes and concerns, I will get it transferred and someone will contact you shortly, thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	So, if I read this correctly. You are saying that the diagnostic testing shows you need a PIM correct?		[REDACTED]
Agent [REDACTED]	Out bound call to tech. No answer. Closing case due to lack of response.		[REDACTED]
Agent [REDACTED]	Left message for a update. Reopen case when you return to work on the vehicle. Thank you		[REDACTED]
Dealer [REDACTED]	ASKING FOR REOPEN OF CASE FOR HIGH VOLTAGE GROUP.		[REDACTED]
Dealer [REDACTED]	..		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], check transmission fluid level, see if its low. Then obtain a transmission fluid sample in a clear cup or cylinder. Take a photo of sample and attach to case.		[REDACTED]
Dealer [REDACTED]	IDLED VEHICLE TO NORMAL OPERATION TEMP AND CHECEKD AUTO TRANSMISSION FLUID LEVEL FINDING AT PROPER LEVAL. PULLED SAMPLE OF TRANSMISSION FLUID HAS BURNT ODER SENDING PHOTOS NOW.		[REDACTED]
Agent [REDACTED]	Forwarded to team.		[REDACTED]
Agent [REDACTED]	[REDACTED] has ordered [REDACTED] ; Order Num [REDACTED]** since part is on order, case will be closed. Please reopen case if necessary		[REDACTED]
Agent [REDACTED]	transmission on order		[REDACTED]