

# Repair Order Detailed Report For VIN:

|              |               |                                 |  |      |        |          |  |                |
|--------------|---------------|---------------------------------|--|------|--------|----------|--|----------------|
| VIN          |               | Model Year                      |  | Body | RUES53 | CHRYSLER |  | LIMITED        |
| Built Date   |               | Market                          |  |      |        |          |  | ASSEMBLY PLANT |
| Color        | PAU           | GRANITE CRYSTAL MET. CLEAR COAT |  |      |        |          |  |                |
| Engine       | HYBRID ENGINE |                                 |  |      |        | Serial # |  |                |
| Transmission | TRANSMISSION  |                                 |  |      |        | Serial   |  |                |

|                |  |                |  |            |     |           |  |
|----------------|--|----------------|--|------------|-----|-----------|--|
| Report         |  | System Key     |  | Report     | 1   | Open Date |  |
| Close Date     |  | Narrative Date |  |            |     | Mileage   |  |
|                |  | Sold Date      |  | Built Date |     | Advisor   |  |
| Dealer         |  | JEE            |  |            |     |           |  |
| Dealer Address |  |                |  |            |     |           |  |
|                |  |                |  |            | Zip |           |  |

**Complaint:** PRE DELIVERY INSPECTION CHECK FOR VEHICLE UPDATES BASIC WASH APPLY FINISHING TOUCH PAINT AND FABRIC PROTECTION. INSTALL VEHICLE TRACKING SYSTEM. INSTALL CLEAR SHIELD PACKAGE

**Cause:**

**Correction:** PRE DELIVERY INSPECTION PERFORMED PREDELIVERY INSPECTION. PROGRAMMED DVD REMOTES PRE DELIVERY INSPECTION 1 VEHICLE UPDATES THERE WERE NO VEHICLEUPDATES CHECK FOR VEHICLE UPDATES BASIC WASH DYNAMIC AUTO IMAGES BASIC WASH SUBLET REPAIRS APPLY FINISHING TOUCH PAINT AND FABRIC PROTECTION. FT APPLY FINISHING TOUCH PAINT AND FABRIC PROTECTION.SUBLET REPAIRS INSTALL VEHICLE TRACKING SYSTEM. SWAT INSTALL VEHICLE TRACKING SYSTEM. SUBLET REPAIRS INSTALL CLEAR SHIELD PACKAGE CLS INSTALL CLEAR SHIELD PACKAGE SUBLET REPAIRS

**LOP Information is not available**

**Part Information is not available**

Repair Order Detailed Report [redacted] For VIN: [redacted]

|                |                          |                |            |            |            |                     |                    |            |
|----------------|--------------------------|----------------|------------|------------|------------|---------------------|--------------------|------------|
| VIN            | [redacted]               | Model Year     | [redacted] | Body       | RUES53     | CHRYSLER            | [redacted] LIMITED |            |
| Built Date     | [redacted]               | Market         | [redacted] | [redacted] | [redacted] | [redacted] ASSEMBLY | [redacted]         |            |
| Color          | [redacted]               | [redacted]     |            |            |            |                     |                    |            |
| Engine         | [redacted] HYBRID ENGINE |                |            |            | Serial #   | [redacted]          |                    |            |
| Transmission   | [redacted] TRANSMISSION  |                |            |            | Serial     | [redacted]          |                    |            |
| Report         | [redacted]               | System Key     | [redacted] | Report     | [redacted] | 1                   | Open Date          | [redacted] |
| Close Date     | [redacted]               | Narrative Date | [redacted] | [redacted] |            |                     | Mileage            | [redacted] |
| [redacted]     | [redacted]               | Sold Date      | [redacted] | Built Date | [redacted] | Advisor             | [redacted]         |            |
| Dealer         | [redacted]               | [redacted]     |            |            |            |                     |                    |            |
| Dealer Address | [redacted]               |                |            |            | [redacted] |                     |                    |            |
| Dealer City    | [redacted]               |                |            |            | Zip        | [redacted]          |                    |            |

**Complaint:** C/S: CUSTOMER REQUEST TO APPLY THE LUXCARE ON THE INTERIOR AND EXTERIOR OF THE VEHICLE PER DUE BILL. CHECK TIRE PRESSURE

**Cause:**

**Correction:** TRIM AND MOULDINGS DEFAULT CHECK AND RESET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [redacted] For VIN: [redacted]

|                |                          |                |            |                |            |            |            |            |
|----------------|--------------------------|----------------|------------|----------------|------------|------------|------------|------------|
| VIN            | [redacted]               | Model Year     | [redacted] | Body           | RUES53     | CHRYSLER   | [redacted] | LIMITED    |
| Built Date     | [redacted]               | Market         | [redacted] | [redacted]     | [redacted] | [redacted] | ASSEMBLY   | [redacted] |
| Color          | [redacted]               | [redacted]     |            |                |            |            |            |            |
| Engine         | [redacted] HYBRID ENGINE |                |            |                |            | Serial #   | [redacted] |            |
| Transmission   | [redacted] TRANSMISSION  |                |            |                |            | Serial #   | [redacted] |            |
| Report         | [redacted]               | System Key     | [redacted] | Report Version | 1          | Open Date  | [redacted] |            |
| Close Date     | [redacted]               | Narrative Date | [redacted] | [redacted]     |            |            | Mileage    | [redacted] |
| [redacted]     |                          | Sold Date      | [redacted] | Built Date     | [redacted] | Advisor    | [redacted] |            |
| Dealer         | [redacted]               | [redacted]     |            |                |            |            |            |            |
| Dealer Address | [redacted]               |                |            |                |            | [redacted] |            |            |
| Dealer City    | [redacted]               |                |            |                |            | Zip        | [redacted] |            |

**Complaint:** CUSTOMER STATES PROVIDE SOP KEY SENSE PER DUE BILL AND PROGRAM CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE

**Cause:**

**Correction:** [redacted] Programmed keysense and cut blade. ELECTRICAL [redacted] Verified check engine light on.Retrieved DTC [redacted] active. No other DTCspresent. No STARCASES OR TSBs available.Cleared DTCs and performed test drive, DTCdid not return at this time. NO REPAIR DONE CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE

**LOP Information is not available**

**Part Information is not available**

## Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

|              |               |            |            |            |                        |                             |
|--------------|---------------|------------|------------|------------|------------------------|-----------------------------|
| VIN          | [REDACTED]    | Model Year | [REDACTED] | Body       | RUES53                 | CHRYSLER [REDACTED] LIMITED |
| Built Date   | [REDACTED]    | Market     | [REDACTED] | [REDACTED] | WINDSOR ASSEMBLY PLANT |                             |
| Color        | [REDACTED]    | [REDACTED] |            |            |                        |                             |
| Engine       | HYBRID ENGINE |            |            |            | Serial #               | [REDACTED]                  |
| Transmission | TRANSMISSION  |            |            |            | Serial #               | [REDACTED]                  |

  

|                |            |                |            |                |            |           |            |
|----------------|------------|----------------|------------|----------------|------------|-----------|------------|
| Report         | [REDACTED] | System Key     | [REDACTED] | Report Version | 1          | Open Date | [REDACTED] |
| Close Date     | [REDACTED] | Narrative Date | [REDACTED] | [REDACTED]     | [REDACTED] | Mileage   | [REDACTED] |
| [REDACTED]     | [REDACTED] | Sold Date      | [REDACTED] | Built Date     | [REDACTED] | Advisor   | [REDACTED] |
| Dealer         | [REDACTED] | [REDACTED]     | [REDACTED] | RA             |            |           |            |
| Dealer Address | [REDACTED] |                |            |                |            |           |            |
| Dealer City    | [REDACTED] |                |            |                |            | Zip       | [REDACTED] |

**Complaint:** CUSTOMER STATES CHECK ENGINE LIGHT ON SOP HERE REPLACE AS NEEDED CUSTOMER STATES THERE IS A GURGLING NOISE INTERMITTANTLY CHECK AND ADVISE [REDACTED] OF [REDACTED] WILL PERFORM A FREE MULTI [REDACTED] INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO YOU.

**Cause:** ELECTRONIC COOLANT HEATER INTERNAL FAILURE PER DIAGNOSTIC MISSING COOLING SYSTEM RESERVOIR CAP

**Correction:** [REDACTED] Verified check engine light is on. Performed vehicle module scan and retrieved DTC [REDACTED]. Inspected coolant level of the Engine High Temperature Cooling Loop and verified level is ok. Erased DTC and operated the vehicle and verified the DTC did return. Verified there are no other High Voltage related DTCs. Verified there are no LIN BUS DTCs at this time. Disconnected all PIM harness connectors, all related in-line harness connections and related component harness connectors, and verified there is no damage. Reconnected all PIM harness connectors, all in-line harness connectors, all related component harness connectors and verified all are fully seated and connected. Test drove vehicle and verified DTC did return active. Per diagnostic procedure, remove and replaced the Electronic Coolant Heater in accordance with the service information. Performed PIM verification test. All systems functioning as designed at this time. If the DTC returns, diagnostic procedure recommends to remove and replace the PIM in accordance with the service information. HEATER, BATTERY HEATER, BATTERY RENTAL HEATER, BATTERY HEATER, BATTERY SUBLET REPAIRS [REDACTED] Upon inspection of the under hood for possible causes of gurgling noises, Verified there is a missing primary reservoir cap missing and coolant is low. Replaced missing cooling system reservoir cap and purged system and topped off coolant level. Test drove and verified there is no gurgling noises at this time. Cooling system is functioning as designed at this time. VALVE/CAP, RECOVERY BOTTLE-Replace (D) THIS IS A GOODWILL REPAIR FOR CUSTOMER SATISFACTION AND RETENTION VALVE/CAP, RECOVERY BOTTLE-Replace (D)

### LOP Information

| LOP        | LOP Description                                                                                                                       |
|------------|---------------------------------------------------------------------------------------------------------------------------------------|
| [REDACTED] | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles                                                                       |
| [REDACTED] | Special Services ; [REDACTED] ; [REDACTED] Authorization ; [REDACTED] Authorization                                                   |
| [REDACTED] | Cooling System ; Radiator/Hose/Tank/Bottle/Tube/Indicator/Cap/Connector ; Cap, recovery bottle ; All others, Gasoline engine equipped |
| [REDACTED] | Cooling System ; Heater ; Electric heater ; Heater, electric coolant - PHEV                                                           |

### Part(s) Information

| Part Number | Part Description             | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------------------|---------------|-----------|--------|------------------|
| [REDACTED]  | CAP -COOLANT RECOVERY BOTTLE | 1             |           | No     | [REDACTED]       |
| [REDACTED]  | HEATER -BATTERY              | 1             |           | No     | [REDACTED]       |
| [REDACTED]  | ANTIFREEZ-COOLANT            | 1             |           | No     | [REDACTED]       |

## Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

|                |                          |                              |            |            |              |            |                    |
|----------------|--------------------------|------------------------------|------------|------------|--------------|------------|--------------------|
| VIN            | [REDACTED]               | Model Year                   | [REDACTED] | Body       | RUES53       | [REDACTED] | [REDACTED] LIMITED |
| Built Date     | [REDACTED]               | Market                       | [REDACTED] | [REDACTED] | [REDACTED]   | [REDACTED] | ASSEMBLY PLANT     |
| Color          | [REDACTED] COAT          |                              |            |            |              |            |                    |
| Engine         | [REDACTED] HYBRID ENGINE |                              |            |            |              | Serial #   | [REDACTED]         |
| Transmission   | [REDACTED] TRANSMISSION  |                              |            |            |              | Serial     | [REDACTED]         |
| Report         | [REDACTED]               | System Key                   | [REDACTED] | Report     | [REDACTED] 8 | Open Date  | [REDACTED]         |
| Close Date     | [REDACTED]               | Narrative Date               | [REDACTED] | [REDACTED] | [REDACTED]   | Mileage    | [REDACTED]         |
| [REDACTED]     | [REDACTED]               | Sold Date                    | [REDACTED] | Built Date | [REDACTED]   | Advisor    | [REDACTED]         |
| Dealer         | [REDACTED]               | BETTENHAUSEN MOTOR SALES INC |            |            |              |            |                    |
| Dealer Address | [REDACTED]               |                              |            |            |              |            |                    |
| [REDACTED]     | [REDACTED]               |                              |            |            |              | Zip        | [REDACTED]         |

**Complaint:** CUSTOMER STATES CHECK ENGINE LIGHT IS COMING ON (Check Engine Warning Light Is On) CUSTOMER STATES DURING HARDER ACCELERATION(GOING TO PASS ANOTHER VEHICLE), GAUGES WILL DROP TO ZERO AND GEAR SELECTOR [REDACTED]'S FLASHING AND WILL SHOW "SHIFT TO PARK" AND SERVICE CHARGING SYSTEM CAME UP ON DASH. HAPPENED ONCE BEFORE AND SEEMS TO OCCUR WHEN SYSTEM IS LOWER ON CHARGE, BUT DOES NOT SWITCH OVER TO GAS ENGINE. CHECK AND ADVISE. DOD-RENTAL CUSTOMER STATES WHEN GOING TO SHUT VEHICLE OFF, IGNITION WILL GO INTO ACC AND NOT OFF POSITION. CHECK AND ADVISE

**Cause:** FOUND FAULTS [REDACTED] (MOTOR B TORQ DELIVERED PERFORMANCE) CHECKED FOR TSB'S, [REDACTED] CASES, OR UPDATES- NONE RELATED INSPECTED ALL HEV CABLES AND CONNECTORS, GOOD REMOVED UNDER BODY SHIELDS AND INSPECTED- GOOD [REDACTED] ED FAULT AND ROAD TESTED FAULT CODE RETURNS DURING ROAD TEST FAULT [REDACTED] RESET DURING ROAD TEST AND VEHICLE DIED OUT CONTACTED [REDACTED] AND OPENED CASE [REDACTED] POWER DOWNED HEV SYSTEM AND DISCONNECTED AND INSPECTED [REDACTED] AT [REDACTED] ALL CONNECTORS FREE FROM CORROSION PERFORMED DRAG TEST ON [REDACTED] IN CONNECTOR [REDACTED], [REDACTED], AND [REDACTED] CHECKED [REDACTED] LARGE HYBRID BATTERY CABLE CONNECTORS. GOOD CLEANED AND TIGHTENED GROUND [REDACTED]. NO ISSUES PERFORMED HEV POWER UP PROCEDURE [REDACTED] ED FAULTS AND ROAD TESTED [REDACTED]. DTC DID NOT RETURN CONTACTED [REDACTED] CENTER AND REPORTED FINDINGS [REDACTED] CENTER ORDERED [REDACTED] MODULE INSPECTED VEHICLE CHECKED IGNITION OPERATING, WORKING AS DESIGNED CHECKED FOR TSB'S, [REDACTED] CASES, OR UPDATES- NONE

**Correction:** SEE [REDACTED] FOR REPAIRS INSTALLED POWER INVERTER MODULE AND PROGRAMMED TO VEHICLE. CONFIRMED HEV ISOLATION IS WITHIN SPECS. FILLED AND BLED HEV COOLING SYSTEM. DURING HCP MODULE UPDATING, WI TECH LOCKED UP. PERFORMED MANUAL FLASH RECOVERY AND REFLASHED HCP. ROAD TESTED VEHICLE AND CHECKED OPERATION- NO ISSUES. RECHARGED HYBRID SYSTEM TO FULL CAPACITY Alternate transportation/rental provided. NOTE: Customer acknowledges alternate transportation/rental charges-coverages are dependent upon Warranty coverage

### LOP Information

| LOP        | LOP Description                                                                                                                                     |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| [REDACTED] | Special Services ; Loaner ; Loaner Car ; High Line Vehicles                                                                                         |
| [REDACTED] | Special Services ; Diagnostic LOP ; Audio, Video and Telematics Components, Trouble Not Found ; Radio                                               |
| [REDACTED] | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.      |
| [REDACTED] | Body ; Interior - Instrument Panel/Passenger Airbag/Knee Blocker/Glove Box ; Closeout/bezel/cover/plug/gap hider, instrument panel - center console |
| [REDACTED] | Electrical System ; Modules ; Module, power inverter ([REDACTED]) ; PHEV                                                                            |
| [REDACTED] | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain                                                                    |

### Part(s) Information

| Part Number   | Part Description  | Part Quantity | Part Cost | Failed | Part Return Date |
|---------------|-------------------|---------------|-----------|--------|------------------|
| [REDACTED]-AD | MODULE -INVERTER  | 1             |           | No     |                  |
| [REDACTED]    | ANTIFREEZ-COOLANT | 1             |           | No     |                  |
| [REDACTED]    | MODULE -INVERTER  | 1             |           | No     | [REDACTED]       |
| [REDACTED]    | ANTIFREEZ-COOLANT | 1             |           | No     | [REDACTED]       |

Repair Order Detailed Report [redacted] For VIN: [redacted]

|                |                          |                |            |                 |            |                        |                    |            |
|----------------|--------------------------|----------------|------------|-----------------|------------|------------------------|--------------------|------------|
| VIN            | [redacted]               | Model Year     | [redacted] | Body            | RUES53     | [redacted]             | [redacted] LIMITED |            |
| Built Date     | [redacted]               | Market         | [redacted] | [redacted]      | [redacted] | WINDSOR ASSEMBLY PLANT |                    |            |
| Color          | [redacted]               | GRANITE        | [redacted] | MET. CLEAR COAT |            |                        |                    |            |
| Engine         | [redacted] HYBRID ENGINE |                |            |                 |            | Serial #               | [redacted]         |            |
| Transmission   | [redacted] TRANSMISSION  |                |            |                 |            | Serial                 | [redacted]         |            |
| Report         | [redacted]               | System Key     | [redacted] | Report          | [redacted] | 1                      | Open Date          | [redacted] |
| Close Date     | [redacted]               | Narrative Date | [redacted] | [redacted]      | [redacted] | Mileage                | [redacted]         | [redacted] |
| [redacted]     | [redacted]               | Sold Date      | [redacted] | Built Date      | [redacted] | Advisor                | [redacted]         | [redacted] |
| Dealer         | [redacted]               | [redacted]     |            |                 |            |                        |                    |            |
| Dealer Address | [redacted]               |                |            |                 |            |                        |                    |            |
| Dealer         | [redacted]               | [redacted]     |            |                 |            |                        | Zip                | [redacted] |

Complaint: (Multi-point inspection according to maintenance interval) (Replace synthetic engine oil and filter) (Rotate tires)

Cause:

Correction: ROTATE TIRES AND PERFORM BRAKE CHECK

LOP Information

| LOP        | LOP Description                                                                     |
|------------|-------------------------------------------------------------------------------------|
| [redacted] | Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance |
| [redacted] | Maintenance ; Service Contract Maintenance ; Maintenance                            |

Part(s) Information

| Part Number   | Part Description   | Part Quantity | Part Cost | Failed | Part Return Date |
|---------------|--------------------|---------------|-----------|--------|------------------|
| [redacted]-AA | OIL - [redacted]   | 5             |           | No     |                  |
| [redacted]-AC | FILTER -ENGINE OIL | 1             |           | No     |                  |

**For VIN:** \_\_\_\_\_

|                |  |                |  |                |   |           |  |
|----------------|--|----------------|--|----------------|---|-----------|--|
| Report         |  | System Key     |  | Report Version | 1 | Open Date |  |
| Close Date     |  | Narrative Date |  |                |   | Mileage   |  |
|                |  | Sold Date      |  | Built Date     |   | Advisor   |  |
| Dealer         |  |                |  |                |   |           |  |
| Dealer Address |  |                |  |                |   |           |  |
|                |  |                |  |                |   | Zip       |  |

**Complaint:** [REDACTED] VEHICLE INSPECTION C/R PERFORM LUBE OIL FILTER CHANGE USING SYNTHETIC ROTATE TIRES

**Cause:**

**Correction:**

## LOP Information

| LOP | LOP Description                                                                      |
|-----|--------------------------------------------------------------------------------------|
|     | Special Services ; Intl oil change ; Maintenance Allowance ; Tire Rotation Allowance |
|     | Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance  |
|     | Maintenance ; Service Contract Maintenance ; Maintenance                             |

### Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             | OIL -            |               |           | No     |                  |
|             | FILTER - OIL     | 1             |           | No     |                  |

Repair Order Detailed Report [redacted] For VIN: [redacted]

|              |            |                         |            |      |        |          |                        |
|--------------|------------|-------------------------|------------|------|--------|----------|------------------------|
| VIN          | [redacted] | Model Year              | [redacted] | Body | RUES53 | CHRYSLER | [redacted] LIMITED     |
| Built Date   | [redacted] | Market                  | [redacted] |      |        |          | WINDSOR ASSEMBLY PLANT |
| Color        | [redacted] | BRIGHT WHITE CLEAR COAT |            |      |        |          |                        |
| Engine       | [redacted] | HYBRID ENGINE           |            |      |        | Serial # | [redacted]             |
| Transmission | [redacted] | TRANSMISSION            |            |      |        | Serial   | [redacted]             |

  

|                |                 |                |            |            |            |           |                       |
|----------------|-----------------|----------------|------------|------------|------------|-----------|-----------------------|
| Report         | [redacted]      | System Key     | [redacted] | Report     | [redacted] | Open Date | [redacted]            |
| Close Date     | [redacted]      | Narrative Date | [redacted] |            |            | Mileage   | [redacted]            |
| MDH            | [redacted]      | Sold Date      | [redacted] | Built Date | [redacted] | Advisor   | [redacted] SLATINSHEK |
| Dealer         | [redacted] JEEP |                |            |            |            |           |                       |
| Dealer Address | [redacted]      |                |            |            |            |           |                       |
| Dealer City    | [redacted]      |                |            |            |            | Zip       | [redacted]            |

**Complaint:** BATTERY/ELECTRICAL CONCERNS ll not play using the usb outlet, works with d[redacted] with usb. OPRDERED USB FOR D/F SEAT ([redacted] WILL RICKARD-) MISC INTERNAL BODY REPAIRS tes bad when driving ORDERED L/F MIRROR ([redacted] WILL RICKARD-) PERFORM MULTIPOINT INSPECTION ([redacted] WILL RICKARD-)

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [redacted] For VIN: [redacted]

|                |                                    |                         |            |            |              |           |                    |
|----------------|------------------------------------|-------------------------|------------|------------|--------------|-----------|--------------------|
| VIN            | [redacted]                         | Model Year              | [redacted] | Body       | BUES53       | CHRYSLER  | [redacted] LIMITED |
| Built Date     | [redacted]                         | Market                  | [redacted] |            |              |           | ASSEMBLY PLANT     |
| Color          | [redacted]                         | BRIGHT WHITE CLEAR COAT |            |            |              |           |                    |
| Engine         | [redacted]                         | HYBRID ENGINE           |            |            |              | Serial #  | [redacted]         |
| Transmission   | [redacted]                         | TRANSMISSION            |            |            |              | Serial    | [redacted]         |
| Report         | [redacted]                         | System Key              | [redacted] | Report     | [redacted] 1 | Open Date | [redacted]         |
| Close Date     | [redacted]                         | Narrative Date          | [redacted] |            | [redacted]   | Mileage   | [redacted]         |
|                | [redacted]                         | Sold Date               | [redacted] | Built Date | [redacted]   | Advisor   | [redacted]         |
| Dealer         | [redacted] CORNERS [redacted] JEEP |                         |            |            |              |           |                    |
| Dealer Address | [redacted]                         |                         |            |            |              |           |                    |
|                | [redacted]                         |                         | [redacted] |            | [redacted]   |           | [redacted]         |

Complaint: PERFORM [redacted] INSPECTION ( [redacted] [redacted] -)

Cause:

Correction:

LOP Information

| LOP        | LOP Description                                                                            |
|------------|--------------------------------------------------------------------------------------------|
| [redacted] | Body ; Exterior - Mirror ; Mirror, outside rearview (power/heated/folding) ; Right or left |
| [redacted] | Electrical System ; Audio ; Hub, media center - SD/USB - auxiliary port                    |

Part(s) Information

| Part Number | Part Description         | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------------|---------------|-----------|--------|------------------|
| [redacted]  | MEDIA -HUB               | 1             |           | No     | [redacted]       |
| [redacted]  | MIRROR -OUTSIDE REARVIEW | 1             |           | No     |                  |

Repair Order Detailed Report [redacted] For VIN: [redacted]

|                |               |                |                                 |            |            |                        |              |
|----------------|---------------|----------------|---------------------------------|------------|------------|------------------------|--------------|
| VIN            | [redacted]    | Model Year     | [redacted]                      | Body       | PLIES53    | [redacted]             | LIMITED      |
| Built Date     | [redacted]    | Market         | [redacted]                      | [redacted] | [redacted] | WINDSOR ASSEMBLY PLANT |              |
| Color          | PAU           |                | GRANITE CRYSTAL MET. CLEAR COAT |            |            |                        |              |
| Engine         | HYBRID ENGINE |                |                                 |            | Serial #   | [redacted]             |              |
| Transmission   | TRANSMISSION  |                |                                 |            | Serial     | [redacted]             |              |
| Report         | [redacted]    | System Key     | [redacted]                      | Report     | [redacted] | Open Date              | [redacted]   |
| Close Date     | [redacted]    | Narrative Date | [redacted]                      | [redacted] | [redacted] | Mileage                | 2 [redacted] |
| MDH            | [redacted]    | Sold Date      | [redacted]                      | Built Date | [redacted] | Advisor                | REYES        |
| Dealer         | [redacted]    |                |                                 |            |            |                        |              |
| Dealer Address | [redacted]    |                |                                 |            |            |                        |              |
|                |               |                |                                 |            | Zip        | [redacted]             |              |

**Complaint:** CUSTOMER STATES SERVICE POWERSTEERING ON DASH AND STEERING HARD TO MOVE CUSTOMER STATES CHECK ENGINE LIGHT IS ON

**Cause:** FOUND CONNECTOR LOOSE CAUSING EPS MODULE TO NOT WORK

**Correction:** REINSTALLED CONNECTOR AND VERIFIED OPERATION OK

**LOP Information is not available**

**Part Information is not available**

Repair Order Detailed Report

For VIN:

|                |  |                |  |               |        |           |          |
|----------------|--|----------------|--|---------------|--------|-----------|----------|
| VIN            |  | Model Year     |  | Body          | PHE553 |           | LIMITED  |
| Built Date     |  | Market         |  |               |        |           | ASSEMBLY |
| Color          |  |                |  | COAT          |        |           |          |
| Engine         |  |                |  | HYBRID ENGINE | Serial |           |          |
| Transmission   |  |                |  | TRANSMISSION  | Serial |           |          |
| Report         |  | System Key     |  | Report        |        | Open Date |          |
| Close Date     |  | Narrative Date |  |               |        | Mileage   |          |
|                |  | Sold Date      |  | Built Date    |        | Advisor   | Crystal  |
| Dealer         |  |                |  |               |        |           |          |
| Dealer Address |  |                |  |               |        |           |          |
| Dealer City    |  |                |  |               |        | Zip       |          |

Complaint: DRIVEABILITY PERFORM MULTI-POINT INSPECTION SUBLET ELECTRICAL

Cause:

Correction: ;

LOP Information

| LOP | LOP Description                                                                  |
|-----|----------------------------------------------------------------------------------|
|     | Electrical System ; Modules ; Module, power inverter (PIM) ; PHEV                |
|     | Electrical System ; Battery ; Battery ; All Others                               |
|     | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             | BATTERY -STORAGE | 1             |           | No     |                  |
|             | -INVERTER        | 1             |           | No     |                  |
|             | GASKET -INVERTER | 1             |           | No     |                  |

Repair Order Detailed Report # [redacted] For VIN: [redacted]

|              |                         |                |            |           |            |            |
|--------------|-------------------------|----------------|------------|-----------|------------|------------|
| VIN          | [redacted]              | Model Year     | [redacted] | CHRYSLER  | HYBRID     | [redacted] |
| Build Date   | [redacted]              |                |            | ASSEMBLY  |            |            |
|              | [redacted]              |                |            | COAT      |            |            |
| Engine       | [redacted] HYBRID       |                |            | Serial #  | [redacted] |            |
| Transmission | [redacted] TRANSMISSION |                |            | Serial    | [redacted] |            |
| Report #     | [redacted]              | System Key     | [redacted] | Open Date | [redacted] |            |
| [redacted]   | [redacted]              | Narrative Date | [redacted] | Mileage   | [redacted] |            |
|              | [redacted]              | Built Date     | [redacted] | Advisor   | QAD        |            |
| Dealer       | [redacted]              |                |            |           |            |            |
| [redacted]   | [redacted]              |                |            |           |            |            |
|              | [redacted]              |                | [redacted] | Zip       | [redacted] |            |

Complaint: CHECK [redacted] LIGHT, GAS EQUIPPED [redacted] RENTAL

Cause:

Correction:

LOP Information

|            | LOP Description                                                                                                                                |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| [redacted] | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles                                                                                |
| [redacted] | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
| [redacted] | Electrical System ; Hybrid System ; Switch, Battery Service ; Battery Service Switch - PHEV                                                    |
| [redacted] | Electrical System ; Modules ; Module, power inverter (PIM) ; PHEV                                                                              |
|            | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain                                                               |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
| [redacted]  | MODULE -INVERTER | 1             |           | No     | [redacted]       |
|             | WIRING -MSD KIT  | 1             |           | No     |                  |

Repair Order Detailed Report For VIN:

|                |  |                |  |              |           |          |
|----------------|--|----------------|--|--------------|-----------|----------|
| VIN            |  | Model Year     |  | 53           | CHRYSLER  | LIMITED  |
| Built Date     |  |                |  |              |           | ASSEMBLY |
| Color          |  |                |  |              |           |          |
| Engine         |  |                |  | ENGINE       | Serial    |          |
| Transmission   |  |                |  | TRANSMISSION | Serial    |          |
| Report         |  | System Key     |  |              | Open Date |          |
|                |  | Narrative Date |  |              | Mileage   |          |
|                |  |                |  | Built Date   | Advisor   |          |
| Dealer         |  |                |  | RA           |           |          |
| Dealer Address |  |                |  |              |           |          |
| Dealer City    |  |                |  |              | Zip       |          |

**Complaint:** REFER TO LINE D OF WILL PERFORM A FREE MULTI INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO YOU. CHECK AND RESET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE

**Cause:** REFER TO LINE D internal failure of the high voltage battery pack

**Correction:** REFER TO LINE D REFER TO LINE D RENTAL FOR LINE D PERFORMED DIAGNOSTIC TEST ON VEHICLE SUBLET REPAIRS PERFORMED MULTI INSPECTION TIRE TRENDS LEFT FRONT: LEFT FRONT: RIGHT FRONT: RIGHT BACK: LEFT BACK: BRAKES LEFT FRONT: RIGHT FRONT: LEFT REAR: RIGHT REAR: RECOMMENDATIONS: OF WILL PERFORM A FREE MULTI INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO YOU. OF WILL PERFORM A FREE MULTI INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO YOU. ADJUSTED TIRE PRESSURE TO RECOMMENDED CAPACITY CHECK AND TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS Verified the check engine light is on. Performed vehicle module scan and retrieved DTC (active). Saved & printed VSR & CONFIGURATION REPORT (preservice). Performed Pre diagnostic troubleshooting procedure. Vehicle is responding. Verified DTC is inactive. Verified the vehicle's history does not show any previous concerns related to current concern. Vehicle does not have any aftermarket accessories installed incorrectly. Verified there are no TSBs related to customer concern. Cleared DTCs. Attempted to duplicate customer concern and verified DTC comes back immediately after starting vehicle. Performed a quick wire harness inspection related to the DTC. Checked the connectors, the suspected component connection, in-line connectors, wire harness splices, power and ground circuits, and any related fuses. No repairs were made that fixed the customer's concern. All electrical circuits appear to be ok. Proceeded to perform the diagnostic test procedure related to the customer

LOP Information

|  | LOP Description                                                                                                                        |
|--|----------------------------------------------------------------------------------------------------------------------------------------|
|  | Special Services ; Diagnostic LOP ; n diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|  | Electrical System ; Battery ; Battery, ; Hybrid Electric Vehicle PHEV                                                                  |

Part(s) Information

| Number | Part Description  | Part Quantity | Part Cost | Failed | Part Return Date |
|--------|-------------------|---------------|-----------|--------|------------------|
|        | SVCE KIT -HYBRID  | 1             |           | No     |                  |
|        | ANTIFREEZ-COOLANT | 0             |           | No     |                  |
|        | ANTIFREEZ-COOLANT | 0             |           | No     |                  |

[REDACTED]  
**Repair Order Detailed Report**      **For VIN:**      [REDACTED]

|                       |                     |                       |            |                   |               |            |                  |            |            |
|-----------------------|---------------------|-----------------------|------------|-------------------|---------------|------------|------------------|------------|------------|
| <b>VIN</b>            | [REDACTED]          | <b>Model Year</b>     | [REDACTED] | \$53              | [REDACTED]    | YSLER      | [REDACTED]       | LIM        | [REDACTED] |
| <b>Built Date</b>     | [REDACTED]          |                       |            |                   | ASSEMBLY      |            |                  |            |            |
| <b>Color</b>          | [REDACTED]          |                       |            |                   |               |            |                  |            |            |
| <b>Engine</b>         | [REDACTED] D ENGINE |                       |            |                   | <b>Serial</b> | [REDACTED] |                  |            |            |
| <b>Transmission</b>   |                     |                       |            |                   | TRANSMISSION  |            | <b>Serial</b>    | [REDACTED] |            |
| <b>Report</b>         | [REDACTED]          | <b>System Key</b>     | [REDACTED] |                   |               |            | <b>Open Date</b> | [REDACTED] |            |
|                       | [REDACTED]          | <b>Narrative Date</b> | [REDACTED] |                   |               |            | <b>Mileage</b>   | [REDACTED] |            |
|                       | [REDACTED]          | [REDACTED]            | [REDACTED] | <b>Built Date</b> |               |            | <b>Advisor</b>   |            |            |
| <b>Dealer</b>         | [REDACTED]          |                       |            |                   |               |            |                  |            |            |
| <b>Dealer Address</b> | [REDACTED]          |                       |            |                   |               |            |                  |            |            |
| <b>Dealer City</b>    |                     |                       |            |                   |               |            | <b>Zip</b>       | [REDACTED] |            |

**Complaint:** CORRECT RO      FOR EXCHANGE PART BILLED IN ERROR  
**Cause:**      [REDACTED]  
**Correction:** CORRECT RO      FOR EXCHANGE PART BILLED OUT IN ERROR ELECTRICAL

**LOP Information is not available**  
 [REDACTED]

| Information |             |               |           |        |                  |
|-------------|-------------|---------------|-----------|--------|------------------|
| Number      | Description | Part Quantity | Part Cost | Failed | Part Return Date |
|             | SVCE        | 2             |           | No     |                  |

[REDACTED]
   
**Repair Order Detailed Report**
 For VIN:
 [REDACTED]

|                |                         |                |            |                 |            |                        |                |
|----------------|-------------------------|----------------|------------|-----------------|------------|------------------------|----------------|
| VIN            | [REDACTED]              | Model Year     | [REDACTED] | \$53            | [REDACTED] | YSLER                  | HYBRID LIMITED |
| Built Date     | [REDACTED]              | Market         | [REDACTED] | [REDACTED]      | [REDACTED] | WINDSOR ASSEMBLY PLANT |                |
| Color          | [REDACTED] TE           |                |            | MET. CLEAR COAT |            | [REDACTED]             |                |
| Engine         | [REDACTED] D ENGINE     |                |            |                 | Serial     | [REDACTED]             |                |
| Transmission   | [REDACTED] TRANSMISSION |                |            |                 | Serial     | [REDACTED]             |                |
| Report         | [REDACTED]              | System Key     | [REDACTED] | [REDACTED]      | Open Date  | [REDACTED]             |                |
| [REDACTED]     | [REDACTED]              | Narrative Date | [REDACTED] | [REDACTED]      | Mileage    | [REDACTED]             |                |
| [REDACTED]     | [REDACTED]              | [REDACTED]     | [REDACTED] | Alt Date        | [REDACTED] | Advisor                | [REDACTED]     |
| Dealer         | [REDACTED]              |                |            |                 |            |                        |                |
| Dealer Address | [REDACTED]              |                |            |                 |            |                        | [REDACTED]     |
| Dealer         | [REDACTED]              | [REDACTED]     | [REDACTED] | [REDACTED]      | Zip        | [REDACTED]             |                |

**Complaint:** Customer states service transmission light will not go away vehicle will not go into any gear (Electrical)
 [REDACTED] said somethi ng regarding charging system

**Cause:** VEHICLE RUNNING OK AT THIS TIME POSSIBLE CHARGING ISSUE

**Correction:** CHARGED VEHICLE AND RETURNED VEHICLE TO CUSTOMER

**LOP Information is not available**

**Part Information is not available**

Repair Order Detailed Report

For VIN:

|              |                             |                |      |            |           |                        |
|--------------|-----------------------------|----------------|------|------------|-----------|------------------------|
| VIN          |                             | Model Year     | 2015 | 53         | YSLER     | HYBRID LIMITED         |
| Built Date   |                             | Market         |      |            |           | WINDSOR ASSEMBLY PLANT |
| Color        |                             |                |      |            |           | MET. CLEAR COAT        |
| Engine       |                             |                |      |            | Serial    |                        |
| Transmission |                             |                |      |            | Serial    |                        |
| Report       |                             | System Key     |      |            | Open Date |                        |
|              |                             | Narrative Date |      |            | Mileage   |                        |
|              |                             | Sold Date      |      | Built Date | Advisor   |                        |
| Dealer       | ETTENHAUSEN MOTOR SALES INC |                |      |            |           |                        |
|              |                             |                |      |            |           |                        |
|              |                             |                |      |            |           |                        |
|              | Zip                         |                |      |            |           |                        |

**Complaint:** CUSTOMER STATES CHECK ENGINE LIGHT COMES ON, "SHIFT TO PARK", AND SERVICE CHARGING SYSTEM CAME UP ON DASH. DROPPED TO ZERO AND VEHICLE DIED OUT. USUALLY WILL OCCUR WITH EITHER LITTLE OR ZERO CHARGE LEFT ON ELECTRIC CHARGE. CHECK AND ADVISE. ++SEE HISTORY FOR CONCERN. CUSTOMER REQUESTS MULTI-POINT INSPECTION. Alternate transportation/rental provided. NOTE: Customer acknowledges alternate transportation/rental charges-coverages are dependent upon Warranty coverage (basic or extended). Any charges not covered by a warranty are the responsibility of the customer ( ).

**Cause:** FOUND FAULTS - (DRIVE MOTOR B TORQUE DELIVERED PERFORMANCE), (HV BATTERY CONTACTOR CONTROL SEQUENCE INCORRECT) CONTACTED STAR CENTER AND REOPENED CASE PERFORMED DRAG TEST ON TERMINALS ON PIM, GOOD TESTED ALL BATTERIES- GOOD PER STAR CENTER- REPLACE PIM

**Correction:** REPLACED POWER INVERTER MODULE AND PROGRAMMED. RECHECKED OPERATION AND VERIFIED REPAIR PERFORMED MULTI-POINT INSPECTION. Alternate transportation/rental provided. NOTE: Customer acknowledges alternate transportation/rental charges-coverages are dependent upon Warranty coverage (basic or extended). Any charges not covered by a warranty are the responsibility of the customer ( ).

LOB information is not available

| Information |                  |               |           |        |                  |
|-------------|------------------|---------------|-----------|--------|------------------|
| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
| -AD         | MODULE -INVERTER | 1             |           | No     |                  |

Repair Order Detailed Report For VIN:

|                |  |                |  |            |        |           |  |                |
|----------------|--|----------------|--|------------|--------|-----------|--|----------------|
| VIN            |  | Model Year     |  | Body       | ROE653 | CHRYSLER  |  | HYBRID LIMITED |
| Built Date     |  | Market         |  |            |        |           |  | ASSEMBLY PLANT |
| Color          |  |                |  |            |        |           |  | CLEAR COAT     |
| Engine         |  |                |  |            |        | Serial #  |  |                |
| Transmission   |  |                |  |            |        | Serial    |  |                |
| Report         |  | System Key     |  | Report     |        | Open Date |  |                |
| Close Date     |  | Narrative Date |  |            |        | Mileage   |  |                |
| MDH            |  | Sold Date      |  | Built Date |        | Advisor   |  |                |
| Dealer         |  |                |  |            |        |           |  | JE             |
| Dealer Address |  |                |  |            |        |           |  |                |
| Dealer         |  |                |  |            |        | Zip       |  |                |

**Complaint:** (Multi-point inspection according to maintenance interval) (Check Tire Pressure) CUSTOMER HAS JUST PURCHASED VEHICLE FROM ANOTHER DEALERSHIP AND REQUESTS A VEHICLE INSPECTION. USE REPORT CARD TO INSPECT AND DOCUMENT ANY NEEDED REPAIRS.

**Cause:** PREVENTATIVE MAINTENANCE, CUSTOMER SERVICE PERFORMED VEHICLE INSPECTION COMPLETED MODULE SCAN -- NO FAULT CODES RETRIEVED AT THIS TIME INSPECTED FLUIDS AND FILTERS, BRAKES, STEERING AND SUSPENSION COMPONENTS VEHICLE PASSED INSPECTION AND DOES NOT REQUIRE SERVICE OR REPAIR AT THIS TIME

**Correction:** VEHICLE INSPECTION All Inspect Tire Pressure/Wear All SEE ATTACHED REPORT CARD

LOP Information is not available

Part Information is not available

Repair Order Detailed Report

For VIN:

|                |  |                |               |                |        |           |         |
|----------------|--|----------------|---------------|----------------|--------|-----------|---------|
| VIN            |  | Model Year     |               | Body           | ROES53 | CHRYSLER  | LIMITED |
| Built Date     |  | Market         |               |                |        | ASSEMBLY  |         |
| Color          |  |                |               |                |        |           |         |
| Engine         |  |                | HYBRID ENGINE | Serial #       |        |           |         |
| Transmission   |  |                | TRANSMISSION  | Serial         |        |           |         |
| Report         |  | System Key     |               | Report Version |        | Open Date |         |
| Close Date     |  | Narrative Date |               |                |        | Mileage   |         |
| MDH            |  | Sold Date      |               | Built Date     |        | Advisor   |         |
| Dealer         |  | PREMIER        |               |                |        |           |         |
| Dealer Address |  |                |               |                |        |           |         |
| Dealer City    |  |                |               |                |        | Zip       |         |

Complaint: FOR REPAIRS ON RO

Cause:

Correction: FOR REPAIRS ON RO ELECTRICAL

LOP Information is not available

Part Information is not available

# Repair Order Detailed Report For VIN:

|                |  |                |               |            |        |           |          |
|----------------|--|----------------|---------------|------------|--------|-----------|----------|
| VIN            |  | Model Year     |               | Body       | ROES53 |           | LIMITED  |
| Built Date     |  | Market         |               |            |        |           | ASSEMBLY |
| Color          |  |                |               |            |        |           |          |
| Engine         |  |                | HYBRID ENGINE | Serial #   |        |           |          |
| Transmission   |  |                | TRANSMISSION  | Serial     |        |           |          |
| Report         |  | System Key     |               | Report     |        | Open Date |          |
| Close Date     |  | Narrative Date |               |            |        | Mileage   |          |
| MDH            |  | Sold Date      |               | Built Date |        | Advisor   |          |
| Dealer         |  |                |               |            |        |           |          |
| Dealer Address |  |                |               |            |        |           |          |
| Dealer City    |  |                |               |            |        | Zip       |          |

**Complaint:** CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE SEE HISTORY LOANER GRAY WRANGLER

**Cause:** Hybrid battery was recently replaced, it is possible that the system had an airpocket which has now been released

**Correction:** Upon test drive of vehicle, unable toduplicate check engine light on at this time.Performed vehicle module scan and retrievedDTC Hybrid/EV Battery Coolant LevelSensor Circuit/Open-stored. Inspected hybridbattery cooing system and verified there areno external leaks present at this time.Inspected the coolant level of the system andverified level is at min. level. Performed apurge of the system utilizing the witech.Topped off fluid level and performed testdrive, no DTC or check engine light on atthis time. Hybrid battery was recentlyreplaced, it is possible that the system hadan air pocket which has now been released. CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK& ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE RECOMMENDED MAINT PROVIDE ALTERNATE TRANSPORTATION

LOP Information is not available

Part Information is not available

Repair Order Detail Report For VIN:

|                |     |                |                                 |                |        |           |                        |
|----------------|-----|----------------|---------------------------------|----------------|--------|-----------|------------------------|
| VIN            |     | Model Year     |                                 | Body           | ROES53 | CHRYSLER  | HYBRID LIMITED         |
| Built Date     |     | Market         |                                 |                |        |           | WINDSOR ASSEMBLY PLANT |
| Color          | PAU |                | GRANITE CRYSTAL MET. CLEAR COAT |                |        |           |                        |
| Engine         |     |                | HYBRID ENGINE                   |                |        | Serial #  |                        |
| Transmission   |     |                | TRANSMISSION                    |                |        | Serial    |                        |
| Report #       |     | System Key     |                                 | Report Version |        | Open Date |                        |
| Close Date     |     | Narrative Date |                                 |                |        | Mileage   |                        |
|                |     | Sold Date      |                                 | Built Date     |        | Advisor   |                        |
| Dealer         |     |                |                                 |                |        |           |                        |
| Dealer Address |     |                |                                 |                |        |           |                        |
|                |     |                |                                 |                |        | Zip       |                        |

Complaint: SES LIGHT LOANER VEHICLE

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order De[REDACTED] For VIN: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

|                |            |                |              |                |            |            |            |
|----------------|------------|----------------|--------------|----------------|------------|------------|------------|
| VIN            | [REDACTED] | Model Year     | [REDACTED]   | Body           | [REDACTED] | HYBRID     | L          |
| Built Date     | [REDACTED] | Market         | [REDACTED]   |                |            | ASSEMBLY   |            |
|                | [REDACTED] |                |              | COAT           | [REDACTED] |            |            |
| Engine         | [REDACTED] |                | HYBRID       |                | Serial #   | [REDACTED] |            |
| Transm         | [REDACTED] |                | TRANSMISSION |                | Serial     | [REDACTED] |            |
| Report         | [REDACTED] | System Key     | [REDACTED]   | Report Version | 1          | Open Date  | [REDACTED] |
| Close Date     | [REDACTED] | Narrative Date | [REDACTED]   |                |            | Mileage    | [REDACTED] |
|                | [REDACTED] | Sold date      | [REDACTED]   | Built Date     | [REDACTED] | Advisor    | QAD        |
| Dealer         | [REDACTED] |                |              |                |            |            |            |
| Dealer Address | [REDACTED] |                |              |                |            |            |            |
|                | [REDACTED] |                |              |                |            | Zip        |            |

**Complaint:** VEHICLE INSPECTION CHECK LIGHT, GAS EQUIPPED VEHICLE MUST BE BROUGHT BACK WITH THE SAME AMOUNT upon customer picking up and the vehicle is

**Cause:**

**Correction:**

[REDACTED]formation is not available

| Information |                        |               |           |        |                  |
|-------------|------------------------|---------------|-----------|--------|------------------|
| Part Number | Part Description       | Part Quantity | Part Cost | Failed | Part Return Date |
| [REDACTED]  | MODULE -INVERTER       | 1             |           | No     |                  |
|             | CABLE -BATTERY CHARGER | 1             |           | No     |                  |

Repair Order Description For VIN:

|                |  |                |               |            |       |           |                |
|----------------|--|----------------|---------------|------------|-------|-----------|----------------|
| VIN            |  | Model Year     |               | Body       | BUICK | CHRYSLER  | LIMITED        |
| Built Date     |  | Market         |               |            |       |           | ASSEMBLY PLANT |
| Color          |  |                |               |            |       |           |                |
| Engine         |  |                | HYBRID ENGINE | Serial #   |       |           |                |
| Transm         |  |                | MISSION       | Serial     |       |           |                |
| Report         |  | System Key     |               | Report     | 1     | Open Date |                |
| Close Date     |  | Narrative Date |               |            |       | Mileage   |                |
|                |  | Sold Date      |               | Built Date |       | Advisor   |                |
| Dealer         |  | PREMIER        |               |            |       |           |                |
| Dealer Address |  |                |               |            |       |           |                |
| Dealer         |  |                |               |            |       | Zip       |                |

Complaint: CORRECT RENTAL INVOICE ON RO

Cause:

Correction: PROVIDE ALTERNATE TRANSPORTATION ENTERPRISE RENTAL PROVIDE ALTERNATE TRANSPORTATION SUBLET REPAIRS

LOP Information is not available

Part Information is not available

## Repair Order Details Report

For VIN:

|                |  |                |  |                  |          |           |     |
|----------------|--|----------------|--|------------------|----------|-----------|-----|
| VIN            |  | Model Year     |  | Body             |          | CHRYSLER  | PLU |
| Built Date     |  | Market         |  |                  |          | ASSEMBLY  |     |
|                |  |                |  |                  |          |           |     |
| Engine         |  |                |  | WHITE CLEAR COAT |          |           |     |
| Transm         |  |                |  | HYBRID ENGINE    | Serial # |           |     |
|                |  |                |  | - SSION          | Serial   |           |     |
| Report         |  | System Key     |  | Report           | 1        | Open Date |     |
| Close Date     |  | Narrative Date |  |                  |          | Mileage   |     |
|                |  | Sold Date      |  | Built Date       |          | Advisor   |     |
| Dealer         |  |                |  |                  |          |           |     |
| Dealer Address |  |                |  |                  |          |           |     |
| Dealer         |  |                |  |                  |          | Zip       |     |

**Complaint:** CUSTOMER STATES, THE DASH DISPLAY IS INDICATING SERVICE CHARGING SYSTEM, TOWED IN, CUSOTMER STATES WAS DRIVING THROUGH A PARKING LOT AND VEHICLE DIED, CHECK AND ADVISE SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT \_\_\_\_LF \_\_\_\_RF \_\_\_\_LR \_\_\_\_RR VEHICLE WILL NOT CRANK, CHECK AND ADVISE

**Cause:** NO START, SERVICE CHARGING SYSTEM TIRE PRESSURE BATTERY

**Correction:** NO START, SERVICE CHARGING SYSTEM 300VERIFIED C RN, FOUND SEVERAL DTC'S ACTIVEIN VEHICLE, PRINTED AND ATTACHED TO REPAIRORDER. SUBMITTED STAR CASE FOR C RN,AWAITING STAR RESPONSE FOR FURTHER DIAGNOSIS.STAR RESPONDED WITH THE PIM FAILING ANDORDERED NEW PIM FOR \_\_\_\_ALSO STATED THE MSDHAS FAILED AND HAD ORDER FOR THEVEHICLE AS WELL, PARTS ARRIVE, WILLUPDATE STAR CASE WHEN PARTS ARE REPLACED.REPLACED THE PIM MODULE PER STAR AND REPLACEDTHE MASTER SERVICE DISCONNECT PER STAR,CLEARED ALL DTC'S, PROGRAMMED PIM TO VEHICLE,ROAD TESTED VEHICLE, VERIFIED PROPEROPERATION OF VEHICLE, REPAIR COMPLETE. TECH DIAGNOSIS TIRE PRESSURE TO SET AND ADJUST TIRE PRESSURE TO FACTORY SPECSAND DOCUMENT \_\_\_\_LF \_\_\_\_RF \_\_\_\_LR \_\_\_\_RR SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT \_\_\_\_LF \_\_\_\_RF \_\_\_\_LR \_\_\_\_RR BATTERY TESTED THE BATTERY WITH THEGR8, BATTERY FAILED, REPLACED BATTERY ANDATTACHED PRINT OUTS TO REPAIR ORDER, REPAIRCOMPLETE. TECH DIAGNOSIS LED ACID BATTERY FEE TECH DIAGNOSIS MISC. SHOP CHARGES

## LOP Information

| LOP | LOP Description                                                                            |
|-----|--------------------------------------------------------------------------------------------|
|     | Electrical System ; Hybrid System ; Switch Battery Service ; Battery Service Switch - PHEV |
|     | Electrical System ; Modules ; Module, power inverter (PIM) ; PHEV                          |
|     | Electrical System ; Battery ; Battery ; battery - PHEV                                     |
|     | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain           |

## Part(s) Information

| Part Number | Part Description  | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-------------------|---------------|-----------|--------|------------------|
| DDA10050AB  | BATTERY -STORAGE  | 1             |           | No     |                  |
|             | MODULE -INVERTER  | 1             |           | No     |                  |
|             | WIRING -MSD KIT   | 1             |           | No     |                  |
|             | ANTIFREEZ-COOLANT | 1             |           | No     |                  |

Repair Order Detailed Report

For VIN:

|                |     |                |              |            |        |           |                |
|----------------|-----|----------------|--------------|------------|--------|-----------|----------------|
| VIN            |     | Model Year     |              | Body       | RUES53 | CHRYSLER  | LIMITED        |
| Built Date     |     | Market         |              | Plant      |        |           | ASSEMBLY PLANT |
| Color          | BBV |                |              | COAT       |        |           |                |
| Engine         |     |                | HYBRID       | Serial #   |        |           |                |
| Transmission   |     |                | TRANSMISSION | Serial     |        |           |                |
| Report         |     | System Key     |              | Report     | 4      | Open Date |                |
| Close Date     |     | Narrative Date |              |            |        | Mileage   | 5              |
|                |     | Sold Date      |              | Built Date |        | Advisor   | DALGARD        |
| Dealer         |     |                |              |            |        |           |                |
| Dealer Address |     |                |              |            |        |           |                |
| Dealer City    |     |                |              |            |        | Zip       |                |

**Complaint:** CS TOW IN. VEHICLE SHUT OFF AND WOULD NOT RESTART PLEASE CHECK AND ADVISE. VEH TOWED IN BATTERY TESTED WITH BAD CELL. REPLACED BATTERY VEH WOULD OPERATE IN ELECTRIC MODE AT A DERATED POWER/LIMP. STAR CASE CREATED. BASED OFF OF THE DTC'S AND THE VEH SCAN REPORT STAR ADVISED THAT THE ABS AND TRANSMISSION NEEDED TO BE REPLACED. REPLACED THE RECOMMENDED COMPONENTS. VEH STILL HAD MULTIPLE ACTIVE. THE WAS ADVISED TO BE REPLACED. ALL GROUNDS AND INTERMEDIATE (-) LINE FOR ADDITIONAL NOTES (-) LINE FOR ADDITIONAL NOTES CONNECTORS WERE INSPECTED AND SEVERAL PIN FIT MENTS WERE PERFORMED NO ISSUES EVER FOUND WIT H CONNECTORS. THE GROUNDS PRETAING TO THE HYB RID SYSTEM WERE INSPECTED BY NO ISSUES S INITIALY FOUND. REMOVED THE TO ACCESS TH E GROUND ON THE RIGHT FRONT STRUT TOWER. CUT OPEN THE INSULATION/HEAT SHRINK AND FOUND A POOR SOLDER CONNECTION. RESOLDERED AND RE HEAT SHRUNK THE GROUND AND THE DTC'S ALL WENT ST ORED. PERFORMED FRONT CAMERA ALIGNMENT, SET TOE DUE TO REMOVING FRONT SUBFRAME. PERFORMED VEH BUILD RECONFIGURATION AND VERIFIED PROPE (-) LINE FOR ADDITIONAL NOTES OPERATION OF BOTH THE ELECTRIC SYSTEM AND THE GAS . BLEDED THE BRAKES. RECHARGED THE HIGH VOLTAGE BATTERY. TEST DROVE VEH. (-) DIAG (-) DIAGNOSTIC AND AT FOR TRANSMISSION AND WIRING REPAIR (-)

Cause:

Correction:

Information

| LOP | LOP Description                                                                                                                                |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|     | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace ; Input - Electrically Variable Transmission (SI- ) with engine   |
|     | Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; Ground                                                          |
|     | Electrical System ; TIPM/ /IPM/Module ; Center, power distribution                                                                             |
|     | Electrical System ; Battery ; Battery ; All Others                                                                                             |
|     | Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others                         |

Information

| Part Number | Part Description          | Part Quantity | Part Cost | Failed | Return Date |
|-------------|---------------------------|---------------|-----------|--------|-------------|
|             |                           | 1             |           | No     |             |
|             | BATTERY -STORAGE          | 1             |           | No     |             |
|             |                           | 1             |           | No     |             |
|             | MODULATOR-ANTI LOCK BRAKE | 1             |           | No     |             |
|             | FLUID -BRAKE              | 2             |           | No     |             |
|             | FLUID -BRAKE              | 2             |           | No     |             |

# Repair Order Detailed Report #

For VIN:

|                |    |                |               |            |        |                        |         |
|----------------|----|----------------|---------------|------------|--------|------------------------|---------|
| VIN            |    | Model Year     |               | Body       | RUES53 | CHRYSLER               | LIMITED |
| Built Date     |    | Market         |               |            |        | MINICOR ASSEMBLY PLANT |         |
| Color          | BM | OR ANITE       |               | CLEAR COAT |        |                        |         |
| Engine         |    |                | HYBRID ENGINE | Serial #   |        |                        |         |
| Transmission   |    |                | TRANSMISSION  | Serial     |        |                        |         |
| Report         |    | System Key     |               | Report     |        | Open Date              |         |
| Close Date     |    | Narrative Date |               |            |        | Mileage                |         |
|                |    | Sold Date      |               | Built Date |        | Advisor                |         |
| Dealer Address |    |                |               |            |        |                        |         |
|                |    |                |               |            |        |                        |         |
|                |    |                |               |            |        | Zip                    |         |

**Complaint:** CUSTOMER STATES VEHICLE DIES OUT UPON HEAVY ACCELERATION . CHECK ENGINE LIGHT, SERVICE CHARGING SYSTEM, AND SHIFT TO PARK COMES UP ON DASH. OCCURS WITH A LOWER CHARGE LEVEL ON ELECTRIC SYS HISTORY FOR CONCERN. CUSTOMER REQUESTS INSPECTION. SALES LOANER

**Cause:** TEST DROVE THE VEHICLE AS DESCRIBED UNABLE TO DULICATE STORED DTC SAME DTC AS PREVIOUS VISITS RO AND RO# CONTACTED ON-LINE CASE RACK AND REMOVE UNDER BODY SHIELDS INSPECTED ALL ELECTRICAL CONNECTIONS TO PIM MODULE ALL CLEAN AND TIGHT RE-ASSM UNDER BODY SHIELDS CONTINUED TO TEST DRIVE AS DESCRIBED CANNOT DUPLICATE STALL OUT CONCERN WAITING FOR RESPONSE STILL ATTEMPTING TO DUPLICATE CONCERN REPLIED WANTED ME TO RUN A LARGE PIM CASE TO CHASSIS

**Correction:** TECH INSTALLED GROUND AS DESCRIBED. CONTINUED TO ROAD TEST AND STILL UNABLE TO DUPLICATE CONCERN. CUSTOMER DECLINED FURTHER DIAG AT THIS TIME, PICKING UP VEHICLE. CUSTOMER SPOKE TO AND WHEN HUSBAND IS BACK IN , HE MAY COME IN TO TRY AND DUPLICATE AS ONLY HE CAN DUPLICATE AT THIS TIME. PERFORMED MULTI- INSPECTION. PROVIDE CUSTOMER WITH RESULTS. SEE SUBLET SECTION FOR CHARGES --

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #

For VIN:

|                |                             |            |  |                |          |             |                |
|----------------|-----------------------------|------------|--|----------------|----------|-------------|----------------|
| VIN            |                             | Model Year |  | Body           | RUES53   | CHRYSLER    | LIMITED        |
| Built Date     |                             | Model      |  |                |          | MINNEAPOLIS | ASSEMBLY PLANT |
| Color          | CRIMSON RED MET. CLEAR COAT |            |  |                |          |             |                |
| Engine         | ENGINE                      |            |  |                | Serial # |             |                |
| Transmission   | TRANSMISSION                |            |  |                | Serial   |             |                |
| Report #       |                             | System Key |  | Report Version |          | Open Date   |                |
| Close Date     |                             |            |  |                |          | Mileage     |                |
| MDH            |                             | Sold Date  |  | Built Date     |          | Advisor     |                |
| Dealer Address |                             |            |  |                |          |             |                |
|                | Zip                         |            |  |                |          |             |                |

Complaint: DRIVEABILITY INTERIOR BODY AND ELECTRICAL LOANER VEHICLE

Cause:

Correction:

Information

|  | LOP Description                                                                                                                         |
|--|-----------------------------------------------------------------------------------------------------------------------------------------|
|  | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles                                                                         |
|  | Special Services ; Diagnostic LOP ; In diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|  | Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Charging port ; Housing, Charge port - PHEV             |
|  | Electrical System ; Battery ; Battery, ; Hybrid Electric Vehicle PHEV                                                                   |

Information

| Number | Part Description  | Part Quantity | Part Cost | Failed | Part Return Date |
|--------|-------------------|---------------|-----------|--------|------------------|
|        | -                 | 1             |           | No     |                  |
|        | -COOLANT          | 1             |           | No     |                  |
|        | PANEL -CARGO DOOR | 1             |           | No     |                  |

Repair Order Detailed Report #

For VIN:

|                |  |            |              |            |          |           |     |
|----------------|--|------------|--------------|------------|----------|-----------|-----|
|                |  |            |              |            | CHRYSLER | HYBRID    | L   |
| Built Date     |  |            |              |            |          | ASSEMBLY  |     |
|                |  |            |              |            | COAT     |           |     |
| Engine         |  |            | HYBRID       |            | Serial # |           |     |
| Transmission   |  |            | TRANSMISSION |            | Serial   |           |     |
|                |  | System Key |              | Report     |          | Open Date |     |
| Close Date     |  |            |              |            |          | Mileage   |     |
|                |  |            |              | Built Date |          | Advisor   | QAD |
|                |  |            |              |            |          |           |     |
| Dealer Address |  |            |              |            |          |           |     |
|                |  |            |              |            | Zip      |           |     |

Complaint: MISCELLANEOUS REPAIR VEHICLE MUST BE BROUGHT BACK WITH THE SAME AMOUNT

Cause:

Correction:

For information

|  | LOP Description                                                                                                                                |
|--|------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles                                                                                |
|  | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|  | Electrical System ; Modules ; Module, power inverter (PIM) ; PHEV                                                                              |
|  | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain                                                               |

For information

| Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|--------|------------------|---------------|-----------|--------|------------------|
|        | MODULE -INVERTER | 1             |           | No     |                  |
|        | WIRING - KIT     | 1             |           | No     |                  |

# Repair Order Detailed Report

For VIN:

|                |                 |                |                |      |           |          |                |
|----------------|-----------------|----------------|----------------|------|-----------|----------|----------------|
| VIN            |                 | Model Year     |                | Body | RUES53    | CHRYSLER | HYBRID LIMITED |
| Built Date     |                 |                |                |      |           |          | ASSEMBLY PLANT |
| Color          | MET. CLEAR COAT |                |                |      |           |          |                |
| Engine         | HYBRID ENGINE   |                |                |      |           | Serial # |                |
| Transmission   | - TRANSMISSION  |                |                |      |           | Serial   |                |
|                | System Key      |                | Report Version |      | Open Date |          |                |
| Close Date     |                 | Narrative Date |                |      | Mileage   |          |                |
|                | Bld Date        |                | Built Date     |      | Advisor   |          |                |
| Dealer Address |                 |                |                |      |           |          |                |
| Zip            |                 |                |                |      |           |          |                |

**Complaint:** CUSTOMER STATES VEHICLE IS OUT ON ACCEL BATTERY WILL NOT RE CHARGE WHILE DRIVING (General Concern) CUSTOMER STATES SLIDING DOORS MAKING A WEIRD NOISE WHEN IN USE. SOMEWHAT GRINDING NOISE Alternate transportation/rental provided. NOTE: Customer acknowledges alternate transportation/rental charges are dependent upon Warranty coverage (basic or extended). Any charges not covered by a warranty are the responsibility of the customer.

**Cause:** INSPECTED VEHICLE FOUND FAULT (DRIVE MOTOR B TORQUE DELIVERED PERFORMANCE) CONTACTED CHECK GROUNDS AND FOUND WITH CORROSION CLEANED AND ROAD TESTED VEHICLE ROAD TESTED WITH CUSTOMER AND VERIFIED DIE OUT CONCERN W/ CUSTOMER INSTALLED FLIGHT RECORDER AND RECORDED SENT INFORMATION TO CENTER INSTRUCTED TO INSPECT/CHECK CRANK SENSOR PERFORMED TERMINAL DRAG AND PIN FIT INSPECTION CHECKED RESISTANCE ON CIRCUITS, AND AND LOAD TESTED CIRCUITS, GOOD CONTACTED WITH RESULTS AND REPLA SHAFT POSITION SENSOR ROAD TESTED VEHICLE AGAIN WITH CUSTOMER AND DIE OUT OCCURED AGAIN SENT INFORMATION TO CENTER AND AWAITED TA TO ARRIVE AT DEALER NECESSARY TO POWER DOWN VEHICLE AND UNPLUGGED C1 AT PIN TESTED COS, SINE, AND EXCITATION CIRCUITS- ALL CIRCUITS WITHIN RANGE DRAINED TRANSMISSION AND MEASURED TRANSMISSION DRAINED FROM SYSTEM FOUND OF FLUID DRAINED FLUID BLACK AND SIGNS OF METALLIC FINISH INSPECTED AND FOUND RIGHT SLIDING DOOR HARNESS BINDING CAUSING NOISE

**Correction:** PER CENTER, ORDERED TRANSMISSION ASSEMBLY. CURRENT ETA . WILL CONTACT CUSTOMER WHEN PARTS ARRIVE. REPLACED RIGHT SLIDING DOOR HARNESS Alternate transportation/rental provided. NOTE: Customer acknowledges alternate transportation/rental charges- coverages are dependent upon Warranty coverage (basic or extended). Any charges not covered by a warranty are the responsibility of the customer.

## LOP Information

|  | LOP Description                                                                                                                               |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------|
|  | Special Services ; Loaner ; Loaner Car ; High Line Vehicles                                                                                   |
|  | Special Services ; Diagnostic Exception ; Diagnostic Labor Time Exception ; On-Site Technical FCA Resource Support                            |
|  | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair, must be used in conjunction with appropriate repair Labor Operation. |
|  | Electrical System ; Wiring Harness Replacement, Body/Jumper ; Wiring harness/track, sliding door ; right                                      |
|  | Electrical System ; Cam/Crank Sensor ; Sensor, Crankshaft position ; engine                                                                   |

## Part(s) Information

| Part Number | Part Description            | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------------|---------------|-----------|--------|------------------|
| -AA         | BOLT -HEX FLANGE HEAD       | 9             |           | No     |                  |
| -AB         | WIRING -SLIDING DOOR TRACK  | 1             |           | No     |                  |
| -AD         | PKG PART -NONE              | 2             |           | No     |                  |
| -AC         | HOSE -COOLANT               | 1             |           | No     |                  |
| -AB         | HOSE -COOLANT               | 1             |           | No     |                  |
| -AC         | SENSOR -CRANKSHAFT POSITION | 1             |           | No     |                  |
|             | WIRING -SLIDING DOOR TRACK  | 1             |           | No     |                  |
|             | SENSOR -CRANKSHAFT POSITION | 1             |           | No     |                  |

Repair Order Detailed Report

For VIN:

|                |  |            |              |            |          |           |          |   |
|----------------|--|------------|--------------|------------|----------|-----------|----------|---|
| VIN            |  | Model      |              | Body       |          | CHRYSLER  | HYBRID   | L |
| Built Date     |  |            |              |            |          |           | ASSEMBLY |   |
| Color          |  |            | CRYSTAL      | COAT       |          |           |          |   |
| Engine         |  |            | HYBRID       |            | Serial # |           |          |   |
| Transmission   |  |            | TRANSMISSION |            | Serial   |           |          |   |
|                |  | System Key |              | Report     |          | Open Date |          |   |
| Close Date     |  |            |              |            |          | Mileage   |          |   |
|                |  |            |              | Built Date |          | Advisor   | QAD      |   |
|                |  |            |              |            |          |           |          |   |
| Dealer Address |  |            |              |            |          |           |          |   |
|                |  |            |              |            |          | Zip       |          |   |

Complaint: VEHICLE INSPECTION MISCELLANEOUS REPAIR VEHICLE MUST BE BROUGHT BACK WITH THE SAME AMOUNT

Cause:

Correction:

LOP information

| LOP | LOP Description                                                             |
|-----|-----------------------------------------------------------------------------|
|     | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles             |
|     | Cooling System ; Heater ; Electric heater ; Heater, electric coolant - PHEV |

Part(s) information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             | HEATER -BATTERY  | 1             |           | No     |                  |

Repair Order Detailed Report

For VIN:

|                |  |            |               |            |        |           |                |   |
|----------------|--|------------|---------------|------------|--------|-----------|----------------|---|
| VIN            |  | Model Year |               | Body       |        | CHRYSLER  | HYBRID         | L |
| Built Date     |  |            |               |            |        |           | ASSEMBLY PLANT |   |
| Color          |  |            |               |            |        |           |                |   |
| Engine         |  |            | HYBRID ENGINE |            | Serial |           |                |   |
| Transmission   |  |            | TRANSMISSION  |            | Serial |           |                |   |
| Report         |  | System Key |               | Report     |        | Open Date |                |   |
| Close Date     |  |            |               |            |        | Mileage   |                |   |
| MDH            |  |            |               | Built Date |        | Advisor   |                |   |
| Dealer         |  |            |               |            |        |           |                |   |
| Dealer Address |  |            |               |            |        |           |                |   |
| Dealer         |  |            |               |            |        | Zip       |                |   |

Complaint: CHECKUP ADJUST TIRE PRESSURE ELECTRICAL CONCERN CUSTOMER STATES CHECK ENGINE LIGHT IS ON-CHECK GENERAL CONCERN FULL SYNTHETIC OIL CHANGE

Cause:

Correction: PERFORMED INSPECTION done MAINTENANCE LUBE OIL AND FILTER CHANGE PERFORMED

LOP information

| LOP | LOP Description                                                                                                                                |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Loaner ; Loaner Car ; High Line Vehicles                                                                                    |
|     | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|     | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace ; Input - Electrically Variable Transmission (SI ) with engine    |

Part(s) information

| Part Number | Part Description   | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
|             |                    | 2             |           | No     |                  |
|             | -                  | 1             |           | No     |                  |
|             | OIL -              |               |           | No     |                  |
|             | FILTER -ENGINE OIL | 1             |           | No     |                  |

Repair Order Detailed Report For VIN:

|                |  |                |  |               |        |           |                |
|----------------|--|----------------|--|---------------|--------|-----------|----------------|
| VIN            |  | Model Year     |  | Body          | RUES53 | CHRYSLER  | HYBRID LIMITED |
| Built Date     |  | Market         |  |               |        |           | ASSEMBLY PLANT |
| Color          |  |                |  |               |        |           |                |
| Engine         |  |                |  | HYBRID ENGINE |        | Serial #  |                |
| Transmission   |  |                |  | TRANSMISSION  |        | Serial    |                |
| Report         |  | System Key     |  | Report        |        | Open Date |                |
| Close Date     |  | Narrative Date |  | Category      | 0      | Mileage   |                |
| MDH            |  | Sold Date      |  | Built Date    |        | Advisor   | L LOVE         |
| Dealer         |  |                |  |               |        |           |                |
| Dealer Address |  |                |  |               |        |           |                |
|                |  |                |  |               |        | Zip       |                |

**Complaint:** REAR VIEW CAMERA (Recall) (Multi-point inspection according to maintenance pressure)

**Cause:** could not perform recall downloaded file is invalid STAR CASE PREVENTATIVE MAINTENANCE, CUSTOMER SERVICE

**Correction:** TO Create USB Jump Drive from Uconnect Website for Radio UAV ( Only) Check Radio Software Level and Perform Software Update for Radio UAV COMPLETED VISUAL INSPECTION, SEE INSPECTION REPORT COMPLETED TIRE INFLATION SERVICE, INCLUDING MEASURING FOR RECOMMENDED PRESSURE

| LOP                                         | LOP Description                                                                                                |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Software Flash ; Recall VEx ; Safety Recall | - Rear View Camera ; Radio, Software - Create USB Jump Drive from Uconnect Website (UAV Radio) (One Time Only) |

Part Information is not available

Repair Order Detailed Report

For VIN:

|                |  |                         |  |            |          |                        |   |
|----------------|--|-------------------------|--|------------|----------|------------------------|---|
| VIN            |  | Model Year              |  | Body       | RUES53   | HYBRID LIMITED         |   |
| Built Date     |  | Market                  |  |            |          | WINDSOR ASSEMBLY PLANT |   |
| Color          |  | GRANITE MET. CLEAR COAT |  |            |          |                        |   |
| Engine         |  | HYBRID ENGINE           |  |            | Serial # |                        |   |
| Transmission   |  | TRANSMISSION            |  |            | Serial   |                        |   |
| Report         |  | System Key              |  | Report     |          | Open Date              |   |
| Close Date     |  | Narrative Date          |  |            |          | Mileage                |   |
| MDH            |  | Sold Date               |  | Built Date |          | Advisor                | C |
| Dealer         |  | JEEP                    |  |            |          |                        |   |
| Dealer Address |  |                         |  |            |          |                        |   |
| Dealer         |  |                         |  |            | Zip      |                        |   |

**Complaint:** (Replace synthetic engine oil and filter) (Multi-point inspection g to maintenance interval) (Check Tire Pressure)

**Cause:** PERFORM SYNTHETIC BLEND OIL CHANGE VEHICLE INSPECTION - CHRY

**Correction:** PERFORM SYNTHETIC BLEND OIL CHANGE PERFORM VEHICLE INSPECTION AS PER ATTACHED SHEET SET TIRES

LOP Information

| LOP | LOP Description                                                                     |
|-----|-------------------------------------------------------------------------------------|
|     | Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance |
|     | Maintenance ; Service Contract Maintenance ; Maintenance                            |

Part(s) Information

| Part Number | Part Description   | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
| -AA         | OIL -              |               |           | No     |                  |
| -AC         | FILTER -ENGINE OIL | 1             |           | No     |                  |

Repair Order Detail Report For VIN:

|                |  |                |  |                |  |                  |     |
|----------------|--|----------------|--|----------------|--|------------------|-----|
| VIN            |  | Model Year     |  | Body           |  | CHRYSLER         | PLU |
| Built Date     |  | Market         |  |                |  | ASSEMBLY         |     |
|                |  |                |  |                |  |                  |     |
|                |  |                |  |                |  | WHITE CLEAR COAT |     |
| Engine         |  |                |  | HYBRID         |  | Serial #         |     |
| Transmission   |  |                |  | - TRANSMISSION |  | Serial #         |     |
| Report         |  | System Key     |  | Report         |  | Open Date        |     |
| Close Date     |  | Narrative Date |  |                |  | Mileage          |     |
|                |  | Sold Date      |  | Built Date     |  | Advisor          |     |
| Dealer         |  |                |  |                |  |                  |     |
| Dealer Address |  |                |  |                |  |                  |     |
| Dealer         |  |                |  |                |  | Zip              |     |

**Complaint:** PERFORM SERVICE ITINTERVAL SEE ATTACHED SHEET ON THE BACK AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT \_\_\_\_LF \_\_\_\_RF \_\_\_\_LR \_\_\_\_RR

**Cause:** TIRE PRESSURE

**Correction:** DROVE VEHICLE INTO STALL AND RAISEVEHICLE. PERFORMED OIL AND FILTER SERVICE.USED . TORQUE DRAINPLUG TO SPEC. TIRES FRONT REAR OFINCH. TOPPED OFF ALL FLUIDS. RESETMAINTENANCE LIGHT AND ADD NEW STICKER. WOSC OIL & FILTER CHANGE ANY MAINTENANCE RELATED REPAIR TIRES AT . AND ADJUST TIRE PRESSURE TO FACTORY SPECSAND DOCUMENT \_\_\_\_LF \_\_\_\_RF \_\_\_\_LR \_\_\_\_RR AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT \_\_\_\_LF \_\_\_\_RF \_\_\_\_LR \_\_\_\_RR

LOP Information

| LOP | LOP Description                                                                     |
|-----|-------------------------------------------------------------------------------------|
|     | Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance |
|     | Maintenance ; Service Contract Maintenance ; Maintenance                            |

Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             | FILTER - OIL     | 1             |           | No     |                  |

# Repair Order Description Report

For VIN:

|                |      |                                 |  |                |        |           |                        |
|----------------|------|---------------------------------|--|----------------|--------|-----------|------------------------|
| VIN            |      | Model Year                      |  | Body           | RUES53 |           | HYBRID LIMITED         |
| Built Date     |      | Market                          |  |                |        |           | WINDSOR ASSEMBLY PLANT |
| Color          | PAU  | GRANITE CRYSTAL MET. CLEAR COAT |  |                |        |           |                        |
| Engine         |      | HYBRID ENGINE                   |  |                |        | Serial #  |                        |
| Transmission   |      | TRANSMISSION                    |  |                |        | Serial    |                        |
| Report         |      | System Key                      |  | Report Version |        | Open Date |                        |
| Close Date     |      | Narrative Date                  |  |                |        | Mileage   |                        |
| MDH            |      | Sold Date                       |  | Built Date     |        | Advisor   |                        |
| Dealer         | JEEP |                                 |  |                |        |           |                        |
| Dealer Address |      |                                 |  |                |        |           |                        |
|                |      |                                 |  |                |        |           | Zip                    |

**Complaint:** (Performance Concern) (Check Tire Pressure) RENTAL DURING REPAIRS PERFORMED ON PERFORM VEHICLE WONT START. CHECK AND ADVISE

**Cause:** SAFETY RECALL PREVIOUS DIAGNOSTIC FOR VEHICLE WONT START CHECK FOR CODES FOUND CODES; DRIVE MOTOR A POSITION SENSOR CIRCUIT, DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT PERFORM TEST MAKE STAR CASE#

**Correction:** REFER TO LINE REPROGRAM RADIO WITH LATEST NEW SOFTWARE AND COMPLETE RECALL. REMOVE AND REPLACE TRANSMISSION ASSEMBLY. PERFORM RESOLVER OFFSET LEARN TLC LEARN. CHECK TRANS. FLUID LEVEL. CLEAR CODES. ROAD TEST VEHICLE MILES. RECHECK, THIS TIME IS OK.

## LOP Information

| LOP | LOP Description                                                                                                                                                                                                   |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles                                                                                                                                                   |
|     | Special Services ; Digital Image ; Digital Imaging ; Process time                                                                                                                                                 |
|     | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Laboration.                                                                         |
|     | Air Conditioning & Heater ; A/C System Charge ; - A/C Performance Test, recovery and recharge ; Powertrain - Use whenever discharge of the A/C system is required to allow service because of a powertrain repair |
|     | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI) with engine                                                                 |
|     | Software Flash ; Recall VEx ; Safety Recall - Rear View Camera ; Radio, Check Software Level                                                                                                                      |
|     | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill - PHEV powertrain                                                                                                                                  |

## Part(s) Information

| Part Number | Part Description          | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|---------------------------|---------------|-----------|--------|------------------|
| -AA         | BATTERY -STORAGE          | 2             |           | No     |                  |
| -AA         | .8MM PART-NONE            | 1             |           | No     |                  |
| -AA         | BOLT -HEX FLANGE HEAD     | 9             |           | No     |                  |
| -AD         | MODULE -INVERTER          | 1             |           | No     |                  |
| -AD         | WIRING -TRANSMISSION      | 1             |           | No     |                  |
| -AB         | HOSE -COOLANT             | 1             |           | No     |                  |
| -AA         | PUMP -AUXILIARY COOLANT   | 1             |           | No     |                  |
| -AB         | ANTIFREEZE-COOLANT        | 2             |           | No     |                  |
| -AA         | SCREW -HEX FLANGE HEAD    | 1             |           | No     |                  |
| -AA         | LOCK NUT -HEX FLANGE LOCK | 2             |           | No     |                  |
|             | SCREW -HEX FLANGE HEAD    | 1             |           | No     |                  |
| -AA         | SCREW -PAN HEAD           | 1             |           | No     |                  |
| -AB         | COVER -NONE               | 1             |           | No     |                  |
| BRH6A001AA  | BATTERY -STORAGE          | 2             |           | No     |                  |
|             | .8MM PART-NONE            | 1             |           | No     |                  |
|             | BOLT -HEX FLANGE HEAD     | 9             |           | No     |                  |
|             | MODULE -INVERTER          | 1             |           | No     |                  |
|             | WIRING -TRANSMISSION      | 1             |           | No     |                  |
|             | ANTIFREEZE-COOLANT        | 1             |           | No     |                  |
|             | SCREW -HEX FLANGE HEAD    | 1             |           | No     |                  |
|             | LOCK NUT -HEX FLANGE LOCK | 2             |           | No     |                  |
|             | SCREW -HEX FLANGE HEAD    | 1             |           | No     |                  |
|             | SCREW -PAN HEAD           | 1             |           | No     |                  |

Repair Order Description Report

For VIN:

|                |     |                        |  |            |     |                |   |
|----------------|-----|------------------------|--|------------|-----|----------------|---|
| VIN            |     | Model Year             |  | Body       |     | HYBRID         | L |
| Built Date     |     | Market                 |  |            |     | ASSEMBLY PLANT |   |
| Color          | PAU | GRANITE                |  | CLEAR COAT |     |                |   |
| Engine         |     | ENGINE                 |  | Serial #   |     |                |   |
| Transmission   |     | TRANS                  |  | Serial     |     |                |   |
| Report         |     | System Key             |  | Report     | 3   | Open Date      |   |
| Close Date     |     | Narrative Date         |  |            |     | Mileage        |   |
| MDH            |     | Sold Date              |  | Built Date |     | Advisor        |   |
| Dealer         |     | SHUMAN MOTOR SALES INC |  |            |     |                |   |
| Dealer Address |     |                        |  |            |     |                |   |
| Dealer         |     |                        |  |            | Zip |                |   |

**Complaint:** CUSTOMER STATES THE CAR WONT START AND HAD TO BE TOWED IN. SAYS SERVICE POWER SYSTEM INSPECT VEHICLE PER INSPECTION. RENTAL CUST REQUESTS LUBE, OIL, AND USING SYNTHETIC

**Cause:** CHECKED OUT, VERIFIED CONCERN CONNECTED TO , ACTIVE INTERNAL CONTROL MODULE SHUT OFF TEST ERROR PERFORMED DIAG PER SERVICE INFO INSPECTED HIGH VOLTAGE WIRING AND CONNECTORS INSPECTED FOR DAMAGE UNDER VEHICLE, ALL OK CREATED STAR CASE, ADVISED TO CHARGE AND TEST THEN PERFORM WITH IN BETWEEN KEY CYCLE DTC DID NOT RETURN, VEHICLE NOW OPERABLE MAINTENANCE

**Correction:** ROAD TESTED, ALL OK. COMPLETED. COMPLETED COMPLETED SERVICE. TOPPED OFF FLUIDS AND WASHED CAR

LOP Information

| LOP | LOP Description                                                                                                          |
|-----|--------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Loaner ; Loaner Car ; High Line Vehicles                                                              |
|     | Special Services ; Diagnostic LOP ; Charging, Starting and Wiring Systems, Trouble Not Found ; Starting/Charging Systems |

Part Information

| Part Number | Part Description   | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|--------------------|---------------|-----------|--------|------------------|
|             |                    | 1             |           | No     |                  |
| -AA         | OIL -              |               |           | No     |                  |
| -AC         | FILTER -ENGINE OIL | 1             |           | No     |                  |

Repair Order Details Report

For VIN:

|                |  |                |  |                |        |           |                |
|----------------|--|----------------|--|----------------|--------|-----------|----------------|
| VIN            |  | Model Year     |  | Body           | RUES53 | CHRYSLER  | HYBRID LIMITED |
| Built Date     |  | Market         |  |                |        |           | ASSEMBLY PLANT |
| Color          |  | GRANITE        |  | CLEAR COAT     |        |           |                |
| Engine         |  | ID ENGINE      |  | Serial #       |        |           |                |
| Transmission   |  | TR             |  | Serial         |        |           |                |
| Report         |  | System Key     |  | Report Version |        | Open Date |                |
| Close Date     |  | Narrative Date |  |                |        | Mileage   |                |
|                |  | Sold Date      |  | Built Date     |        | Advisor   | CON            |
| Dealer         |  |                |  |                |        |           |                |
| Dealer Address |  |                |  |                |        |           |                |
|                |  |                |  |                |        | Zip       |                |

**Complaint:** Service charging system message displayed (ElectricalNo Issues Concern) Vehicle stopped and shut down (Customer 1) CUSTOMER REQUESTS INCLUDES: INSPECTION OF THE FOLLOWING ITEMS: <>TIRES/TIRE PRESSURE<>WINDSHIELD WIPERS<>EXTERIOR LAMPS <>COOLING SYSTEM MIXTURE/LEAKS<>AIR FILTER<>FLUID LEVELS <>BELTS/HOSES CUSTOMER REQUESTS RECALL #

**Cause:** NEED TRANSMISSION UNIT AS PER TEST AND STAR CASE Safety Recall Rear View Camera RADIO

**Correction:** =PERFORMED DIAGNOSTIC TEST FOR AFTER ROADTESTING CAR.P PERFORM TESTS WITH PIM CONNECTOR CHECK CONTINUITY TO THE MODULE FOUND ALL WIRES GOOD AND WITH NORMAL RESISTANCE. SUGGESTED INFORMATION TO ADVISE TO REPLACED TRANSMISSION UNIT POWER DOWN HIGH VOLTAGE AS PER TEST AND DIAGNOSTICS AND AS PER SUGGESTED TESTING POWER DOWN SYSTEMS REMOVED TRANSMISSION REMOVED AND REPLACED TRANSMISSION UNIT REMOVED RACK AND PINION AND FRAME ENGINE AND TRANSMISSION SUPPORT. TOP OFF TRANSMISSION AND COOLANT SYSTEM AND BLEED COOLANT SYSTEM WITH PUMP TEST PROCEDURE. PERFORMED HIGH VOLTAGE ISOLATION TEST AND RESET ALL VALUES FOR THE NEW TRANSMISSION. PERFORMED REPAIR VERIFICATION CHARGED HIGH VOLTAGE BATTERY AND BATTERY PERFORMED REPAIR VERIFICATION. RELATED TO LINE 1 ? Website for Radio UAV ( Only) Perform Software Update for Radio UAV

LOP Information

|  | LOP Description                                                                                                                           |
|--|-------------------------------------------------------------------------------------------------------------------------------------------|
|  | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace Input - Electrically Variable Transmission (SI ) with engine |
|  | Software Flash ; Recall VEx ; Safety Recall - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)       |
|  | Electrical System ; Adjustments ; Power down system ; Power Down - Hybrid vehicle - PHEV                                                  |
|  | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill                                                                            |

Parts Information

| Part Number | Part Description      | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------|---------------|-----------|--------|------------------|
| -AA         | PART-NONE             | 2             |           | No     |                  |
| -AA         | BOLT -HEX FLANGE HEAD | 9             |           | No     |                  |
| -AB         | ANTIFREEZ-COOLANT     | 2             |           | No     |                  |
|             | PART-NONE             | 1             |           | No     |                  |
|             | BOLT -HEX FLANGE HEAD | 9             |           | No     |                  |
|             | ANTIFREEZ-COOLANT     | 2             |           | No     |                  |

# Repair Order Detailed Report

For VIN:

|                |                              |                                 |  |                |          |                        |                |
|----------------|------------------------------|---------------------------------|--|----------------|----------|------------------------|----------------|
| VIN            |                              | Model Year                      |  | Body           | RUES53   | CHRYSLER               | HYBRID LIMITED |
| Built Date     |                              | Market                          |  |                |          | WINDSOR ASSEMBLY PLANT |                |
| Color          | PAU                          | GRANITE CRYSTAL MET. CLEAR COAT |  |                |          |                        |                |
| Engine         |                              | ENGINE                          |  |                | Serial # |                        |                |
| Transmission   |                              | TRAN                            |  |                | Serial   |                        |                |
| Report         |                              | System Key                      |  | Report Version |          | Open Date              |                |
| Close Date     |                              | Narrative Date                  |  |                |          | Mileage                |                |
|                |                              | Sold Date                       |  | Built Date     |          | Advisor                |                |
| Dealer         | BETTENHAUSEN MOTOR SALES INC |                                 |  |                |          |                        |                |
| Dealer Address |                              |                                 |  |                |          |                        |                |
|                |                              |                                 |  |                |          |                        |                |
|                | Zip                          |                                 |  |                |          |                        |                |

**Complaint:** SAFETY RECALL REAR VIEW CAMERA (Recall ) CUSTOMER STATES VEHICLE IS DYING OUT UPON HEAVY ACCELERATION (Engine Performance Concern) DOD-RENTAL

**Cause:** RECALL PER STAR DIAGNOSIS, REPLACE TRANSMISSION ASSEMBLY

**Correction:** Check Radio Software Level and Perform Software Update for Radio UAV COMPLETED RECALL REPLACED TRANSMISSION ASSEMBLY. RESET FRONT TOE AND ROAD TESTED VEHICLE, NO ISSUES Alternate transportation/rental provided. NOTE: Customer acknowledges alternate transportation/rental charges-coverages are dependent upon Warranty coverage (basic or extended). Alternate trans/rentals must be returned with notification of repair completion. Ant charges not covered by a warranty are the responsibility of the customer (renter).

## LOP Information

| LOP | LOP Description                                                                                                                                    |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Loaner ; Loaner Car ; High Mile Vehicles                                                                                        |
|     | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI ) with engine |
|     | Software Flash ; Recall VEx ; Safety Recall - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)                |
|     | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill                                                                                     |

## Part Information

| Part Number | Part Description              | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-------------------------------|---------------|-----------|--------|------------------|
| -AA         | ENGINE HEAD                   | 9             |           | No     |                  |
| -AD         | PA                            | 2             |           | No     |                  |
| -AA         |                               | 1             |           | No     |                  |
| -AA         | -                             | 1             |           | No     |                  |
| -AC         | -                             | 1             |           | No     |                  |
| -AB         | -                             | 1             |           | No     |                  |
| -AB         | FLUID -AUTOMATIC TRANSMISSION | 1             |           | No     |                  |
| -AB         | ENGINE HEAD                   | 1             |           | No     |                  |
|             | ENGINE HEAD                   | 9             |           | No     |                  |
|             | PA                            | 1             |           | No     |                  |
| 68312280AA  |                               | 1             |           | No     |                  |
| 68269106AA  | -                             | 1             |           | No     |                  |
|             | -                             | 1             |           | No     |                  |
| 68238385AB  | -                             | 1             |           | No     |                  |
| 68218925AB  | FLUID -AUTOMATIC TRANSMISSION | 1             |           | No     |                  |
|             | ANTIFREEZ-                    | 1             |           | No     |                  |

Repair Order Detailed Report

For VIN:

|                |                        |                                 |  |            |     |                |   |
|----------------|------------------------|---------------------------------|--|------------|-----|----------------|---|
| VIN            |                        | Model Year                      |  | Body       |     | HYBRID         | L |
| Built Date     |                        | Market                          |  |            |     | ASSEMBLY PLANT |   |
| Color          | PAU                    | GRANITE CRYSTAL MET. CLEAR COAT |  |            |     |                |   |
| Engine         |                        | HYBRID ENGINE                   |  | Serial #   |     |                |   |
| Transmission   |                        | TRANSMISSION                    |  | Serial     |     |                |   |
| Report         |                        | System Key                      |  | Report     | 6   | Open Date      |   |
| Close Date     |                        | Mounting Date                   |  | Category   | 0   | Mileage        |   |
| MDU            |                        | Sold Date                       |  | Built Date |     | Advisor        |   |
| Dealer         | SHUMAN MOTOR SALES INC |                                 |  |            |     |                |   |
| Dealer Address |                        |                                 |  |            |     |                |   |
|                |                        |                                 |  |            | Zip |                |   |

**Complaint:** (Multi-point inspection according to maintenance interval) (Rental Vehicle) customer states that vehicle hybrid batter was able to call to charge to and get but it only charges t o and gets please inspect and advise (Gener al Concern 1)

**Cause:** CHECKED OUT, BATTERY PERCENTAGE AT 40% DURING DRIVE BATTERY PERCENTAGE FELL TO 30% CHARGED BATTERY WITH CHARGER CHARGE TOOK , STATED VEHICLE IS FULLY CHARGED STARTED VEHICLE AND CHECKED PERCENTAGE, ONLY AT 98% CONNECTED TO , NO DTC'S OR UPDATES STARTED STAR CASE ON VEHICLE AGAIN STAR STATED THAT CONCERN IS NORMAL INFORMED STAR THAT THIS CONDITION ONLY STARTED AFTER THE CUSTOMERS PREVIOUS NO START ISSUE STAR STATED THEY REVIEWED CONCERN WITH ENGINEERING AND THERE WILL BE A SOFTWARE UPDATE IN THE FUTURE TO CORRECT THE CONCERN VEHICLE IS SAFE TO OPERATE

**Correction:** COMPLETED. PROVIDED RENTAL CAR RETURNED VEHICLE TO CUSTOMER

Information

| LOP | LOP Description                                                                                                     |
|-----|---------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Loaner ; Loaner Car ; High Line Vehicles                                                         |
|     | Special Services ; Diagnostic LOP ; Charging, Starting and Wiring Systems, Trouble Not Found ; Alternator/Generator |

Part Information is not available

Repair Order Detailed Report For VIN:

|                |                 |            |  |          |        |           |                |
|----------------|-----------------|------------|--|----------|--------|-----------|----------------|
| VIN            |                 | Model Year |  | Body     | RUES53 |           | LIMITED        |
| Built Date     |                 |            |  |          |        |           | ASSEMBLY PLANT |
| Color          | MET. CLEAR COAT |            |  |          |        |           |                |
| Engine         | HYBRID ENGINE   |            |  | Serial # |        |           |                |
| Transmission   | TRANSMISSION    |            |  | Serial   |        |           |                |
| Report         |                 |            |  | Report   | 2      | Open Date |                |
| Close Date     |                 |            |  |          |        | Mileage   |                |
|                |                 |            |  |          |        | Advisor   |                |
| Dealer         |                 |            |  |          |        |           |                |
| Dealer Address |                 |            |  |          |        |           |                |
|                |                 |            |  |          |        | Zip       |                |

Complaint:

Cause:

Correction: AMBIENT TEMPERATURE IS IN ACCORDANCE WITH THE MANUFACTURER'S CONCERN AND PERFORMED DIAGNOSTICS. CREATED VEHICLE SCAN REPORT ATTACHED TO REPAIR ORDER AND SAVED TO . SENSOR CIRCUIT HIGH. REMOVED FRONT FASCIA AND TESTED AMBIENT TEMPERATURE SENSOR. AMBIENT TEMPERATURE SENSOR OHM WITH SPECIFICATION OF ROOM TEMPERATURE SPEC. TO . AMBIENT TEMPERATURE SENSOR WAS OK . INSPECTED INTERMEDIATE CONNECTOR AND FOUND FILLED WITH WATER AND CORROSION PRESENT ON CIRCUITS , AND AAT SENSOR GROUND. CLEANED OUT CONNECTOR, APPLIED DIELECTRIC GREASE AND ASSEMBLED VEHICLE. TEST DROVE VEHICLE AND MONITORED AMBIENT TEMPERATURE. AMBIENT TEMPERATURE SENSOR FUNCTIONING PROPERLY AT THIS TIME. PERFORMED RECALL . CREATED USB STICK. UPDATED RADIO SOFTWARE. TESTED PASSED. RECALL COMPLETED AT THIS TIME.

Information

| LOP | LOP Description                                                                                                                                    |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                                                    |
|     | Software Flash ; Recall VEx ; Safety Recall - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)                |
|     | Software Flash ; Recall VEx ; Safety Recall - Rear View Camera ; Radio, Software - Create USB Jump Drive from Uconnect Website (UAV Radio) ( Only) |
|     | Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; A/C / Heater & ATC                                                  |

Part(s) Information

| Part Number | Part Description            | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-----------------------------|---------------|-----------|--------|------------------|
|             | SENSOR -AMBIENT TEMPERATURE | 0             |           | No     |                  |

Repair Order Details Report # For VIN:

|                |  |                         |  |        |        |           |         |          |  |
|----------------|--|-------------------------|--|--------|--------|-----------|---------|----------|--|
| VIN            |  | Year                    |  | Body   | RUES53 | CHRYSLER  |         | LIMITED  |  |
| Built Date     |  |                         |  |        |        |           |         | ASSEMBLY |  |
| Color          |  | BRIGHT WHITE CLEAR COAT |  |        |        |           |         |          |  |
| Engine         |  | HYBRID ENGINE           |  |        |        | Serial #  |         |          |  |
| Transmission   |  | TRANSMISSION            |  |        |        | Serial    |         |          |  |
| Report #       |  |                         |  | Report | 2      | Open Date |         |          |  |
| Close Date     |  |                         |  |        |        | Mileage   |         |          |  |
| MDH            |  |                         |  |        |        |           | Advisor |          |  |
| Dealer         |  |                         |  |        |        |           |         |          |  |
| Dealer Address |  |                         |  |        |        |           |         |          |  |
| Dealer         |  |                         |  |        |        |           |         | Zip      |  |

Complaint: Cause: Correction: -Customer requests perform recallVE2 back up camera. Verified recall is activefor this vehicle. Inspected software le radio, software is out of date and update is required. downloaded recall software toflash drive, uploaded software to radio andperformed update. Update complete, recallcomplete. ( ) RU BACK UP CAMERA. This radio displayof some MY vehicles built with radio display, degreesurround view camera system and seat back video screens may, under certain circumstances, continue to display the rearview image until a drive cycle ends. If the rearview image is displayed after the backing event has ended, a driver may be distracted by the image which can cause a vehiclecrash without prior warning. AIR BAG CHARGING DIAGNOSIS TIME -Performed engine oil and filterchange, tire rotation. CUSTOMER REQUESTS TO PERFORM INTERVAL SERVICE Customer to Recieve Rental Car for Only( Insurance & GasIS EXTRA) Customer IS Responsible FOR ALL CHARGES Customer to Recieve Rental Car for On( Insurance & Gas IS EXTRA) Customer IS Responsible FOR ALL OTHER CHARGES CARB REQUIRE ALL TIRES TOBE CHECKED AND INFLATED.CUSTOMER MAY DECLINE IF THEY HAVE HAD IT DONE IN THE LAST OR WILL PERFORM TIREPRESSURE INFLATE IN THE NEXT PER CARB. IF DECLINED CUSTOMER TO SIGN DATE PER D.M. NOTES ,ENTERPRISE RENTAL CARB REQUIRE ALL TIRES TOBE CHECKED AND INFLATED.CUSTOMER MAY DECLINE IF THEY HAVE HAD IT DONE IN THE LAST OR WILL PERFORM TIRE PRESSURE INFLATE EXT PER CARB. IF DECLINED CUSTOMER TO SIGN DATE SUSPECT REPAIRS

| LOP | LOP Description                                                                                                               |
|-----|-------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Diagnostic LOP ; Charging, Starting and Wiring Systems, Trouble Not Found ; Starting/Charging Systems      |
|     | Software Flash Recall VFE Safety Recall Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only) |

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             |                  |               |           | No     |                  |
|             | FILTER -ENGINE   | 1             |           | No     |                  |

# Repair Order Detailed Report For VIN:

|                |  |              |  |               |        |           |         |
|----------------|--|--------------|--|---------------|--------|-----------|---------|
| VIN            |  | Year         |  | Body          | RUES53 |           | LIMITED |
| Built Date     |  |              |  |               |        |           | SEMBLY  |
| Color          |  |              |  | COAT          |        |           |         |
| Engine         |  |              |  | HYBRID ENGINE |        | Serial #  |         |
| Transmission   |  |              |  | TRANSMISSION  |        | Serial    |         |
| Report         |  |              |  | Report        | 6      | Open Date |         |
| Close Date     |  | trative Date |  |               |        | Mileage   |         |
|                |  |              |  |               |        | Advisor   |         |
| Dealer         |  |              |  | & SON INC     |        |           |         |
| Dealer Address |  |              |  |               |        |           |         |
| Dealer City    |  |              |  |               |        | Zip       |         |

**Complaint:** CUSTOMER STATES VEHICLE STOPPED RUNNING AND WOULD START UP B UT ONLY FOR AND THEN SHUT OFF AGAIN PLEASE CHE CK AND ADVIS alNon P ti-point inspection according to maintenance interval)

**Cause:** UNABLE TO VERIFY CUSTOMER'S CONCERN DISCUSS INSPECTION WITH CUSTOMER

**Correction:** NO CORRECTIONS MADE. UPON CHECK IN ADVISOR NOTED CHECK ENGINE LIGHT WAS ON, TECHNICIAN HAD NO CODES IN THE SYSTEM AT ALL. TEST DROVE VEHICLE TIMES AND HAD NO STORED CODES OR INDICATORS DURING THAT PROCESS. RETURNED VEHICLE TO CUSTOMER. E TECH HAS PERFORM A FREE CHECK ON YOUR VEHICLE, PLEASE ASK YOUR ADVISOR FOR YOUR COPY AND REVIEW:)

LOP Information is not available

Part Information is not available

**For VIN:**

|                |            |            |                        |            |                 |                           |            |            |
|----------------|------------|------------|------------------------|------------|-----------------|---------------------------|------------|------------|
| VIN            | [REDACTED] |            | Year                   | [REDACTED] | Body            | [REDACTED]                | HYBRID     | L          |
| Built Date     | [REDACTED] |            | [REDACTED]             | [REDACTED] | [REDACTED]      | [REDACTED] ASSEMBLY PLANT |            |            |
| Color          | PAU        |            | GRANITE                |            | MET. CLEAR COAT |                           |            |            |
| Engine         | [REDACTED] |            | [REDACTED]             |            | HYBRID ENGINE   |                           | Serial #   | [REDACTED] |
| Transmission   | [REDACTED] |            | [REDACTED]             |            | TRANSMISSION    |                           | Serial     | [REDACTED] |
| [REDACTED]     | [REDACTED] |            | [REDACTED]             |            | [REDACTED]      |                           | [REDACTED] | [REDACTED] |
| Report         | [REDACTED] | System Key | [REDACTED]             | Report     | [REDACTED]      | 9                         | Open Date  | [REDACTED] |
| Close Date     | [REDACTED] |            | Date                   | [REDACTED] | [REDACTED]      | [REDACTED]                | Mileage    | [REDACTED] |
| [REDACTED]     | [REDACTED] |            |                        |            |                 |                           | Advisor    | [REDACTED] |
| Dealer         | [REDACTED] |            | SHUMAN MOTOR SALES INC |            |                 |                           |            |            |
| Dealer Address | [REDACTED] |            |                        |            |                 | [REDACTED]                |            |            |
| [REDACTED]     | [REDACTED] |            |                        |            |                 | Zip                       |            |            |

**Complaint:** Customer States the ck engine light came on and the [REDACTED] start Shut the car off and tried and it e ventually started (ElectricalNon PCM Flashes Concern) (Multi-point inspection according to maintenance interval) (Rental Vehicle) [REDACTED]

**Cause:** CHECKED OUT, VERIFIED CHECK ENGINE LIGHT ON, VEHICLE STARTED PROPERLY STORED LOST COMM WITH VEHICLE SECURITY MODULE AND IGNITION RUN/START INPUT CIRCUIT LOW STARTED A STAR CASE ON VEHICLE, SPOKE WITH STAR AGENT ABOUT VEHICLE CASE WAS ESCALATED TO ENGINEERING WAS ADVISED TO DIAG INSPECTED ALL RELATED WIRING AND CONNECTORS, CHECKED TERMINAL TENSION, LOAD TESTED WIRING BETWEEN AND PDC, OK NECESSARY TO REPLACE

**Correction:** REMOVED AND REPLACED AND PROGRAMMED, ROAD TESTED NUMEROUS TIMES, FULLY CHARGED VEHICLE AND ROAD TESTED [REDACTED] L OK. .3 COMPLETED. PROVIDED RENTAL CAR

### LOP Information

| LOP      | LOP Description                                                                                                                                |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------|
|          | Special Services ; Loaner ; Loaner Car ; High Line Vehicles                                                                                    |
| 66LOAN00 | Special Services ; Loaner ; Loaner Car ; Loaner Car                                                                                            |
|          | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|          | Electrical System ; Modules ; Module, body control ; Program new Body Control Module with Software & Vehicle data                              |
|          | Electrical System ; Modules ; Module, body control ; All others                                                                                |

## Part(s) information

| Part Number | Part Description        | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-------------------------|---------------|-----------|--------|------------------|
| -AB         | MODULE -BODY CONTROLLER | 1             |           | No     |                  |
|             | MODULE -BODY CONTROLLER | 1             |           | No     |                  |

Repair Order Detailed Report

For VIN-

|                |  |            |               |      |           |  |          |
|----------------|--|------------|---------------|------|-----------|--|----------|
| VIN            |  | Model Year |               | Body | RUES53    |  | LIMITED  |
| Built Date     |  |            |               |      |           |  | ASSEMBLY |
| Color          |  |            |               |      |           |  |          |
| Engine         |  |            | HYBRID ENGINE |      | Serial #  |  |          |
| Transmission   |  |            | TRANSMISSION  |      | Serial #  |  |          |
| Report         |  |            |               | 1    | Open Date |  |          |
| Close Date     |  |            |               |      | Mileage   |  |          |
| MDH            |  |            |               |      | Advisor   |  | A        |
| Dealer         |  |            |               |      |           |  |          |
| Dealer Address |  |            |               |      |           |  |          |
| Dealer City    |  |            |               |      | Zip       |  |          |

**Complaint:** (Multi-point inspection according to maintenance interval) (Replace synthetic engine oil and filter) CHECK AND INFLATE TO THE RECOMMENDED TIRE PRESSURE RATING.INDICATE ON THE VEHICLE SERVICE IT TIRE PRESSURE MEASUREMENTS AFTER THE SERVICES WERE PERFORMED. Perform Express Lane Multipoint Vehicle Inspection.

**Cause:** RECOMMEND TIRE ROTATION DUE TO ABNORMAL TIRE MEASUREMENTS Inspect under Hood and under Vehicle

**Correction:** PERFORMED FREE MULTIPPOINT VEHICLE INSPECTION REPLACE OIL SYNTHETIC OIL AND OIL FILTER. Performed Visual Multipoint inspection See Attached Form.

Information is not available

| s) Information |                    |               |           |        |                  |
|----------------|--------------------|---------------|-----------|--------|------------------|
| Part Number    | Part Description   | Part Quantity | Part Cost | Failed | Part Return Date |
| -AA            | OIL -              |               |           | No     |                  |
| -AC            | FILTER -ENGINE OIL | 1             |           | No     |                  |

**For VIN:**

Part Information is not available

Repair Order Detailed Report #      For VIN:

|              |  |                         |  |            |        |           |                        |
|--------------|--|-------------------------|--|------------|--------|-----------|------------------------|
| VIN          |  | Model Year              |  | Body       | RUES53 | CHRYSLER  | HYBRID LIMITED         |
| Built Date   |  | Market                  |  |            |        |           | WINDSOR ASSEMBLY PLANT |
| Color        |  | BRIGHT WHITE CLEAR COAT |  |            |        |           |                        |
| Engine       |  |                         |  |            |        | Serial #  |                        |
| Transmission |  |                         |  |            |        | Serial    |                        |
| Report       |  | System Key              |  | Report     | 9      | Open Date |                        |
| Close Date   |  | Narrative Date          |  |            |        | Mileage   |                        |
| MDN          |  | Sold Date               |  | Built Date |        | Advisor   |                        |
|              |  | AUTOWORLD               |  |            |        |           |                        |
| Address      |  |                         |  |            |        |           |                        |
| City         |  |                         |  |            |        | Zip       |                        |

**Complaint:** CUSTOMER STATES CAR DIES WHILE DRIVING WITH CAR WARMED UP WARM OUTSIDE WHILE DECELERATING OR STOPPED FUEL LEVEL ALMOST FULL. STARTED HAPPENING      HAS HAPPENED      . WHEN IT STALLS IT HAS A MESSAGE THAT SAYS SERVICE CHARGING SYTEM- SWITCH TO P TO BEGIN. ALMOST FULLY CHARGED TO 100% YOU TURN CAR OFF FOR      , IT SEEMS TO OPERATE PROPERLY AGAIN. PERFORM COMPLEMENTARY MULTI      INSPECTION CHECK AND RECORD TIRE PRESSURES PER CALIFORNIA AIR RESOURCE BOARD.

Cause:

**Correction:** CONFIRMED VEHICLE DIES. STARTED      . CHARGED      CHARGED BIG BATTERY      , CYCLED KEY      IN      PER      . CUSTOMER TO REPORT IF CONDITION COMES BACK. PERFORMED COMPLEMENTARY MULTI      INSPECTION SET TIRE PRESSURE TO MANUFACTURER SPECIFICATION

LOP Information

| LOP | LOP Description                                                                                                               |
|-----|-------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Diagnostic LOP ; Charging, Starting and Wiring Systems, Trouble Not Found ;      Starting/Charging Systems |

Part Information is not available

# Repair Order Detailed Report

For VIN:

|                |                             |                         |  |                |        |           |                |
|----------------|-----------------------------|-------------------------|--|----------------|--------|-----------|----------------|
| VIN            |                             | Model Year              |  | Body           | RUES53 | CHRYSLER  | HYBRID LIMITED |
| Built Date     |                             | Market                  |  |                |        |           | ASSEMBLY PLANT |
| Color          |                             | BRIGHT WHITE CLEAR COAT |  |                |        |           |                |
| Engine         |                             | HYBRID ENGINE           |  |                |        | Serial #  |                |
| Transmission   |                             | TRANSMISSION            |  |                |        | Serial #  |                |
| Report         |                             | System Key              |  | Report Version | 2      | Open Date |                |
| Close Date     |                             | Narrative Date          |  |                |        |           |                |
|                |                             | Sold Date               |  | Built Date     |        | Advisor   |                |
| Dealer         | CORNERS DODGE CHRYSLER JEEP |                         |  |                |        |           |                |
| Dealer Address |                             |                         |  |                |        |           |                |
|                |                             |                         |  |                |        | Zip       |                |

int: WHEN DRIVING DOWN THE ROAD THE VEHICLE DISPLAYED SERVICE CHARGING SYSTEM AND LOST ALL MOTIVE POWER. CHECK AND ADVISE. MULTIPLE FOR DRIVE. CLEARED. TEST DROVE. CODE DRIVE MOTOR A POSITIVE CUIT INTER. STORED. PERFORMED DIAG FOR CODE. WIRING IN PIM TO TRANS CONNECTOR OHM GOOD. SAME WIRES NOT SHORTED TOGETHER OR OTHER WIRE S IN CONNECTORS. WIRES ALSO NOT OPEN. DIA. THE PIM. CONTACTED STAR FOR FURTHER ASSISTANCE. THEY LOOKED AT READINGS. DECIDED TO SEND OUT A TRAN ( ) PERFORM INSPECTION ( )

-) CUSTOMER STATES BATTERY DOOR ON HEADSETS ARE BROKEN, CHECK AND ADVISE. CUST WILL NEED TO SEND HEADPHONES TO MANUFACTURER REPAIR FACILITY ( ) PERFORM RECALL PERFORMED RADIO UPDATE PER RECALL LOP: -> 28.4 ( ) INSTALL AC HIGH VOLTAGE WIRING THAT WAS RECALLED REPLACED HIGH VOLTAGE A/C COMPRESSOR WIRING FROM M

SOR DUE TO EXTERNAL DAMAGE POSSIBLE FROM MOUSE. ( ) ADDTL LINE FOR STORY CONT PER ENGINEERING. POWERED DOWN HIGH VOLTAGE. REMOVED PIM AND ASSC WIRING. REMOVED WIPER COWL. INSTALLED ENGINE HOLDING FIXTURE. REMOE D UPPER TRANS BOLTS. LIFTED VEHICLE. REMOVED FRONT SUSPENSION CROSSMEMBER. REMOVED EXHAUST CROSSUNDER PIPE. REMOVED LOWER TRANS BOLTS AND INERTIA PLATE BOLTS. REMOVED TRANS FROM VEHICLE. REPLACED TRANS ASSY. REINSTALLED ALL REMOVED PARTS. BLEED LOW PRESSURE COOLING SYSE M AND RESET RESOLVER OFFSET. CLEARED. TEST DROVE. ALL SEEMS OK AT THIS TIME. CUST TO MONITOR. ( )

Cause:

Correction:

## LOP Information

| LOP | LOP Description                                                                                                                                |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Claim Administration ; Sublet Repair ; Sublet Repair                                                                                           |
|     | Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles                                                                                |
|     | Special Services ; Loaner ; Loaner Car ; Loaner Car                                                                                            |
|     | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|     | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace ; Input - Electrically Transmission ( ) with engine               |
|     | Cooling System ; Fluid Fill ; Coolant, Engine ; Drain and fill                                                                                 |

## Part(s) Information

| Part Number | Part Description              | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-------------------------------|---------------|-----------|--------|------------------|
|             | .8MM PART-NONE                | 1             |           | No     |                  |
|             | BOLT -HEX FLANGE HEAD         | 9             |           | No     |                  |
|             | HOSE -COOLANT                 | 1             |           | No     |                  |
|             | HOSE -COOLANT                 | 1             |           | No     |                  |
|             | WIRING -NONE                  | 1             |           | No     |                  |
|             | FLUID -AUTOMATIC TRANSMISSION | 1             |           | No     |                  |

**F** [REDACTED]

| Part Number | Part Description              | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|-------------------------------|---------------|-----------|--------|------------------|
|             |                               | 1             |           | No     |                  |
| RLH K020    |                               | 6             |           | No     |                  |
| RBH6A001AA  | BATTERY -STORAGE              | 1             |           | No     |                  |
| -C          | .8MM PART-NONE                | 2             |           | No     |                  |
|             | .8MM PART-NONE                | 1             |           | No     |                  |
|             | BOLT -HEX FLANGE HEAD         | 9             |           | No     |                  |
|             | HOSE -COOLANT                 | 1             |           | No     |                  |
|             | FLUID -AUTOMATIC TRANSMISSION | 2             |           | No     |                  |

## F [REDACTED]

|                |                |            |   |           |  |
|----------------|----------------|------------|---|-----------|--|
| Report         | System Key     | Report     | 1 | Open Date |  |
| Close Date     | Narrative Date |            |   | Mileage   |  |
| MDH            | Sold Date      | Built Date |   | Advisor   |  |
| Dealer         |                |            |   |           |  |
| Dealer Address |                |            |   |           |  |
|                |                |            |   | Zip       |  |

Cause: [REDACTED]  
Correction: [REDACTED]

| <b>LOP</b> | <b>LOP Description</b>                                 |
|------------|--------------------------------------------------------|
|            | Electrical System ; Battery ; Battery ; battery - PHEV |

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             | BATTERY -STORAGE | 1             |           | No     |                  |

# Repair Order Detailed Report For VIN:

|                |  |                |  |             |        |           |                        |
|----------------|--|----------------|--|-------------|--------|-----------|------------------------|
| VIN            |  | Model Year     |  | Body        | RUES53 | CHRYSLER  | LIMITED                |
| Built Date     |  | Market         |  |             |        |           | WINDSOR ASSEMBLY PLANT |
| Color          |  | BRIG           |  | CLEAR COA   |        |           |                        |
| Engine         |  |                |  | ENG         |        | Serial #  |                        |
| Transmission   |  |                |  | RANSMISSION |        |           |                        |
| Report         |  | System Key     |  | Report      | 1      | Open Date |                        |
| Close Date     |  | Narrative Date |  |             |        | Mileage   |                        |
| MDH            |  | Sold Date      |  | Built Date  |        | Advisor   |                        |
| Dealer         |  | CORNERS        |  |             |        |           |                        |
| Dealer Address |  |                |  |             |        |           |                        |
|                |  |                |  |             |        | Zip       |                        |

Complaint: U CONNECT IS REMOVING SETTINGS. WAS NOT ABLLY TO DUPLICATE CONCERN ( GREG DAVIES-)

Cause:  
Correction:

## LOP Information

| LOP | LOP Description                                                                              |
|-----|----------------------------------------------------------------------------------------------|
|     | Exhaust System ; Buzz Squeaks Rattles ; Exhaust - Buzz Squeaks Rattles ; Catalytic Converter |
|     | Electrical System ; Audio ; Hub, media center - SD/USB - auxiliary port                      |

## Part(s) Information

| Part Number | Part Description | Part Quantity | Part Cost | Failed | Part Return Date |
|-------------|------------------|---------------|-----------|--------|------------------|
|             | CLAMP -EXHAUST   | 1             |           | No     |                  |
|             | MEDIA TOR-HUB    | 1             |           | No     |                  |

Repair Order Detailed Report For VIN:

|                |  |                |  |                |          |                        |         |
|----------------|--|----------------|--|----------------|----------|------------------------|---------|
| VIN            |  | Model Year     |  | Body           | RUES53   | CHRYSLER               | LIMITED |
| Built Date     |  | Market         |  |                |          | WINDSOR ASSEMBLY PLANT |         |
| Color          |  | BRIG           |  | CLEAR COAT     |          |                        |         |
| Engine         |  |                |  | D EN           | Serial # |                        |         |
| Transmission   |  |                |  | TRANSMISSION   |          |                        |         |
| Report         |  | System Key     |  | Report Version |          | Open Date              |         |
| Close Date     |  | Narrative Date |  |                |          | Mileage                |         |
| MDH            |  | Sold Date      |  | Built Date     |          | Advisor                |         |
| Dealer         |  |                |  |                |          |                        |         |
| Dealer Address |  |                |  |                |          |                        |         |
| Dealer City    |  |                |  |                | Zip      |                        |         |

**Complaint:** CUSTOMER STATES THE CAR DIES WHILE DRIVING WIDE OPEN THROTTL FROM A STOP, OR WOT ON ACCELERATION. MESSAGE APPEARS SAYS SHIFT INTO PARK TO START. A RED PLUG MESSAGE APPEARS ON BOTTOM RIGHT AND THE "D" DISAPPEARS. BATTERY LIGHT INTERMITTENTLY COMES ON. CUSTOMER REQUESTS THE DATE CODE ON BATTERY OR ON THE NEW BATTERY IF CHANGED. PERFORM COMPLEMENTARY MULTI POINT INSPECTION CHECK AND RECORD TIRE PRESSURES PER AIR RESOURCE BOARD.

**Cause:** FOUND POSSIBLE ISSUE WITH PIM-FOUND ISSUE WITH TRANSMISSION STAR CASE-FAULT BECOMES ACTIVE WHEN CONDITION OCCURS PERFORMED DIAGNOSIS ON FAULT-STEP 6 SHOWS CONTINUITY TO GROUND WHEN TESTING CIRCUITS ( ) AND CIRCUIT ( ) 3

**Repair:** REMOVED TRANSMISSION-DRAIN FLUID-REPLACE TRANSMISSION CLEAR CODE-TOP OFF COOLANT-TEST DRIVE- CONFIRM REPAIR PERFORMED COMPLEMENTARY MULTI POINT INSPECTION SET TIRE PRESSURE TO MANUFACTURER SPECIFICATION

LOP Information

| LOP | LOP Description                                                                                                                                |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------|
|     | Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |
|     | Transmission ; Out of Vehicle Operations ; Transmission, Automatic - Replace ; Input - Electrically Variable Transmission ( ) with engine      |

Part Information

| Number | Part Description      | Part Quantity | Part Cost | Failed | Return Date |
|--------|-----------------------|---------------|-----------|--------|-------------|
| -AA    | .8MM PART-NONE        | 1             |           | No     |             |
| -AA    | BOLT -HEX FLANGE HEAD | 9             |           | No     |             |
|        | .8MM PART-NONE        | 1             |           | No     |             |
|        | BOLT -HEX FLANGE HEAD | 9             |           | No     |             |