

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR630155	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/14/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	PREPNV	In Service Date	03/26/2019
Claim Type	K - Road Ready (PREPNV)	Repair Date	02/01/2019
Claim Status	Paid	Mileage	0
Expense			
Labor	\$216.92	Sublet	\$0.00
Part	\$0.00	Total Paid	\$216.92

Dealer Information

Code	45358	Name	STEVENS CREEK CHRYSLER JEEP DODGE	Zone	71	LOS ANGELES
Address	4100 STEVENS CREEK BLVD , SAN JOSE, CA 95129					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$189.80
A	85900067	Road Ready ; Surround View Camera								\$13.56
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$13.56

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR633489	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/15/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	PREPNV	In Service Date	02/27/2019
Claim Type	K - Road Ready (PREPNV)	Repair Date	02/21/2019
Claim Status	Paid	Mileage	0
Expense			
Labor	\$201.44	Sublet	\$0.00
Part	\$0.00	Total Paid	\$201.44

Dealer Information

Code	61339	Name	JACK POWELL CHRYSLER DODGE	Zone	71	LOS ANGELES
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$176.26
A	85900067	Road Ready ; Surround View Camera								\$12.59
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$12.59

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR630155	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/14/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	034450	In Service Date	03/26/2019
Claim Type	W - Warranty	Repair Date	05/15/2019
Claim Status	Paid	Mileage	2,699

Expense

Labor	\$351.04	Sublet	\$632.80	Part	\$140.00	Total Paid	\$1,123.85
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Dealer Information

Code	60591	Name	PREMIER CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07130104	Electric heater ; Heater, electric coolant - PHEV	58	INTERNAL DEFECT	68237427AF	HEATER	1	X	603.40	\$320.52
A	95400141	Loaner Car ; Standard Line Vehicles			68237427AF	HEATER	1	X	603.40	\$140.00
B	07302901	Cap, recovery bottle ; All others, Gasoline engine equipped	65	LEAKS	68249136AA	CAP	1	X	12.74	\$30.53
B	07302901	Cap, recovery bottle ; All others, Gasoline engine equipped	65	LEAKS	68163849AB	ANTIFREEZ	1		16.66	\$30.53
B	85434343	Goodwill Authorization ; Goodwill Authorization			68249136AA	CAP	1	X	12.74	\$0.00
B	85434343	Goodwill Authorization ; Goodwill Authorization			68163849AB	ANTIFREEZ	1		16.66	\$0.00

Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON SOP HERE REPLACE AS NEEDED CUSTOMER STATES THERE IS A GURGLING NOISE INTERMITTANTLY CHECK AND ADVISE PREMIER CDJR OF TRACY WILL PERFORM A FREE MULTI POINT 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:

2699 Verified check engine light is on. Performed vehicle module scan and retrieved DTC P0e15-00. 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 2699 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)

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR630155	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/14/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	034450	In Service Date	03/26/2019
Claim Type	W - Warranty	Repair Date	05/15/2019
Claim Status	Paid	Mileage	2,699

Expense

Labor	(\$30.53)	Sublet	(\$29.40)	Part	\$0.00	Total Paid	(\$59.93)
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Dealer Information

Code	60591	Name	PREMIER CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	07302901	Cap, recovery bottle ; All others, Gasoline engine equipped	65	LEAKS	68249136AA	CAP	1	X	-12.74	(\$30.53)
B	07302901	Cap, recovery bottle ; All others, Gasoline engine equipped	65	LEAKS	68163849AB	ANTIFREEZ	1		-16.66	(\$30.53)
B	85434343	Goodwill Authorization ; Goodwill Authorization			68249136AA	CAP	1	X	-12.74	\$0.00
B	85434343	Goodwill Authorization ; Goodwill Authorization			68163849AB	ANTIFREEZ	1		-16.66	\$0.00

Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON SOP HERE REPLACE AS NEEDED CUSTOMER STATES THERE IS A GURGLING NOISE INTERMITTANTLY CHECK AND ADVISE PREMIER CDJR OF TRACY WILL PERFORM A FREE MULTI POINT 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:

2699 Verified check engine light is on. Performed vehicle module scan and retrieved DTC P0e15-00. 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 2699 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)

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR630155	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/14/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	034450	In Service Date	03/26/2019
Claim Type	W - Warranty	Repair Date	05/15/2019
Claim Status	Paid	Mileage	2,699
Expense			
Labor	\$30.53	Sublet	\$29.40
Part	\$0.00	Total Paid	\$59.93

Dealer Information

Code	60591	Name	PREMIER CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07302901	Cap, recovery bottle ; All others, Gasoline engine equipped	65	LEAKS	68249136AA	CAP	1	X	12.74	\$30.53
A	07302901	Cap, recovery bottle ; All others, Gasoline engine equipped	65	LEAKS	68163849AB	ANTIFREEZ	1		16.66	\$30.53
A	85434343	Goodwill Authorization ; Goodwill Authorization			68249136AA	CAP	1	X	12.74	\$0.00
A	85434343	Goodwill Authorization ; Goodwill Authorization			68163849AB	ANTIFREEZ	1		16.66	\$0.00

Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON SOP HERE REPLACE AS NEEDED CUSTOMER STATES THERE IS A GURGLING NOISE INTERMITTANTLY CHECK AND ADVISE PREMIER CDJR OF TRACY WILL PERFORM A FREE MULTI POINT INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO YOU.

Cause:

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Correction:

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Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N73 - KR738698	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	06/13/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	212350	In Service Date	06/26/2019
Claim Type	K - Road Ready (PREPNV)	Repair Date	07/09/2019
Claim Status	Paid	Mileage	3
Expense			
Labor	\$236.42	Sublet	\$0.00
Part	\$0.00	Total Paid	\$236.42

Dealer Information

Code	60750	Name	Zone	71	LOS ANGELES
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$206.86
A	85900067	Road Ready ; Surround View Camera								\$14.78
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$14.78

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR653555	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	02/11/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	PREPNV	In Service Date	09/03/2019
Claim Type	K - Road Ready (PREPNV)	Repair Date	08/09/2019
Claim Status	Paid	Mileage	0
Expense			
Labor	\$207.45	Sublet	\$0.00
Part	\$0.00	Total Paid	\$207.45

Dealer Information

Code	27034	Name		Zone	71	LOS ANGELES
Address						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$181.51
A	85900067	Road Ready ; Surround View Camera								\$12.97
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$12.97

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR577743	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/24/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	275723	In Service Date	11/26/2018
Claim Type	W - Warranty	Repair Date	08/26/2019
Claim Status	Paid	Mileage	12,577

Expense

Labor	\$946.12	Sublet	\$2,623.23	Part	\$960.00	Total Paid	\$4,529.35
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Dealer Information

Code	54982	Name	BETTENHAUSEN MOTOR SALES INC	Zone	51	CHICAGO
Address	17514 S OAK PARK , TINLEY PARK, IL 60477					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1	X	2603.68	\$13.71
B	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68163849AB	ANTIFREEZ	1		19.55	\$13.71
B	08198205	Module, power inverter (PIM) ; PHEV	DT	NO RESPONSE-DRB/MDS	68381781AD	MODULE	1	X	2603.68	\$329.09
B	08198205	Module, power inverter (PIM) ; PHEV	DT	NO RESPONSE-DRB/MDS	68163849AB	ANTIFREEZ	1		19.55	\$329.09
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68381781AD	MODULE	1	X	2603.68	\$438.78
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68163849AB	ANTIFREEZ	1		19.55	\$438.78
B	95400142	Loaner Car ; High Line Vehicles			68381781AD	MODULE	1	X	2603.68	\$960.00
B	95400142	Loaner Car ; High Line Vehicles			68163849AB	ANTIFREEZ	1		19.55	\$960.00
C	23112500	Closeout/bezel/cover/plug/gap hider, instrument panel - center console	11	BROKEN OR CRACKED						\$27.42
A	85418701	Audio, Video and Telematics Components, Trouble Not Found ; Radio	OD							\$137.12

Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS COMING ON (Check Engin e Warning Light Is On) CUSTOMER STATES DURING HARDER ACCELERATION(GOING TO PASS ANOTHER VEHICLE), GAUGES WILL DROP TO ZERO AND GEAR SELECTOR STARTS 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

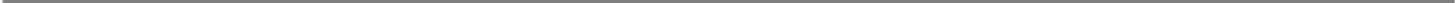
Cause:

FOUND FAULTS P0C1A-00(MOTOR B TORQ DELIVERED PERFORMANCE). CHECKED FOR TSB'S, STAR CASES, OR UPDATES- NONE RELATED. INSPECTED ALL HEV CABLES AND CONNECTORS, GOOD. REMOVED UNDER BODY SHIELDS AND INSPECTED- GOOD. CLEARED FAULT AND ROAD TESTED. FAULT CODE RETURNS DURING ROAD TEST. FAULT P0C1A-00 RESET DURING ROAD TEST AND VEHICLE DIED OUT. CONTACTED STAR AND OPENDED CASE 101522395. POWER DOWNED HEV SYSTEM AND DISCONNECTED AND INSPECTED EACH CONNECTOR AT PIM. ALL CONNECTORS FREE FROM CORROSION. PERFORMED DRAG TEST ON EACH TERMINAL IN CONNECTOR C1, C2, AND C4. CHECKED BOTH LARGE HYBRID BATTERY CABLE CONNECTORS- GOOD. CLEANED AND TIGHTENED GROUND G902B- NO ISSUES. PERFORMED HEV POWER UP PROCEDURE. CLEARED FAULTS AND ROAD TESTED 15 MILES- DTC DID NOT RETURN. CONTACTED STAR CENTER AND REPORTED FINDINGS. STAR CENTER ORDERED PIM MODULE. INSPECTED VEHICLE. CHECKED IGNITION OPERATING, WORKING AS DESIGNED. CHECKED FOR TSB'S, STAR CASES, OR UPDATES- NONE.

Correction:

SEE LINE 2 FOR REPAIRS INSTALLED POWER INVERTER MODULE AND PROGRAMMED TO VEHICLE. CONFIRMED HEV ISOLATION IS WITHIN SPECS. FILLED AND BLEED 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

Technical Notes:



Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR577741	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/22/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	057465	In Service Date	12/12/2018				
Claim Type	W - Warranty	Repair Date	08/27/2019				
Claim Status	Paid	Mileage	14,640				
Expense							
Labor	\$143.16	Sublet	\$1,086.50	Part	\$0.00	Total Paid	\$1,229.66

Dealer Information

Code	42819	Name	5 CORNERS DODGE CHRYSLER JEEP	Zone	51	CHICAGO
Address	1292 WASHINGTON AVENUE HIGHWAY 60, CEDARBURG, WI 53012					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	23042203	Mirror, outside rearview (power/heated/folding) ; Right or left	K4	LOOSE	5RM251W7AF	MIRROR	1	X	813.04	\$99.11
B	08602401	Hub, media center - SD/USB - auxiliary port	18	CIRCUIT OPEN	68229844AC	MEDIA	1	X	273.46	\$44.05

Customer Concern:

PERFORM 16 POINT INSPECTION (53-5077 WILL RICKARD-)

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L78 - KR508965	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	156759	In Service Date	02/19/2019
Claim Type	W - Warranty	Repair Date	08/27/2019
Claim Status	Paid	Mileage	5,074
Expense			
Labor	\$771.68	Sublet	\$2,707.09
Part	\$735.00	Total Paid	\$4,213.77

Dealer Information

Code	24132	Name	JIM SMOLICH MOTORS INC	Zone	70	PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1	X	2604.31	\$11.02
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68307507AA	WIRING	1		102.78	\$11.02
A	08198205	Module, power inverter (PIM) ; PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO	68381781AD	MODULE	1	X	2604.31	\$264.58
A	08198205	Module, power inverter (PIM) ; PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO	68307507AA	WIRING	1		102.78	\$264.58
A	08848004	Switch, Battery Service ; Battery Service Switch - PHEV			68381781AD	MODULE	1	X	2604.31	\$55.12
A	08848004	Switch, Battery Service ; Battery Service Switch - PHEV			68307507AA	WIRING	1		102.78	\$55.12
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68381781AD	MODULE	1	X	2604.31	\$440.96
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68307507AA	WIRING	1		102.78	\$440.96
A	95400141	Loaner Car ; Standard Line Vehicles			68381781AD	MODULE	1	X	2604.31	\$735.00
A	95400141	Loaner Car ; Standard Line Vehicles			68307507AA	WIRING	1		102.78	\$735.00

Customer Concern:

CHECK ENGINE LIGHT, GAS EQUIPPED ENGINE RENTAL

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR633489	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/15/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	511937	In Service Date	02/27/2019
Claim Type	W - Warranty	Repair Date	08/28/2019
Claim Status	Paid	Mileage	12,715
Expense			
Labor	\$440.79	Sublet	\$3,120.09
Part	\$0.00	Total Paid	\$3,560.88

Dealer Information

Code	68737	Name	CHAPMAN CHRYSLER JEEP LLC	Zone	70	PHOENIX
Address	930 AUTO SHOW DR , HENDERSON, NV 89014					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1	X	2819.87	\$14.22
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68272788AA	GASKET	1		6.67	\$14.22
A	08198205	Module, power inverter (PIM) ; PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO	68381781AD	MODULE	1	X	2819.87	\$341.26
A	08198205	Module, power inverter (PIM) ; PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO	68272788AA	GASKET	1		6.67	\$341.26
A	85LOAN00	Loaner Car ; Loaner Car			68381781AD	MODULE	1	X	2819.87	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68272788AA	GASKET	1		6.67	\$0.00
B	08080110	Battery ; All Others	B4	BATTERY FAILED TEST	BBAH6650AB	BATTERY	1	X	293.55	\$85.31

Customer Concern:

DRIVEABILITY PERFORM MULTI-POINT INSPECTION SUBLET ELECTRICAL

Cause:

NA

Correction:

08198205 - 08198205; 07FF0151 - 07FF0151 08080110 - 08080110

Technical Notes:

PART# 68381781AD ORDER# 3489**

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR633489	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/15/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	A11937	In Service Date	02/27/2019
Claim Type	W - Warranty	Repair Date	08/28/2019
Claim Status	Paid	Mileage	12,715
Expense			
Labor	\$0.00	Sublet	\$0.00
Part	\$595.00	Total Paid	\$595.00

Dealer Information

Code	68737	Name	CHAPMAN CHRYSLER JEEP LLC	Zone	70	PHOENIX
Address	930 AUTO SHOW DR , HENDERSON, NV 89014					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08198205	Module, power inverter (PIM) ; PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO						\$0.00
A	85LOAN00	Loaner Car ; Loaner Car								\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								\$595.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

PART# 68381781AD ORDER# 3489**

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR653555	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	02/11/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	059153	In Service Date	09/03/2019
Claim Type	W - Warranty	Repair Date	08/30/2019
Claim Status	Paid	Mileage	2
Expense			
Labor	\$51.86	Sublet	\$0.00
Part	\$0.00	Total Paid	\$51.86

Dealer Information

Code	27034	Name		Zone	71	LOS ANGELES
Address						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85419401	ESM Modules, Trouble Not Found ; Electronic Shift Module/Rotary shift Module	UC	UNCODABLE (NARRATIVE REQUIRED)						\$51.86

Customer Concern:

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

Technical Notes:

CONNECTOR FOUND NOT CONNECTED CAUSING FAILURE

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR630155	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/14/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	036548	In Service Date	03/26/2019
Claim Type	W - Warranty	Repair Date	09/11/2019
Claim Status	Paid	Mileage	5,230

Expense

Labor	\$473.16	Sublet	\$14.70	Part	\$0.00	Total Paid	\$487.86
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Dealer Information

Code	60591	Name	PREMIER CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		14.70	\$335.79
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68307396AH	SVCE KIT	1	X	0.00	\$335.79
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68163849AB	ANTIFREEZ	1		14.70	\$137.37
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68307396AH	SVCE KIT	1	X	0.00	\$137.37

Customer Concern:

REFER TO LINE D PREMIER CDJR OF TRACY WILL PERFORM A FREE MULTI POINT 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 TOLINE D internal failure of the high voltage battery pack

Correction:

5247 REFER TO LINE D REFER TO LINE D RENTAL FOR LINE D PERFORMED DIAGNOSTIC TESTON VEHICLE SUBLET REPAIRS 5000 PERFORMED MULTI POINT INSPECTIONTIRE TREAD DEPT LEFT FRONT: RIGHT FRONT:RIGHT BACK: LEFT BACK: BRAKES LEFT FRONT:RIGHT FRONT: LEFT REAR: RIGHT REAR:RECOMMENDATIONS: PREMIER CDJR OF TRACY WILL PERFORM A FREE MULTIPPOINT INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISITAT NO CHARGE TO YOU. PREMIER CDJR OF TRACY WILL PERFORM A FREE MULTI POINT INSPECTION AS PER CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO YOU. 5000 ADJUSTED TIRE PRESSURE TO RECOMMENDED CAPACITY CHECK AND RESET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS 5000 Verified the check engine light ison. Performed vehicle module scan andretrieved DTC P0DB7-00 (active). Saved &printed VSR & CONFIGURATION REPORT (preservice). Performed Pre diagnostictroubleshooting procedure. Vehicle isresponding. Verified BPCM DTC P0DB7-00 isactive. Verified the vehicle's history doesnot show any previous concerns related tocurent concern. Vehicle does not have anyaftermarket accessories installedincorrectly. Verified there are no TSBsrelated to customer concern. Cleared DTCs.Attempted to duplicate customer concern andverified DTC comes back immediately afterstarting vehicle. Performed a quick wireharness inspection related to the DTC.Checked the BPCM connectors, the suspectedcomponent connection, in-line connectors,wire harness splices, BPCM power and groundcircuits, and any related fuses. No repairswere made that fixed the customer's concern.All electrical circuits appear to be ok.Proceeded to perform the diagnostic testprocedure related to the customer

Technical Notes:

INTERNAL FAILURE OF HYBRID BATTERY PACK

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR630155	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/14/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	365481	In Service Date	03/26/2019
Claim Type	W - Warranty	Repair Date	09/11/2019
Claim Status	Paid	Mileage	5,230
Expense			
Labor	\$0.00	Sublet	\$0.00
Part	\$1,715.00	Total Paid	\$1,715.00

Dealer Information

Code	60591	Name	PREMIER CHRYSLER DODGE JEEP RAM	Zone	71	LOS ANGELES
Address	3460 NAGLEE RD , TRACY, CA 95304					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)						\$0.00
A	85LOAN00	Loaner Car ; Loaner Car								\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								\$1,715.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

INTERNAL FAILURE OF HYBRID BATTERY PACK 68307396AH/ 36548/ DAILY EXCHANGE NUMBER, ORDER NUMBER, AND ORDER TYPE TO SUPPORT EXTENDED RENTAL DUE TO BACKORDERED PA RT . LOUIS 586-497-9178

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L78 - KR508965	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	157864	In Service Date	02/19/2019
Claim Type	W - Warranty	Repair Date	09/30/2019
Claim Status	Paid	Mileage	5,182
Expense			
Labor	\$297.65	Sublet	\$2,946.07
Part	\$700.00	Total Paid	\$3,943.72

Dealer Information

Code	24132	Name	JIM SMOLICH MOTORS INC	Zone	70	PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080301	Cable, Electric Vehicle Charging ; Cable, Charging - BEV/PHEV			68381781AD	MODULE	1	X	2604.31	\$33.07
A	08080301	Cable, Electric Vehicle Charging ; Cable, Charging - BEV/PHEV			05062107AC	CABLE	1		341.76	\$33.07
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68381781AD	MODULE	1	X	2604.31	\$264.58
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	05062107AC	CABLE	1		341.76	\$264.58
A	95400141	Loaner Car ; Standard Line Vehicles			68381781AD	MODULE	1	X	2604.31	\$700.00
A	95400141	Loaner Car ; Standard Line Vehicles			05062107AC	CABLE	1		341.76	\$700.00

Customer Concern:

23 POINT VEHICLE INSPECTION CHECK ENGINE LIGHT, GAS EQUIPPED ENGINE VEHICLE MUST BE BROUGHT BACK WITH THE SAME AMOUNT upon customer picking up and the vehicle is

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR577743	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/24/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	505012	In Service Date	11/26/2018
Claim Type	W - Warranty	Repair Date	10/03/2019
Claim Status	Paid	Mileage	13,938

Expense

Labor	\$603.33	Sublet	\$2,603.68	Part	\$600.00	Total Paid	\$3,807.01
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Dealer Information

Code	54982	Name	BETTENHAUSEN MOTOR SALES INC	Zone	51	CHICAGO
Address	17514 S OAK PARK , TINLEY PARK, IL 60477					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08198205	Module, power inverter (PIM) ; PHEV	DT	NO RESPONSE-DRB/MDS	68381781AD	MODULE	1	X	2603.68	\$329.09
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68381781AD	MODULE	1	X	2603.68	\$274.24
A	95400142	Loaner Car ; High Line Vehicles			68381781AD	MODULE	1	X	2603.68	\$600.00

Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT COMES ON, "SHIFT TO PARK", AND SERVICE CHARGING SYSTEM CAME UP ON DASH. ALL GAUGES 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 (basi c or extended). Any charges not covered by a warranty are th e responsibility of the customer (\$35 a day).

Cause:

FOUND FAULTS P0C1A-00(DRIVE MOTOR B TORQUE DELIVERED PERFORMANCE), P1A21-00(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 (basi c or extended). Any charges not covered by a warranty are th e responsibility of the customer (\$35 a day).

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N73 - KR738698	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	06/13/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	090340	In Service Date	06/26/2019
Claim Type	W - Warranty	Repair Date	10/10/2019
Claim Status	Paid	Mileage	753
Expense			
Labor	\$1,962.92	Sublet	\$8,630.96
Part	\$0.00	Total Paid	\$10,593.88

Dealer Information

Code	68964	Name	GEORGIA CHRYSLER DODGE JEEP INC	Zone	66	ORLANDO
Address	700 SOUTH MAIN ST , SWAINSBORO, GA 30401					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	05400705	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			BBAH6650AB	BATTERY	1		276.41	\$160.71
A	05400705	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			RL359946AC	PKG PART	1	X	7117.92	\$160.71
A	05400705	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68283578AC	MODULATOR	1		851.00	\$160.71
A	05400705	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			04318080AD	FLUID	2		13.74	\$160.71
A	05400705	Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others			68338717AC	PDC	1		371.89	\$160.71
A	08080110	Battery ; All Others			BBAH6650AB	BATTERY	1		276.41	\$68.87
A	08080110	Battery ; All Others			RL359946AC	PKG PART	1	X	7117.92	\$68.87
A	08080110	Battery ; All Others			68283578AC	MODULATOR	1		851.00	\$68.87
A	08080110	Battery ; All Others			04318080AD	FLUID	2		13.74	\$68.87
A	08080110	Battery ; All Others			68338717AC	PDC	1		371.89	\$68.87
A	08890201	Center, power distribution PDC			BBAH6650AB	BATTERY	1		276.41	\$57.40
A	08890201	Center, power distribution PDC			RL359946AC	PKG PART	1	X	7117.92	\$57.40
A	08890201	Center, power distribution PDC			68283578AC	MODULATOR	1		851.00	\$57.40
A	08890201	Center, power distribution PDC			04318080AD	FLUID	2		13.74	\$57.40
A	08890201	Center, power distribution PDC			68338717AC	PDC	1		371.89	\$57.40
A	0894BJH2	Ground			BBAH6650AB	BATTERY	1		276.41	\$286.98
A	0894BJH2	Ground			RL359946AC	PKG PART	1	X	7117.92	\$286.98
A	0894BJH2	Ground			68283578AC	MODULATOR	1		851.00	\$286.98
A	0894BJH2	Ground			04318080AD	FLUID	2		13.74	\$286.98
A	0894BJH2	Ground			68338717AC	PDC	1		371.89	\$286.98
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	BBAH6650AB	BATTERY	1		276.41	\$815.01
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	RL359946AC	PKG PART	1	X	7117.92	\$815.01
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable	ML	CHECK ENGINE/SERVICE ENGINE SO	68283578AC	MODULATOR	1		851.00	\$815.01

		Transmission (SI-EVT) with 3.6 liter engine								
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	04318080AD	FLUID	2		13.74	\$815.01
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68338717AC	PDC	1		371.89	\$815.01
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			BBAH6650AB	BATTERY	1		276.41	\$573.95
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			RL359946AC	PKG PART	1	X	7117.92	\$573.95
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68283578AC	MODULATOR	1		851.00	\$573.95
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			04318080AD	FLUID	2		13.74	\$573.95
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68338717AC	PDC	1		371.89	\$573.95

Customer Concern:

CS TOW IN. VEHICLE SHUT OFF AND WOULD NOT RESTART PLEASE CHECK AND ADVISE. VEH TOWED IN 12 VOLT 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 DTCS ACTIVE . THE PDC WAS ADVISED TO BE REPLACED. ALL GROUNDS AND INTERMEDIATE (70- STEVEN-) LINE FOR ADDITIONAL NOTES (70- STEVEN-) 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 ONE BY ONE NO ISSUES INITIALLY FOUND. REMOVED THE PDC TO ACESS TH E GROUND ON THE RIGHT FRONT STRUT TOWER. CUT OPEN THE INSULATION/HEAT SHRINK AND FOUND A POOR SOLDER CONNECTION. RESOLDERED AND RE HEA T 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 (70- STEVEN-) LINE FOR ADDITIONAL NOTES OPERATION OF BOTH THE ELECTRIC SYSTEM AND THE GAS ENGINE. BLED THE BRAKES. RECHARGED THE HIGH VOLTAGE BATTERY. TEST DROVE VEH. (70- STEVEN-) DIAG (99- HOUSE-) DIAGNOSTIC AND AT FOR TRANSMISSION AND WIRING REPAIR (70- STEVEN-)

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1H79 - KR532894	Year	2019	Body	RUEP53 - CHRYSLER PACIFICA HYBRID TOURING PLU
Build Date	11/15/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	297985	In Service Date	06/03/2019
Claim Type	W - Warranty	Repair Date	10/16/2019
Claim Status	Paid	Mileage	2,372

Expense

Labor	\$541.68	Sublet	\$2,552.27	Part	\$0.00	Total Paid	\$3,093.95
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Dealer Information

Code	60385	Name	STONERIDGE CHRYSLER JEEP DODGE OF	Zone	71	LOS ANGELES
Address	6701 AMADOR PLAZA RD , DUBLIN, CA 94568					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1	X	2219.00	\$13.89
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68307507AA	WIRING	1		87.57	\$13.89
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68163849AB	ANTIFREEZ	1		14.70	\$13.89
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68381781AD	MODULE	1	X	2219.00	\$333.34
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68307507AA	WIRING	1		87.57	\$333.34
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68163849AB	ANTIFREEZ	1		14.70	\$333.34
A	08848004	Switch, Battery Service ; Battery Service Switch - PHEV			68381781AD	MODULE	1	X	2219.00	\$69.45
A	08848004	Switch, Battery Service ; Battery Service Switch - PHEV			68307507AA	WIRING	1		87.57	\$69.45
A	08848004	Switch, Battery Service ; Battery Service Switch - PHEV			68163849AB	ANTIFREEZ	1		14.70	\$69.45
B	08080116	Battery ; 12 Volt battery - PHEV	B4	BATTERY FAILED TEST	BBAH6650AB	BATTERY	1	X	231.00	\$125.00

Customer Concern:

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:

11 NO START, SERVICE CHARGING SYSTEM 300VERIFIED CONCERN, FOUND SEVERAL DTC'S ACTIVEIN VEHICLE, PRINTED AND ATTACHED TO REPAIRORDER. SUBMITTED STAR CASE FOR CONCERN,AWAITING STAR RESPONSE FOR FURTHER DIAGNOSIS.STAR RESPONDED WITH THE PIM FAILING ANDORDERED NEW PIM FOR US, ALSO STATED THE MSDHAS FAILED AND HAD US ORDER ONE FOR THEVEHICLE AS WELL, ONCE 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 11 SET TIRE PRESSURE TO 36 PSI 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 11 BATTERY 90 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

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR577743	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/24/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	510221	In Service Date	11/26/2018
Claim Type	W - Warranty	Repair Date	11/08/2019
Claim Status	Paid	Mileage	15,601
Expense			
Labor	\$479.92	Sublet	\$0.00
Part	\$0.00	Total Paid	\$479.92

Dealer Information

Code	54982	Name	BETTENHAUSEN MOTOR SALES INC	Zone	51	CHICAGO
Address	17514 S OAK PARK , TINLEY PARK, IL 60477					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894BJC2	Ground	58	INTERNAL DEFECT						\$205.68
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								\$274.24

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L78 - KR508965	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	159879	In Service Date	02/19/2019
Claim Type	W - Warranty	Repair Date	11/11/2019
Claim Status	Paid	Mileage	5,232
Expense			
Labor	\$496.08	Sublet	\$2,707.09
Part	\$770.00	Total Paid	\$3,973.17

Dealer Information

Code	24132	Name	JIM SMOLICH MOTORS INC	Zone	70	PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68307507AA	WIRING	1		102.78	\$11.02
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1	X	2604.31	\$11.02
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68307507AA	WIRING	1		102.78	\$264.58
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68381781AD	MODULE	1	X	2604.31	\$264.58
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68307507AA	WIRING	1		102.78	\$220.48
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68381781AD	MODULE	1	X	2604.31	\$220.48
A	95400141	Loaner Car ; Standard Line Vehicles			68307507AA	WIRING	1		102.78	\$770.00
A	95400141	Loaner Car ; Standard Line Vehicles			68381781AD	MODULE	1	X	2604.31	\$770.00

Customer Concern:

MISCELLANEOUS REPAIR VEHICLE MUST BE BROUGHT BACK WITH THE SAME AMOUNT

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L78 - KR508965	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	161033	In Service Date	02/19/2019				
Claim Type	W - Warranty	Repair Date	12/02/2019				
Claim Status	Paid	Mileage	5,402				
Expense							
Labor	\$231.50	Sublet	\$708.18	Part	\$665.00	Total Paid	\$1,604.68

Dealer Information

Code	24132	Name	JIM SMOLICH MOTORS INC	Zone	70	PHOENIX
Address	1865 NORTH EAST HIGHWAY 20 , BEND, OR 97701					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07130104	Electric heater ; Heater, electric coolant - PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68237427AG	HEATER	1	X	708.18	\$231.50
A	95400141	Loaner Car ; Standard Line Vehicles			68237427AG	HEATER	1	X	708.18	\$665.00

Customer Concern:

23 POINT VEHICLE INSPECTION MISCELLANEOUS REPAIR VEHICLE MUST BE BROUGHT BACK WITH THE SAME AMOUNT

Cause:

NA

Correction:

NA

Technical Notes:

HEATER STATUS IN HCP LCKED, ORDERED BATT PCK COOLANT HEATER PER STAR

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L7X - KR614043	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	02/06/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	168960	In Service Date	04/09/2019				
Claim Type	W - Warranty	Repair Date	12/05/2019				
Claim Status	Paid	Mileage	8,125				
Expense							
Labor	\$1,370.81	Sublet	\$5,948.60	Part	\$980.09	Total Paid	\$8,299.50

Dealer Information

Code	60597	Name	PERRY CHRYSLER DODGE JEEP RAM OF	Zone	71	LOS ANGELES
Address	2340 NATIONAL CITY BLVD , NATIONAL CITY, CA 91950					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	RL359946AC	PKG PART	1	X	5948.60	\$804.36
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			RL359946AC	PKG PART	1	X	5948.60	\$566.45
A	95400142	Loaner Car ; High Line Vehicles			RL359946AC	PKG PART	1	X	5948.60	\$980.09

Customer Concern:

16-POINT CHECKUP ADJUST TIRE PRESSURE ELECTRICAL CONCERN CUSTOMER STATES CHECK ENGINE LIGHT IS ON-CHECK GENERAL CONCERN 0W-20 FULL SYNTHETIC OIL CHANGE

Cause:

NA

Correction:

PERFORMED INSPECTION done 36psi MAINTENANCE LUBE OIL AND FILTER CHANGE PERFORMED

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR653555	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	02/11/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	063970	In Service Date	09/03/2019
Claim Type	W - Warranty	Repair Date	12/19/2019
Claim Status	Paid	Mileage	402
Expense			
Labor	\$440.64	Sublet	\$403.90
Part	\$1,890.00	Total Paid	\$2,734.54

Dealer Information

Code	26840	Name	SIMI VALLEY CHRYSLER DODGE JEEP	Zone	71	LOS ANGELES
Address	2350 1ST STREET , SIMI VALLEY, CA 93065					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68307396AH	SVCE KIT	1	X	0.00	\$269.28
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		14.70	\$269.28
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68307396AH	SVCE KIT	1	X	0.00	\$61.20
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68163849AB	ANTIFREEZ	1		14.70	\$61.20
A	85LOAN00	Loaner Car ; Loaner Car			68307396AH	SVCE KIT	1	X	0.00	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68163849AB	ANTIFREEZ	1		14.70	\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68307396AH	SVCE KIT	1	X	0.00	\$1,890.00
A	95400141	Loaner Car ; Standard Line Vehicles			68163849AB	ANTIFREEZ	1		14.70	\$1,890.00
B	23205421	Panel, quarter trim ; One piece - Left	11	BROKEN OR CRACKED	5SP35PD2AK	PANEL	1	X	389.20	\$110.16

Customer Concern:

DRIVEABILITY INTERIOR BODY AND ELECTRICAL LOANER VEHICLE

Cause:

NA

Correction:

NA

Technical Notes:

08080401 10-3 DIAG ORDERED PART AND CAME IN 11-11 AND THEN IN THE NARRATIVE NEED THE PART NUMBER, ORDER NUMBER, AND ORDER TYPE, OR ADVIS E . 2) -- LH1 SETTING CONDITION 2. APPEARS INCORRECT LOP USED WITH PART CLAI MED. IF UNSUCCESSFUL TO RESOLVE, LOP RELATED INQUIRY MAY BE OF ASSISTANCE TO DETERMINE WHY CODE SETTING. LOUIS 586-497-9178 SERVICE CHARGING SYSTEM MESSAGE REPLACED HIGH VOLTAGE BATT

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N73 - LR147482	Year	2020	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	12/13/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	PREPNV	In Service Date	01/27/2020
Claim Type	K - Road Ready (PREPNV)	Repair Date	12/27/2019
Claim Status	Paid	Mileage	0
Expense			
Labor	\$260.80	Sublet	\$0.00
Part	\$0.00	Total Paid	\$260.80

Dealer Information

Code	23011	Name	BRIGHAM-GILL MOTORCARS INC	Zone	32	NEW YORK
Address	817 WORCESTER ST , NATICK, MA 01760					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$228.20
A	85900067	Road Ready ; Surround View Camera								\$16.30
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$16.30

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR633489	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/15/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	329376	In Service Date	02/27/2019
Claim Type	S - Safety (Recalls)	Repair Date	01/16/2020
Claim Status	Paid	Mileage	20,088
Expense			
Labor	\$108.37	Sublet	\$0.00
Part	\$0.00	Total Paid	\$108.37

Dealer Information

Code	24099	Name	ORANGE COAST JEEP-CHRYSLER	Zone	71	LOS ANGELES
Address	2524 HARBOR BOULEVARD , COSTA MESA, CA 92626					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2186	Safety Recall VE2 - Rear View Camera ; Radio, Software - Create USB Jump Drive from Uconnect Website (UAV Radio) (One Time Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$108.37

Customer Concern:

VE2 SAFETY RECALL VE2 REAR VIEW CAMERA (Recall) (Multi-point inspection according to maintenance interval) (Check Tire Pressure)

Cause:

could not perform recall downloaded file is invalid STAR CASE # 101629619 PREVENTATIVE MAINTENANCE, CUSTOMER SERVICE.

Correction:

VERSION # 22.5 TO 28.5 Create USB Jump Drive from Uconnect Website for Radio UAV (One Time Only) 18-VE-21-86 0.7 hours Check Radio Software Level and Perform Software Update for Radio UAV 18-VE-21-87 0.5 hour COMPLETED VISUAL INSPECTION, SEE INSPECTION REPORT COMPLETED TIRE INFLATION SERVICE, INCLUDING MEASURING FOR RECOMMENDED PRESSURE

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR577743	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/24/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	514835	In Service Date	11/26/2018
Claim Type	W - Warranty	Repair Date	01/24/2020
Claim Status	Paid	Mileage	17,570

Expense

Labor	\$2,070.51	Sublet	\$148.91	Part	\$1,800.00	Total Paid	\$4,019.42
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Dealer Information

Code	54982	Name	BETTENHAUSEN MOTOR SALES INC	Zone	51	CHICAGO
Address	17514 S OAK PARK , TINLEY PARK, IL 60477					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08158005	Sensor, Crankshaft position ; 3.2-3.6 Liter engine	14	BURNED OR BURNED OUT	68079375AC	SENSOR	1	X	37.95	\$95.98
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68079375AC	SENSOR	1	X	37.95	\$0.00
A	85TADI00	Diagnostic Labor Time Exception ; On-Site Technical FCA Resource Support			68079375AC	SENSOR	1	X	37.95	\$1,645.44
A	95400142	Loaner Car ; High Line Vehicles			68079375AC	SENSOR	1	X	37.95	\$1,800.00
B	08904002	Wiring harness/track, sliding door ; right	14	BURNED OR BURNED OUT	68360882AB	WIRING	1	X	110.96	\$137.12
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68360882AB	WIRING	1	X	110.96	\$191.97

Customer Concern:

CUSTOMER STATES VEHICLE DIES OUT ON ACCEL BATTERY WILL NOT RE CHARGE WHILE DRIVING (General Concern) CUSTOMER STATES BOTH SLIDING DOORS MAKING A WEIRD NOISE WHEN IN USE. SOMEWHAT GRINDING NOISE 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 (\$35 a day).

Cause:

INSPECTED VEHICLE. FOUND FAULT P1C1A-00(DRIVE MOTOR B TORQUE DELIVERED PERFORMANCE). CONTACTED STAR CENTER. CHECKED GROUNDS AND FOUND 1 GROUND STRAP WITH CORROSION. CLEANED AND ROAD TESTED VEHICLE. ROAD TESTED WITH CUSTOMER AND VERIFIED DIE OUT CONCERN W/ CUSTOMER. INSTALLED FLIGHT RECORDER AND RECORDED DATA. SENT INFORMATION TO STAR CENTER. INSTRUCTED TO INSPECT/CHECK CRANK SENSOR. PERFORMED TERMINAL DRAG AND PIN FIT INSPECTION. CHECKED RESISTANCE ON CIRCUITS K925, K24, AND F265, AND F855. LOAD TESTED CIRCUITS, GOOD. CONTACTED STAR WITH RESULTS AND REPLACED CRANKSHAFT POSITION SENSOR. ROAD TESTED VEHICLE AGAIN WITH CUSTOMER AND DIE OUT OCCURRED AGAIN. SENT INFORMATION TO STAR 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 FLUID AND MEASURED TRANSMISSION DRAINED FROM SYSTEM. FOUND 4.5 QUARTS OF FLUID DRAINED. FLUID BLACK AND SIGNS OF METALLIC FINISH. INSPECTED AND FOUND RIGHT SLIDING DOOR HARNESS BINDING CAUSING NOISE

Correction:

PER STAR CENTER, ORDERED TRANSMISSION ASSEMBLY. CURRENT ETA APRIL-MAY 2020. 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 (\$35 a day).

Technical Notes:

DIAG PER ED SYMANSKI

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L75 - KR532852	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	379892	In Service Date	11/30/2018
Claim Type	W - Warranty	Repair Date	01/29/2020
Claim Status	Paid	Mileage	16,112
Expense			
Labor	\$181.96	Sublet	\$0.00
Part	\$160.00	Total Paid	\$341.96

Dealer Information

Code	66989	Name	SHUMAN MOTOR SALES INC	Zone	42	DETROIT
Address	1111 SOUTH COMMERCE , WALLED LAKE, MI 48390					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							\$181.96
A	95400142	Loaner Car ; High Line Vehicles								\$160.00

Customer Concern:

CUSTOMER STATES THE CAR WONT START AND HAD TO BE TOWED IN. SAYS SERVICE POWER SYSTEM INSPECT VEHICLE PER 23 POINT INSPECTION. RENTAL CUST REQUESTS LUBE, OIL, AND FILTER CHANGE USING SYNTHETIC OIL

Cause:

CHECKED OUT, VERIFIED CONCERN. CONNECTED TO WITECH, ACTIVE P1D3E-00 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 12 VOLT BATTERY, THEN PERFORM 50 KEY CYCLES WITH 2 MINUTES 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

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N77 - KR613932	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/22/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	812573	In Service Date	03/19/2019
Claim Type	S - Safety (Recalls)	Repair Date	02/10/2020
Claim Status	Paid	Mileage	8,809
Expense			
Labor	\$82.59	Sublet	\$0.00
Part	\$0.00	Total Paid	\$82.59

Dealer Information

Code	27094	Name		Zone	51	CHICAGO
Address						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2150	Safety Recall VE2 - Rear View Camera ; Radio, Software - Create USB Jump Drive from Uconnect Website (UAV Radio) (One Time Only)								\$23.60
A	18VE2188	Safety Recall VE2 - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$58.99

Customer Concern:

NA

Cause:

NA

Correction:

8809 CUSTOMER STATES AMBIENT TEMPERATURE IS INACCURATE. VERIFIED CUSTOMER'S CONCERN AND PERFORMED DIAGNOSTICS. CREATED VEHICLE SCAN REPORT ATTACHED TO REPAIR ORDER AND SAVED TO COMPUTER. HCP P0073-00 AAT SENSOR CIRCUIT HIGH. REMOVED FRONT FASCIA AND TESTED AMBIENT TEMPERATURE SENSOR. AMBIENT TEMPERATURE SENSOR OHM WITH IN SPECIFICATION OF ROOM TEMPERATURE SPEC. 8.0 KILO OHMS TO 12.0 KILO OHMS. AMBIENT TEMPERATURE SENSOR WAS OK AT 11.0 KILO OHMS. INSPECTED INTERMEDIATE CONNECTOR XY101A AND FOUND FILLED WITH WATER AND CORROSION PRESENT ON CIRCUITS G31 AAT SENSE, AND G931 AAT SENSOR GROUND. CLEANED OUT CONNECTOR, APPLIED DIELECTRIC GREASE AND ASSEMBLED VEHICLE. TEST DROVE VEHICLE OVER 40 MPH OVER 5 MINUTES AND MONITORED AMBIENT TEMPERATURE. AMBIENT TEMPERATURE SENSOR FUNCTIONING PROPERLY AT THIS TIME. 8809 PERFORMED RECALL VE2. CREATED USB STICK. UPDATED RADIO SOFTWARE. TESTED PASSED. RECALL VE2 COMPLETED AT THIS TIME.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L75 - KR532852	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	380338	In Service Date	11/30/2018
Claim Type	W - Warranty	Repair Date	02/10/2020
Claim Status	Paid	Mileage	16,287

Expense

Labor	\$204.73	Sublet	\$0.00	Part	\$200.00	Total Paid	\$404.73
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Dealer Information

Code	66989	Name	SHUMAN MOTOR SALES INC	Zone	42	DETROIT
Address	1111 SOUTH COMMERCE , WALLED LAKE, MI 48390					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418010	Charging, Starting and Wiring Systems, Trouble Not Found ; Alternator/Generator	OD							\$204.73
A	95400142	Loaner Car ; High Line Vehicles								\$200.00

Customer Concern:

(Multi-point inspection according to maintenance interval) (Rental Vehicle) customer states that vehicle hybrid batter was able to call to charge to 100 percent and get 35mpg but it only charges to 98 percent and gets 24mpg please inspect and advise (General Concern 1)

Cause:

CHECKED OUT, BATTERY PERCENTAGE AT 40%. DURING 3 MILE TEST DRIVE BATTERY PERCENTAGE FELL TO 30%. CHARGED BATTERY WITH 220 VOLT CHARGER. CHARGE TOOK 1.5HRS, EVIC STATED VEHICLE IS FULLY CHARGED. STARTED VEHICLE AND CHECKED PERCENTAGE, ONLY AT 98%. CONNECTED TO WITECH, 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

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N77 - KR613932	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/22/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	812573	In Service Date	03/19/2019
Claim Type	W - Warranty	Repair Date	02/10/2020
Claim Status	Paid	Mileage	8,809
Expense			
Labor	\$271.35	Sublet	\$0.00
Part	\$0.00	Total Paid	\$271.35

Dealer Information

Code	27094	Name		Zone	51	CHICAGO
Address						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894HAM3	A/C / Heater & ATC	3T	TERMINAL(S) CORRODED						\$271.35

Customer Concern:

NA

Cause:

NA

Correction:

8809 CUSTOMER STATES AMBIENT TEMPERATURE IS INACCURATE. VERIFIED CUSTOMER'S CONCERN AND PERFORMED DIAGNOSTICS. CREATED VEHICLE SCAN REPORT ATTACHED TO REPAIR ORDER AND SAVED TO COMPUTER. HCP P0073-00 AAT SENSOR CIRCUIT HIGH. REMOVED FRONT FASCIA AND TESTED AMBIENT TEMPERATURE SENSOR. AMBIENT TEMPERATURE SENSOR OHM WITH IN SPECIFICATION OF ROOM TEMPERATURE SPEC. 8.0 KIL OHMS TO 12.0 KILO OHMS. AMBIENT TEMPERATURE SENSOR WAS OK AT 11.0 KIL OHMS. INSPECTED INTERMEDIATE CONNECTOR XY101A AND FOUND FILLED WITH WATER AND CORROSION PRESENT ON CIRCUITS G31 AAT SENSE, AND G931 AAT SENSOR GROUND. CLEANED OUT CONNECTOR, APPLIED DIELECTRIC GREASE AND ASSEMBLED VEHICLE. TEST DROVE VEHICLE OVER 40 MPH OVER 5 MINUTES AND MONITORED AMBIENT TEMPERATURE. AMBIENT TEMPERATURE SENSOR FUNCTIONING PROPERLY AT THIS TIME. 8809 PERFORMED RECALL VE2. CREATED USB STICK. UPDATED RADIO SOFTWARE. TESTED PASSED. RECALL VE2 COMPLETED AT THIS TIME.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR541776	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/16/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	488878	In Service Date	11/15/2018
Claim Type	S - Safety (Recalls)	Repair Date	02/12/2020
Claim Status	Paid	Mileage	18,496
Expense			
Labor	\$66.10	Sublet	\$0.00
Part	\$0.00	Total Paid	\$66.10

Dealer Information

Code	68958	Name	WHITE PLAINS CHRYSLER JEEP DODGE	Zone	32	NEW YORK
Address	70 WESTCHESTER AVE , WHITE PLAINS, NY 10601					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2188	Safety Recall VE2 - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$66.10

Customer Concern:

Service charging system message displayed (ElectricalNon PCM Flashes Concern) Vehicle stopped and shut down (General Concern 1) CUSTOMER REQUESTS 16 POINT CHECK 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# VE2

Cause:

NEED TRANSMISSIO UNIT AS PER TEST AND STAR CASE #101641803 Safety Recall VE2 Rear View Camera RADIO #22.5 TO 28.4

Correction:

=PERFORMED DIAGNOSTIC TEST FOR P03AF-00 AFTER ROADTESTING CAR.P PERFOR TES WITH PIM CONNETOR CHECK CONTINUITY TO THE MODULE FOUND ALL WIRES GOOD AND WITH NORMAL RESISTANCE. SUMMIT INFORMATION TO STAR CENTER. STAR CENTER ADVISE TO REPLACED TRANSMISSION UNIT POWER DOWN HIGH VOLTAGE 4 TIMES AS PER TEST AND DIAGNOSTICS AND AS PER STAR CENTER SUGGESTED TESTING POWER DOWN SYSTEM TO 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 7.7 OHMS AND 8.1 OHMS RESET ALL VALUES FOR THE NEW TRANSMISSION. PERFORMED REPAIR VERIFICATION CHARGED HIGH VOLTAGE BATTERY AND 12 VOLTS BATTERY PERFORMED REPAIR VERIFICATION. RELATED TO LINE 1 ? Website for Radio UAV (One Time Only) 18-VE-21-86 0.7 hours Perform Software Update for Radio UAV 18-VE-21-87 0.5 hour

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR541776	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/16/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	488878	In Service Date	11/15/2018
Claim Type	W - Warranty	Repair Date	02/12/2020
Claim Status	Paid	Mileage	18,496

Expense

Labor	\$1,004.72	Sublet	\$7,510.22	Part	\$0.00	Total Paid	\$8,514.94
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Dealer Information

Code	68958	Name	WHITE PLAINS CHRYSLER JEEP DODGE	Zone	32	NEW YORK
Address	70 WESTCHESTER AVE , WHITE PLAINS, NY 10601					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0150	Coolant, Engine ; Drain and fill			68490840AA	.8MM PART	1	X	7455.86	\$26.44
A	07FF0150	Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		19.45	\$26.44
A	07FF0150	Coolant, Engine ; Drain and fill			68163849AB	ANTIFREEZ	2		34.91	\$26.44
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68490840AA	.8MM PART	1	X	7455.86	\$39.66
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68382486AA	BOLT	9		19.45	\$39.66
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68163849AB	ANTIFREEZ	2		34.91	\$39.66
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68490840AA	.8MM PART	1	X	7455.86	\$938.62
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68382486AA	BOLT	9		19.45	\$938.62
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68163849AB	ANTIFREEZ	2		34.91	\$938.62

Customer Concern:

Service charging system message displayed (ElectricalNon PCM Flashes Concern) Vehicle stopped and shut down (General Concern 1) CUSTOMER REQUESTS 16 POINT CHECK 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# VE2

Cause:

NEED TRANSMISSIO UNIT AS PER TEST AND STAR CASE #101641803 Safety Recall VE2 Rear View Camera RADIO #22.5 TO 28.4

Correction:

=PERFORMED DIAGNOSTIC TEST FOR P03AF-00 AFTER ROADTESTING CAR.P PERFOR TES WITH PIM CONNETOR CHECK CONTINUITY TO THE MODULE FOUND ALL WIRES GOOD AND WITH NORMAL RESISTANCE. SUMMIT INFORMATION TO STAR CENTER. STAR CENTER ADVISE TO REPLACED TRANSMISSION UNIT POWER DOWN HIGH VOLTAGE 4 TIMES AS PER TEST AND DIAGNOSTICS AND AS PER STAR CENTER SUGGESTED TESTING POWER DOWN SYSTEM TO 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 7.7 OHMS AND 8.1 OHMS RESET ALL VALUES FOR THE NEW TRANSMISSION. PERFORMED REPAIR VERIFICATION CHARGED HIGH VOLTAGE BATTERY AND 12 VOLTS BATTERY PERFORMED REPAIR VERIFICATION. RELATED TO LINE 1 ? Website for Radio UAV (One Time Only) 18-VE-21-86 0.7 hours Perform Software Update for Radio UAV 18-VE-21-87 0.5 hour

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N74 - KR508877	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/25/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	257657	In Service Date	01/02/2019
Claim Type	S - Safety (Recalls)	Repair Date	02/24/2020
Claim Status	Paid	Mileage	9,863
Expense			
Labor	\$107.05	Sublet	\$0.00
Part	\$0.00	Total Paid	\$107.05

Dealer Information

Code	45358	Name	STEVENS CREEK CHRYSLER JEEP DODGE	Zone	71	LOS ANGELES
Address	4100 STEVENS CREEK BLVD , SAN JOSE, CA 95129					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2188	Safety Recall VE2 - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$107.05

Customer Concern:

NA

Cause:

NA

Correction:

9862 6200-Customer requests perform recallVE2 back up camera. Verified recall is activefor this vehicle. Inspected software level inradio, software is out of date and update isrequired. Downloaded VE2 recall software toflash drive, uploaded software to radio andperformed update. Update complete, recallcomplete. (VE2) 2019 RU BACK UP CAMERA. The radio displayof some 2018 to 2019 MY Chrysler Pacifica vehicles built with 8.4" radio display, 360 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 9862 CHARGING DIAGNOSIS TIME 9862 6200-Performed engine oil and filterchange, tire rotation. CUSTOMER REQUESTS TO PERFORM 10,000 MILE INTERVAL SERVICE Customer to Recieve Rental Car for 1 (ONE) Day Only(Insurance & GasIS EXTRA) Customer IS Responsible FOR ALL OTHERCHARGES Customer to Recieve Rental Car for 1 (ONE) Day Only(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 30 DAYS OR WILL PERFORM TIREPRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF DECLINED CUSTOMER TO SIGN _____ DATE _____ 4-DAYS 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 30 DAYS OR WILL PERFORM TIRE PRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF DECLINED CUSTOMER TO SIGN _____ DATE _____ SUBLET REPAIRS

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N74 - KR508877	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/25/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	257657	In Service Date	01/02/2019
Claim Type	W - Warranty	Repair Date	02/24/2020
Claim Status	Paid	Mileage	9,862
Expense			
Labor	\$107.05	Sublet	\$0.00
Part	\$0.00	Total Paid	\$107.05

Dealer Information

Code	45358	Name	STEVENS CREEK CHRYSLER JEEP DODGE	Zone	71	LOS ANGELES
Address	4100 STEVENS CREEK BLVD , SAN JOSE, CA 95129					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							\$107.05

Customer Concern:

NA

Cause:

NA

Correction:

9862 6200-Customer requests perform recallVE2 back up camera. Verified recall is activefor this vehicle. Inspected software level inradio, software is out of date and update isrequired. Downloaded VE2 recall software toflash drive, uploaded software to radio andperformed update. Update complete, recallcomplete. (VE2) 2019 RU BACK UP CAMERA. The radio displayof some 2018 to 2019 MY Chrysler Pacifica vehicles built with 8.4" radio display, 360 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 9862 CHARGING DIAGNOSIS TIME 9862 6200-Performed engine oil and filterchange, tire rotation. CUSTOMER REQUESTS TO PERFORM 10,000 MILE INTERVAL SERVICE Customer to Recieve Rental Car for 1 (ONE) Day Only(Insurance & GasIS EXTRA) Customer IS Responsible FOR ALL OTHERCHARGES Customer to Recieve Rental Car for 1 (ONE) Day Only(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 30 DAYS OR WILL PERFORM TIREPRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF DECLINED CUSTOMER TO SIGN_____DATE_____4-DAYS 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 30 DAYS OR WILL PERFORM TIRE PRESSURE INFLATE IN THE NEXT 7 DAYS PER CARB. IF DECLINED CUSTOMER TO SIGN_____DATE_____ SUBLET REPAIRS

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N74 - KR508877	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/25/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	A57657	In Service Date	01/02/2019
Claim Type	W - Warranty	Repair Date	02/24/2020
Claim Status	Paid	Mileage	9,862
Expense			
Labor	\$0.00	Sublet	\$0.00
Part	\$140.00	Total Paid	\$140.00

Dealer Information

Code	45358	Name	STEVENS CREEK CHRYSLER JEEP DODGE	Zone	71	LOS ANGELES
Address	4100 STEVENS CREEK BLVD , SAN JOSE, CA 95129					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	OD							\$0.00
A	95400142	Loaner Car ; High Line Vehicles								\$140.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR653555	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	02/11/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	068341	In Service Date	09/03/2019
Claim Type	S - Safety (Recalls)	Repair Date	03/09/2020
Claim Status	Paid	Mileage	3,118
Expense			
Labor	\$62.30	Sublet	\$0.00
Part	\$0.00	Total Paid	\$62.30

Dealer Information

Code	26840	Name	SIMI VALLEY CHRYSLER DODGE JEEP	Zone	71	LOS ANGELES
Address	2350 1ST STREET , SIMI VALLEY, CA 93065					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2188	Safety Recall VE2 - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$62.30

Customer Concern:

CHECK ENGINE LIGHT RECALL

Cause:

NA

Correction:

P2183, P01E4, U1124. BATTERY COOLANT HEATER

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR577743	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/24/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	519858	In Service Date	11/26/2018
Claim Type	S - Safety (Recalls)	Repair Date	03/13/2020
Claim Status	Paid	Mileage	17,912
Expense			
Labor	\$68.56	Sublet	\$0.00
Part	\$0.00	Total Paid	\$68.56

Dealer Information

Code	54982	Name	BETTENHAUSEN MOTOR SALES INC	Zone	51	CHICAGO
Address	17514 S OAK PARK , TINLEY PARK, IL 60477					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2188	Safety Recall VE2 - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$68.56

Customer Concern:

VE2 SAFETY RECALL VE2 REAR VIEW CAMERA (Recall CSN 4) 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 VE2 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 within 24 hrs of notification of repair completion. Ant charges not covered by a warranty are the responsibility of the customer (renter).

Technical Notes:

VEHICLE DYES ON ACCELL

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N79 - KR577743	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/24/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	519858	In Service Date	11/26/2018
Claim Type	W - Warranty	Repair Date	03/13/2020
Claim Status	Paid	Mileage	17,912

Expense

Labor	\$1,000.97	Sublet	\$7,246.69	Part	\$1,680.00	Total Paid	\$9,927.66
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Dealer Information

Code	54982	Name	BETTENHAUSEN MOTOR SALES INC	Zone	51	CHICAGO
Address	17514 S OAK PARK , TINLEY PARK, IL 60477					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0150	Coolant, Engine ; Drain and fill			68359946AD	PKG PART	1	X	6981.48	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		19.22	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68238385AB	HOSE	1		22.67	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68238386AC	HOSE	1		108.66	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68218925AB	FLUID	1		28.75	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68269106AA	CLAMP	1		31.62	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68163849AB	ANTIFREEZ	1		17.25	\$27.42
A	07FF0150	Coolant, Engine ; Drain and fill			68312280AA	CLAMP	1		37.04	\$27.42
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68359946AD	PKG PART	1	X	6981.48	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68382486AA	BOLT	9		19.22	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68238385AB	HOSE	1		22.67	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68238386AC	HOSE	1		108.66	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68218925AB	FLUID	1		28.75	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68269106AA	CLAMP	1		31.62	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		17.25	\$973.55
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68312280AA	CLAMP	1		37.04	\$973.55
A	95400142	Loaner Car ; High Line Vehicles			68359946AD	PKG PART	1	X	6981.48	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68382486AA	BOLT	9		19.22	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68238385AB	HOSE	1		22.67	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68238386AC	HOSE	1		108.66	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68218925AB	FLUID	1		28.75	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68269106AA	CLAMP	1		31.62	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68163849AB	ANTIFREEZ	1		17.25	\$1,680.00
A	95400142	Loaner Car ; High Line Vehicles			68312280AA	CLAMP	1		37.04	\$1,680.00

Customer Concern:

VE2 SAFETY RECALL VE2 REAR VIEW CAMERA (Recall CSN 4) 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 VE2 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 within 24 hrs of notification of repair completion. Ant charges not covered by a warranty are the responsibility of the customer (renter).

Technical Notes:

VEHICLE DIES ON ACCELL

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR577741	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/22/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	062340	In Service Date	12/12/2018
Claim Type	S - Safety (Recalls)	Repair Date	03/20/2020
Claim Status	Paid	Mileage	23,000

Expense

Labor	\$56.05	Sublet	\$0.00	Part	\$0.00	Total Paid	\$56.05
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Dealer Information

Code	42819	Name	5 CORNERS DODGE CHRYSLER JEEP	Zone	51	CHICAGO
Address	1292 WASHINGTON AVENUE HIGHWAY 60, CEDARBURG, WI 53012					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18VE2188	Safety Recall VE2 - Rear View Camera ; Radio, Check Software Level and Perform Software Update (UAV Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$56.05

Customer Concern:

WHEN DRIVING DOWN THE ROAD THE VEHICLE DISPLAYED SERVICE CHARGING SYSTEM AND LOST ALL MOTIVE POWER. CHECK AND ADVISE. MULTIPLE CODES FOR DRIVE MOTOR A STORED. CLEARED CODES. TEST DROVE. CODE P0A43-00 DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT CAME BACK STORED. PERFORMED DIAG FOR CODE. WIRING IN PIM C1 TO TRANS CONNECTOR OHM GOOD. SAME WIRES NOT SHORTED TOGETHER OR OTHER WIRE S IN CONNECTORS. WIRES ALSO NOT OPEN. DIAG LE ADS TO REPLACE THE PIM. CONTACTED STAR FOR FURTHER ASSISTANCE. THEY LOOKED AT READINGS. DECIDED TO SEND OUT A TRAN (34-5211 MIKE ZEHMS-) PERFORM 16 POINT INSPECTION (34-5211 MIKE ZEHMS-) CUSTOMER STATES BATTERY DOOR ON BOTH HEADSETS ARE BROKEN, CHECK AND ADVISE. CUST WILL NEED TO SEND HEADPHONES TO MANUFACTURER REPAIR FACILITY (34-5211 MIKE ZEHMS-) PERFORM VE2 RECALL PERFORMED RADIO UPDATE PER RECALL LOP: 18-VE-21-88 .5 22.5 -> 28.4 (34-5211 MIKE ZEHMS-) INSTALL AC HIGH VOLTAGE WIRING THAT WAS DAMAGED REPLACED HIGH VOLTAGE A/C COMPRESSOR WIRING FROM PIM TO A/C COMPRESSOR DUE TO EXTERNAL DAMAGE POSSIBLE FROM MOUSE. (34-5211 MIKE ZEHMS-) ADDTL LINE FOR STORY CONT PER ENGINEERING. POWERED DOWN HIGH VOLTAGE. REMOVED PIM AND ASSC WIRING. REMOVED WIPER COWL. INSTALLED ENGINE HOLDING FIXTURE. REMOVED 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. BLED LOW PRESSURE COOLING SYSTEM AND RESET RESOLVER OFFSET. CLEARED CODES. TEST DROVE. ALL SEEMS OK AT THIS TIME. CUST TO MONITOR. (34-5211 MIKE ZEHMS-)

Cause:

NA

Correction:

NA

Technical Notes:

ORDER#42819,PART#68359946AD, SPECIAL HANDLING. ORDERED BY MOPAR,

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N75 - KR577741	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	10/22/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	062340	In Service Date	12/12/2018
Claim Type	W - Warranty	Repair Date	03/20/2020
Claim Status	Paid	Mileage	23,000

Expense

Labor	\$1,524.56	Sublet	\$8,431.65	Part	\$2,467.18	Total Paid	\$12,423.39
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Dealer Information

Code	42819	Name	5 CORNERS DODGE CHRYSLER JEEP	Zone	51	CHICAGO
Address	1292 WASHINGTON AVENUE HIGHWAY 60, CEDARBURG, WI 53012					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0150	Coolant, Engine ; Drain and fill			68490840AA	.8MM PART	1	X	8231.32	\$22.42
A	07FF0150	Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		21.47	\$22.42
A	07FF0150	Coolant, Engine ; Drain and fill			68238385AB	HOSE	1		25.33	\$22.42
A	07FF0150	Coolant, Engine ; Drain and fill			68238386AC	HOSE	1		121.41	\$22.42
A	07FF0150	Coolant, Engine ; Drain and fill			68218925AB	FLUID	1		32.12	\$22.42
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68490840AA	.8MM PART	1	X	8231.32	\$795.91
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68382486AA	BOLT	9		21.47	\$795.91
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68238385AB	HOSE	1		25.33	\$795.91
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68238386AC	HOSE	1		121.41	\$795.91
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68218925AB	FLUID	1		32.12	\$795.91
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68490840AA	.8MM PART	1	X	8231.32	\$706.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68382486AA	BOLT	9		21.47	\$706.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68238385AB	HOSE	1		25.33	\$706.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68238386AC	HOSE	1		121.41	\$706.23
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68218925AB	FLUID	1		32.12	\$706.23
A	85LOAN00	Loaner Car ; Loaner Car			68490840AA	.8MM PART	1	X	8231.32	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68382486AA	BOLT	9		21.47	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68238385AB	HOSE	1		25.33	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68238386AC	HOSE	1		121.41	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68218925AB	FLUID	1		32.12	\$0.00
A	95400141	Loaner Car ; Standard Line			68490840AA	.8MM	1	X	8231.32	\$1,785.00

		Vehicles				PART				
A	95400141	Loaner Car ; Standard Line Vehicles			68382486AA	BOLT	9		21.47	\$1,785.00
A	95400141	Loaner Car ; Standard Line Vehicles			68238385AB	HOSE	1		25.33	\$1,785.00
A	95400141	Loaner Car ; Standard Line Vehicles			68238386AC	HOSE	1		121.41	\$1,785.00
A	95400141	Loaner Car ; Standard Line Vehicles			68218925AB	FLUID	1		32.12	\$1,785.00
A	97756555	Sublet Repair			68490840AA	.8MM PART	1	X	8231.32	\$682.18
A	97756555	Sublet Repair			68382486AA	BOLT	9		21.47	\$682.18
A	97756555	Sublet Repair			68238385AB	HOSE	1		25.33	\$682.18
A	97756555	Sublet Repair			68238386AC	HOSE	1		121.41	\$682.18
A	97756555	Sublet Repair			68218925AB	FLUID	1		32.12	\$682.18

Customer Concern:

WHEN DRIVING DOWN THE ROAD THE VEHICLE DISPLAYED SERVICE CHARGING SYSTEM AND LOST ALL MOTIVE POWER. CHECK AND ADVISE. MULTIPLE CODES FOR DRIVE MOTOR A STORED. CLEARED CODES. TEST DROVE. CODE P0A43-00 DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT CAME BACK STORED. PERFORMED DIAG FOR CODE. WIRING IN PIM C1 TO TRANS CONNECTOR OHM GOOD. SAME WIRES NOT SHORTED TOGETHER OR OTHER WIRE S IN CONNECTORS. WIRES ALSO NOT OPEN. DIAG LE ADS TO REPLACE THE PIM. CONTACTED STAR FOR FURTHER ASSISTANCE. THEY LOOKED AT READINGS. DECIDED TO SEND OUT A TRAN (34-5211 MIKE ZEHMS-) PERFORM 16 POINT INSPECTION (34-5211 MIKE ZEHMS-) CUSTOMER STATES BATTERY DOOR ON BOTH HEADSETS ARE BROKEN, CHECK AND ADVISE. CUST WILL NEED TO SEND HEADPHONES TO MANUFACTURER REPAIR FACILITY (34-5211 MIKE ZEHMS-) PERFORM VE2 RECALL PERFORMED RADIO UPDATE PER RECALL LOP: 18-VE-21-88 .5 22.5 -> 28.4 (34-5211 MIKE ZEHMS-) INSTALL AC HIGH VOLTAGE WIRING THAT WAS DAMAGED REPLACED HIGH VOLTAGE A/C COMPRESSOR WIRING FROM PIM TO A/C COMPRESSOR DUE TO EXTERNAL DAMAGE POSSIBLE FROM MOUSE. (34-5211 MIKE ZEHMS-) ADDTL LINE FOR STORY CONT PER ENGINEERING. POWERED DOWN HIGH VOLTAGE. REMOVED PIM AND ASSC WIRING. REMOVED WIPER COWL. INSTALLED ENGINE HOLDING FIXTURE. REMOVED 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. BLED LOW PRESSURE COOLING SYSTEM AND RESET RESOLVER OFFSET. CLEARED CODES. TEST DROVE. ALL SEEMS OK AT THIS TIME. CUST TO MONITOR. (34-5211 MIKE ZEHMS-)

Cause:

NA

Correction:

NA

Technical Notes:

ORDER#42819,PART#68359946AD, SPECIAL HANDLING. ORDERED BY MOPAR,

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR636571	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/24/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	619998	In Service Date	02/18/2019
Claim Type	W - Warranty	Repair Date	03/23/2020
Claim Status	Paid	Mileage	20,091

Expense

Labor	\$95.06	Sublet	\$231.00	Part	\$0.00	Total Paid	\$326.06
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Dealer Information

Code	42835	Name	DICK SCOTT DODGE INC	Zone	42	DETROIT
Address	684 ANN ARBOR ROAD , PLYMOUTH, MI 48170					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08080116	Battery ; 12 Volt battery - PHEV	B4	BATTERY FAILED TEST	BBH6A001AA	BATTERY	1	X	231.00	\$95.06

Customer Concern:

ELECTRICAL

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1N76 - KR636571	Year	2019	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	01/24/2019	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	616594	In Service Date	02/18/2019
Claim Type	W - Warranty	Repair Date	03/23/2020
Claim Status	Paid	Mileage	20,091

Expense

Labor	\$1,267.44	Sublet	\$6,545.70	Part	\$2,080.00	Total Paid	\$9,893.14
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Dealer Information

Code	42835	Name	DICK SCOTT DODGE INC	Zone	42	DETROIT
Address	684 ANN ARBOR ROAD , PLYMOUTH, MI 48170					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07FF0150	Coolant, Engine ; Drain and fill			BBH6A001AA	BATTERY	1		231.00	\$21.12
A	07FF0150	Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		16.38	\$21.12
A	07FF0150	Coolant, Engine ; Drain and fill			68238385AB	HOSE	1		19.32	\$21.12
A	07FF0150	Coolant, Engine ; Drain and fill			68490840AA	.8MM PART	1	X	6279.00	\$21.12
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			BBH6A001AA	BATTERY	1		231.00	\$31.69
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68382486AA	BOLT	9		16.38	\$31.69
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68238385AB	HOSE	1		19.32	\$31.69
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68490840AA	.8MM PART	1	X	6279.00	\$31.69
A	08080116	Battery ; 12 Volt battery - PHEV			BBH6A001AA	BATTERY	1		231.00	\$95.06
A	08080116	Battery ; 12 Volt battery - PHEV			68382486AA	BOLT	9		16.38	\$95.06
A	08080116	Battery ; 12 Volt battery - PHEV			68238385AB	HOSE	1		19.32	\$95.06
A	08080116	Battery ; 12 Volt battery - PHEV			68490840AA	.8MM PART	1	X	6279.00	\$95.06
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	BBH6A001AA	BATTERY	1		231.00	\$749.90
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68382486AA	BOLT	9		16.38	\$749.90
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68238385AB	HOSE	1		19.32	\$749.90
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68490840AA	.8MM PART	1	X	6279.00	\$749.90
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			BBH6A001AA	BATTERY	1		231.00	\$369.67
A	85410000	Operation diagnostics - With repair ; Must be used in			68382486AA	BOLT	9		16.38	\$369.67

		conjunction with appropriate repair Labor Operation.								
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68238385AB	HOSE	1		19.32	\$369.67
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68490840AA	.8MM PART	1	X	6279.00	\$369.67
A	95400142	Loaner Car ; High Line Vehicles			BBH6A001AA	BATTERY	1		231.00	\$2,080.00
A	95400142	Loaner Car ; High Line Vehicles			68382486AA	BOLT	9		16.38	\$2,080.00
A	95400142	Loaner Car ; High Line Vehicles			68238385AB	HOSE	1		19.32	\$2,080.00
A	95400142	Loaner Car ; High Line Vehicles			68490840AA	.8MM PART	1	X	6279.00	\$2,080.00

Customer Concern:

ELECTRICAL ELECTRICAL FULL SYNTHETIC(5QRT) 16 POINT INSPECTION ENTERPRISE INTERNAL

Cause:

NA

Correction:

PERFORMED MAINTENANCE

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	2C4RC1L75 - KR532852	Year	2019	Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date	11/08/2018	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	381244	In Service Date	11/30/2018
Claim Type	W - Warranty	Repair Date	03/23/2020
Claim Status	Paid	Mileage	17,116
Expense			
Labor	\$311.97	Sublet	\$274.40
Part	\$840.00	Total Paid	\$1,426.37

Dealer Information

Code	66989	Name	SHUMAN MOTOR SALES INC	Zone	42	DETROIT
Address	1111 SOUTH COMMERCE , WALLED LAKE, MI 48390					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08190201	Module, body control ; All others	58	INTERNAL DEFECT	68402177AB	MODULE	1	X	274.40	\$77.99
A	08190250	Module, body control ; Program new Body Control Module with Software & Vehicle data			68402177AB	MODULE	1	X	274.40	\$29.25
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68402177AB	MODULE	1	X	274.40	\$204.73
A	85LOAN00	Loaner Car ; Loaner Car			68402177AB	MODULE	1	X	274.40	\$0.00
A	95400142	Loaner Car ; High Line Vehicles			68402177AB	MODULE	1	X	274.40	\$840.00

Customer Concern:

Customer States the ck engine light came on and the car woul dnt start Shut the car off and tried a couple times and it e ventually started (ElectricalNon PCM Flashes Concern) (Multi-point inspection according to maintenance interval) (Rental Vehicle)

Cause:

CHECKED OUT, VERIFIED CHECK ENGINE LIGHT ON, VEHICLE STARTED PROPERLY. STORED U0168 LOST COMM WITH VEHICLE SECURITY MODULE AND B2101 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 DTC B2101. INSPECTED ALL RELATED WIRING AND CONNECTORS, CHECKED TERMINAL TENSION, LOAD TESTED WIRING BETWEEN BCM AND PDC, OK. NECESSARY TO REPLACE BCM.

Correction:

REMOVED AND REPLACED BCM AND PROGRAMMED, ROAD TESTED NUMEROUS TIMES, FULLY CHARGED VEHICLE AND ROAD TESTED AGAIN, ALL OK. 08190201 .8 08190250 .3 COMPLETED. PROVIDED RENTAL CAR

Technical Notes:

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