

Condition Information

Condition Code	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	8135.62	\$36.17
A	07FF0150 Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		21.56	\$36.17
A	07FF0150 Coolant, Engine ; Drain and fill			68163849AB	ANTIFREEZ	1		18.63	\$36.17
A	21000638 Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68359946AD	PKG PART	1	X	8135.62	\$855.91
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		21.56	\$855.91
A	21000638 Transmission, Automatic - Replace ; Single Input - Electrically Variable [REDACTED] liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68163849AB	ANTIFREEZ	1		18.63	\$855.91
A	85410000 Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68359946AD	PKG PART	1	X	8135.62	\$120.55
A	85410000 Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68382486AA	BOLT	9		21.56	\$120.55
A	85410000 Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68163849AB	ANTIFREEZ	1		18.63	\$120.55
A	95400141 Loaner Car ; Standard Line Vehicles			68359946AD	PKG PART	1	X	8135.62	\$455.00
A	95400141 Loaner Car ; Standard Line Vehicles			68382486AA	BOLT	9		21.56	\$455.00
A	95400141 Loaner Car ; Standard Line Vehicles			68163849AB	ANTIFREEZ	1		18.63	\$455.00
C	181906ED Module, Powertrain Control (PCM) - Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$36.17
B	1819869U Module, Power Inverter (PIV) ; Processor, Hybrid Control (HCP/AHCP) - Inspect Software Level	RF							\$24.11

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 08-14-2019 BY 60322
(FOIA), 5 U.S.C.
552(B)(6)

Condition Information

Condition Code	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	68381781AD	MODULE	1	X	3467.11	\$284.11
A	85LOAN00 Loaner Car ; Loaner Car			68381781AD	MODULE	1	X	3467.11	\$0.00
A	95400141 Loaner Car ; Standard Line Vehicles			68381781AD	MODULE	1		3467.11	\$140.00
D	02000242 Toe adjustment/Center steering wheel ; Front toe			68490840AB	.8MM PART	1	X	7968.27	\$35.51
D	02000242 Toe adjustment/Center steering wheel ; Front toe			68163849AB	ANTIFREEZ	1		18.25	\$35.51
D	07FF0150 Coolant Engine Drain and fill			68490840AB	.8MM PART	1	X	7968.27	\$35.51
D	07FF0150 Coolant Engine Drain and fill			68163849AB	ANTIFREEZ	1		18.25	\$35.51
D	21000638 Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68490840AB	.8MM PART	1	X	7968.27	\$840.50
D	21000638 Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		18.25	\$840.50
D	85LOAN00 Loaner Car ; Loaner Car			68490840AB	.8MM PART	1	X	7968.27	\$0.00
D	85LOAN00 Loaner Car ; Loaner Car			68163849AB	ANTIFREEZ	1		18.25	\$0.00
C	1819105F Module, Door ; Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect and Reprogram	RF							\$35.51
B	18197790 Module, Electronic Brake Booster (EBBM) ; Module, Electronic Brake Booster (EBBM) - Reprogram	RF							\$23.68

Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON NOW THE VEHICLE SPEED MIGHT BE REDUCED MESSAGE CAME ON. AT A STOP THE VEHICLE WOULD TRY TO LURCH FORWARD AS THOUGH THE BRAKES WERE NOT APPLIED. THE VEHICLE DIED AFTER IT WAS STARTED. TRIED TO PUT VEHICLE IN DRIVE AND IT WOULD ONLY GO INTO REVERSE. PROVIDE RENTAL TO CUSTOMER RRT 20-069 CUSTOMER STATES TO PERFORM 16 POINT VEHICLE INSPECTION. rrt 21-042 CUSTOMER STATES THERE IS A NOISE FROM UNDER THE HOOD WHEN THE ENGINE IS RUNNING

Cause:

CHECK SYS FOUND CODE P061B-00 INTERNAL CONTROL MODULE CALCULATION PERF ACTIVE. CHECK SYS PERF LOW CHART, CONTACTED STAR FOUND DEFECTIVE PIM MODULE. LT262817 SCANNED MODULES FOR DTC'S NO DTC'S FOR TRANS WILL NOT GO INTO REVERSE CHECKED TRANS FLUID IS BURNT

Correction:

REPLACED PIM MODULE ASSM, TOP OFF COOLING SYS FOR PIM MODULE. PROGRAM SYS AND PERFORM ALL RECALIBRATION AND RELEARN PROCEDURES. RECHARGE BOTH BATTERY SYS'S. CLEAR CODES AND VERIFY OPERATION RENTAL WAS PROVIDED TO CUSTOMER PERFORM FLASH UPDATE OF EBBM PER RECALL EBBM 68461813AA,AB PERFORMED 16 POINT VEHICLE

INSPECTION,CHECKED TIRES,FLUIDS, BELTS,HOSES,FILTERS,COOLING SYSTEM,WIPERS LAMPS,AND BATTERY. PERFORM FLASH UPDATE OF DDM AND PDM PER RRT DDM 68424449AC,AD PDM 68424448AC,AD REMOVE PIM MODULE ASSM REMOVE ENGINE CRADLE REMOVE TRANS AND REPLACE WITH UNIT P/N 68490840AB S/N 110JZ0501MM0029 INSTALLED TRANS REINSTALLED ENGINE CRADLE REINSTALLED REMOVE PIM MODULE ASSM PERFORM A TOP OFF COOLING SYS FOR PIMM MODULE. PROGRAM SYS AND PERFORM ALL RECALIBRATION AND RELEARN PROCEDURES AND RECHARGE BOTH BATTERY SYS'S WARM TRANS UP CHECKED TRANS FLUID IS FULL PERFORM A ALIGNMENT ROAD TESTED MULTIPLE TIMES AND TRANS IS OPERATING AS DESIGNED NOW

Technical Notes:

WONT GO INTO REVERSE FLUID BURNT, I [REDACTED] SUE HAY OR [REDACTED] H OF THESE PARTS A [REDACTED] NESSA DOMENICK APPROVED ALL RENTAL DAYS PER CASE # [REDACTED] STAR CASE # [REDACTED] THANK YOU ORDER # [REDACTED]** PART # 68381781AD ORDER TYPE S 4 DAYS & CLAIM 40 DAYS IN A CONTINUITY CLAIM AS TWO DIFFERENT VEHICLES (VIN [REDACTED] - 4 DAYS AND [REDACTED] - 66 DAYS) WERE USED WITH RESPECT TO ATTACHED RENTAL AGREEMENTS. TOTAL 44 DAYS SUPPORTED AS IT DOES NOT APPEAR THE PART ORDER # [REDACTED]** WAS PROPERLY UPGRADED AS OUTLINED IN D-18-28. 2) ADD LOANER LOP. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT TB1135 [REDACTED], INCLUDE VIN & CONCERN. ORDER # [REDACTED] PART # 68490840AB ORDER TYPE S 4 DAYS & CLAIM REMAINING DAYS IN A CONTINUITY CLAIM AS TWO DIFFERENT VEHICLES (VIN [REDACTED] - 4 DAYS AND [REDACTED] - 66 DAYS) WERE USED WITH RESPECT TO ATTACHED RENTAL AGREEMENTS. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT TB1135 [REDACTED], INCLUDE VIN & CONCERN.

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412501	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light MIL	UC	UNCODABLE (NARRATIVE REQUIRED)						\$31.37

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

CEL KEEPS TURNING ON AND OFF

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	M.L	CHECK ENGINE/SERVICE ENGINE SO						\$0.00
B	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)						\$0.00
A	85LOAN00	Loaner Car ; Loaner Car								\$0.00
B	85LOAN00	Loaner Car ; Loaner Car								\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								\$2,310.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

WONT GO INTO REVERSE, FLUID BURNT, INTERNAL ISSUE ORDER # [REDACTED] * PART # 698381781AD ORDER TYPE S [REDACTED] PLEASE PROVIDE ALL PART ORDER INFO TO SUPPORT RENTAL, [REDACTED] ONCE CORRECTED AND RESUBMITTED INTO RA SEND ME AN EMAIL WITH THE LAST 8 OF THE VIN IN THE SUBJECT [REDACTED] AND I WILL PROCESS AT THAT TIME. THANK YOU, [REDACTED] [REDACTED]
EXTERNAL.STELLANTIS.COM ORDER # [REDACTED] * PART # 68490840AD ORDER TYPE -S

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	07FF0150	Coolant, Engine ; Drain and fill			68490840AB	.8MM PART	1	X	7962.77	\$59.18
B	07FF0150	Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		21.10	\$59.18
B	07FF0150	Coolant, Engine ; Drain and fill			68163848AB	ANTIFREEZ	1		25.18	\$59.18
B	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68490840AB	.8MM PART	1	X	7962.77	\$1,400.69
B	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		21.10	\$1,400.69
B	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68163848AB	ANTIFREEZ	1		25.18	\$1,400.69
B	85410000	Operation diagnostics - vwith repair ; Must be used in conjunction with appropriate repair Labor Operation.			68490840AB	.8MM PART	1	X	7962.77	\$986.40
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68382486AA	BOLT	9		21.10	\$986.40
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68163848AB	ANTIFREEZ	1		25.18	\$986.40
C	08080110	Battery, All Others	B4	BATTERY FAILED TEST	BB16AC01AA	BATTERY	1	X	286.56	\$118.37
A	18197790	Module, Electronic Brake Booster (EBBM) ; Module Electronic Brake Booster (EBBM) - Reprogram	RF							\$39.16

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

[illegible]

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08	witch, Electric parking brake	81	INTERMITTENT OPERATION	05062116AE	ACTUATOR	1	X	67.61	\$56.66
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05062116AE	ACTUATOR	1	X	67.61	\$22.66

Customer Concern:

Engine Performance Concern CUSTOMER STATES ENGINE STALLED OUT WHILE DRIVING WAS DRIVEN ABOUT 40 FEET WHEN IT TURNED OFF IN PARKING LOT AFTER WATING 20 MINUTES IT WAS ON SERVICE HYBRID MESSAGE COME ON

Cause:

CONTACTED STAR AND WAS ADVISED TO REPLACE THE PARK LOCK ACTUATOR SWITCH

Correction:

REPLACED PARK LOCK ACTUATOR

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	18	Module, Power Liftgate Control ; Module, Power Sliding Door (PSDML / PSDMR)	CC	SENDING UNITS/SENSORS						\$46.68
A	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							\$248.98

Customer Concern:

(Check Tire Pressure) Multi-point inspection) Customer States STALL WITH NO START ON BOARD CHARGING MODULE VEHICLE AT TIMES WILL NOT CRANK NO START CHECK AND ADVISE (Electrical/Non PCM Washer Concern) FCA VEHICLE INSPECTION AS PER FCA, PERFORM PSDMR/L UPDATES

Cause:

FOUND NO DTCs, WARNINGS OR WARNING LIGHTS RELATED TO ENGINE OR HYBRID SYSTEM. 12V BATTERY STATE OF CHARGE IS 73%. WENT TO PLUG IN VEHICLE TO MOPAR LEVEL 2 CHARGER, VEHICLE STARTED CHARGING AT 0% (ETA TO 100% IS 2 HOURS 30 MINUTES). CHECKED VEHICLE AFTER 2 HOURS 30 MINUTES OF CHARGING, VEHICLE WAS AT 100% CHARGE. CHECKED COOLANT LEVELS AND ENGINE OIL LEVEL, ALL WERE UP TO AT LEAST MINIMUM LINE. DROVE VEHICLE 38 MILES IN MIX OF STOP/GO TRAFFIC AND HIGHWAY DRIVING, VEHICLE NEVER HAD ANY PROBLEMS. PER FCA (BULLETIN) FLASHED PSDMR/L.. 68369590AB to targeted part number 68369590AC.

Correction:

CHECKED AND SET TIRE PRESSURE TO FACTORY SPECIFICATIONS. 38 PSI PERFORMED MULTI-POINT VEHICLE INSPECTION SET AND RECORDED TIRE PSI. ROAD TESTED VEHICLE 38 MILES, NO PROBLEM FOUND. MO 28609 USED VEHICLE RECONDITION COMPLETED, SEE ATTACHED SHEET REPROGRAMMED PSDMR AND PSDML.

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Sending Units/Sensors	55	INTERNAL DEFECT	68492351AB	WIRING	1	X	119.49	\$141.13
A	85LOAN00	Loaner Car ; Loaner Car			68492351AB	WIRING	1	X	119.49	\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68492351AB	WIRING	1	X	119.49	\$175.00

Customer Concern:

SET TIRES TO PROPER INFLATION FRONT 36PSI REAR 36PSI BARNARD 000212874 (03-) VEHICLE WAS TOWED IN TO FACILITY. SEE PARTS AND SERVICE DIRECTOR FOR TOW INFORMATION FOLDER (03-) CUSTOMER STATES THAT WHEN DRIVING THE CAR THAT ON THE DASH SAYS TO SERVICE CHARGING SYSTEM WITH THE REA BEING RED. CUSTOMER STATES CAR WONT COME OUT OF GEAR AND DRIVE. REFER TO LINE (03-) CUSTOMER STATES CHECK ENGINE LIGHT IS ON RETRIEVE DIAGNOSTIC TROUBLE CODES, DIAGNOSE CAUSE, AND ADVISE TECH NOTED THAT THEIR IS CODE P0A0A-00 HIGH VOLTAGE YSTEM INTERLOCK CIRCUIT A TECH NOTED AFTER CHECKING ALL CONTINUS ON THE CLOSED LOOP SYSTEM. TECH FOUND XY291A PIN 14 WAS OPEN VENT Y349 TO XY204A WAS OPEN. TECH NOTED THAT HE HAS CREATED A STAR CASE FOR ASSISTANCE. ACCORDING TO START CASE RECOMMEND TO REPLACE HARNESS AND REPAIR CONNECTOR. PARTS ARE ON ORDER FOR REPAIRS (03-) SPORT TO PAY FOR SHIPPING (03-) PER DIAGNOSIS REMOVE AND REPLACE HARNESS AND REPAIRED CONNECTOR NOT COMPLETED (03-) CUSTOMER PROVIDED RENTAL CAR (03-)

Cause:

NA

Correction:

NA

Technical Notes:

68492351AB-621SB-SUCH IS WHY IT TOOK SO LONG TO GET JOB STAR CASE WAS CREATED FOR ASSISTANCE TO FIND THE PARTS AND THE PARTS ARE NOT AROUND TO ORDER

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Sending Units/Sensors	58	INTERNAL DEFECT	68492351AB	WIRING	1	X	-119.49	(\$141.13)
A	85LOAN00	Loaner Car ; Loaner Car			68492351AB	WIRING	1	X	-119.49	\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles			68492351AB	WIRING	1	X	-119.49	(\$175.00)

Customer Concern:

SET TIRES TO PROPER INFLATION FRONT 36PSI REAR 36PSI BARNARD 000213874 (03-) VEHICLE WAS TOWED IN TO FACILITY. SEE PARTS AND SERVICE DIRECTOR FOR TOW INFORMATION FOLDER (03-) CUSTOMER STATES THAT WHEN DRIVING THE CAR THAT ON THE DASH SAYS TO SERVICE CHARGING SYSTEM WITH THE REA BEING RED. CUSTOMER STATES CAR WONT COME OUT OF GEAR AND DRIVE. REFER TO LINE (03-) CUSTOMER STATES CHECK ENGINE LIGHT IS ON RETRIEVE DIAGNOSTIC TROUBLE CODES, DIAGNOSE CAUSE, AND ADVISE TECH NOTED THAT THEIR IS CODE P0A0A-00 HIGH VOLTAGE YSTEM INTERLOCK CIRCUIT A TECH NOTED AFTER CHECKING ALL CONTINUS ON THE CLOSED LOOP SYSTEM. TECH FOUND XY291A PIN 14 WAS OPEN VENT Y349 TO XY204A WAS OPEN. TECH NOTED THAT HE HAS CREATED A STAR CASE FOR ASSISTANCE. ACCORDING TO START CASE RECOMMEND TO REPLACE HARNESS AND REPAIR CONNECTOR. PARTS ARE ON ORDER FOR REPAIRS (03-) SPORT TO PAY FOR SHIPPING (03-) PER DIAGNOSIS REMOVE AND REPLACE HARNESS AND REPAIRED CONNECTOR NOT COMPLETED (03-) CUSTOMER PROVIDED RENTAL CAR (03-)

Cause:

NA

Correction:

NA

Technical Notes:

68492351AB-621SB-SUCH IS WHY IT TOOK SO LONG TO GET JOB DONE STAR CASE WAS CREATED FOR ASSISTANCE TO FIND THE PARTS AND THE PARTS ARE NOT AROUND TO ORDER

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18100-100	Module, Power Liftgate Control - Software ; Module, Power Liftgate - Reprogram	CC	SENDING UNITS/SENSORS						\$29.53

Customer Concern:

z-DMS Appt. Feeds Line 1 CUSTOMER STATES AUTO REAR WATCH INTERMITTENTLY NOP WHEN TRYING TO CLOSE

Cause:

FOUND START CASE FOR THIS CONCERN TSR #00-097-21- MODULE REPROGRAMING FOR THE POWER LIFT GATE

Correction:

REPROGRAMMED MODULE CALIBRATED LIFTGATE- TESTING GOOD AT THIS TIME

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	08080440	Battery ; 12 Volt battery - PHEV	B4	BATTERY FAILED TEST	BBH6A001AA	BATTERY	1	X	307.13	\$118.97
C	95080201	Battery Disposal Fee			BBH6A001AA	BATTERY	1	X	307.13	\$3.00
B	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)						\$290.82
A	23402500	Track, sliding door lower	UC	UNCODABLE (NARRATIVE REQUIRED)						\$66.10
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair labor operation.								\$118.97
B	85LOAN00	Loaner Car ; Loaner Car								\$0.00
B	95400142	Loaner Car ; High Line Vehicles								\$280.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

HANDFREE MODULE STAR 21230000050, BATTERY CODE, AM AUTHD LOANER PART [REDACTED] ORDER# [REDACTED], TYPE-STAR ORDER (CT RO. 2) ADDRESS MESSAGE CODE LH4, LOP USED IN COND 1 DO NOT SUPPORT REPAIRS USE CORRECT LOP 3} REDUCE RENTAL TO 12 DAYS, AS THAT IS ALL THAT IS SUPPORTED BASED ON 2 DAYS TO DIAGNOSE, 6 PART ORDER(S) AND 2 DAYS TO INSTALL, 2 WITH WEEK END(S). SEE WARRANTY BULLETIN D-19-25 THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT [REDACTED], INCLUDE VIN & CONCERN. STAR 10190780, DAYS OF LOANER RESET HANDFREE MODULE STAR 21230000050, BATTERY CODE, AM AUTHD LOANER

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181996ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$36.95
B	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$61.59

Customer Concern:

Customer States VEHICLE WILL RANDOMLY IDLE ON ITS OWN PLUGGED IN FULLY CHARGED WHEN PARKED IN GARAGE LOUD ENOUGH TO WAKE YOU UP PLEASE ADVISE (Electrical/Non PCM Flashes Concern) Customer States INTERIOR BUTTON FOR REAR HATCH GATE WILL INTERMITTANTLY NOT WORK ALSO SLIDING DOORS WILL DO SAME THING FROM BOTH EXTERIOR AND INTERIOR BUTTONS (Engine Mechanical Concern) Customer States GPS FREEZES AND RESETS CONSTANTLY PLEASE ADVISE AND RADIO WILL INTERMITTANTLY JUST SHUT OFF AND GO TO CHRYSLER STANDBY SCREEN (General Concern 1) Customer States INTERMITTANTLY VEHICLE WILL NOT ACTUALLY START WILL LIGHT EVERYTHING UP BUT WILL NOT ALLOW ENGINE TO ENGAGE (General Concern 2) Customer States FRONT PARK SENSORS SEEM TO BE OVERLY SENSITIVE (General Concern 4) (Multi-point inspection according to maintenance interval) (Replace synthetic engine oil and filter at 0W/20) (Rotate tires) (ESSENTIAL CARE 50 WTIRE ROTATE 2 YRS 3 SERVICES EACH SR23N)

Cause:

COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME UPDATED PCM MODULE CONCERN COULD NOT BE DUPLICATED AT THIS TIME SOFTWARE UPDATE COMING IN READ LINE 1 FOUND PARK SENSORS WORKING PROPERLY... PERFORM TIRE ROTATION MAINT

Correction:

FOUND RRT 21-062 AND 21-063 FOR PCM, HCP AND AHCP SOFTWARE UPDATES. UPDATED ALL MODULES. 181996ED 1819869V 21-06-ED COMPLETED COMPLETED PERFORM TIRE ROTATION MAINTENANCE PLAN

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	854	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	UC	UNCODABLE (NARRATIVE REQUIRED)						\$31.37

Customer Concern:
NA

Cause:
NA

Correction:
8054 P0A43-00 CODE CAME UP AT 8054 DRIVEMOTOR A POSITION SENSOR CIRCUIT INTERMITTENT.DROVE VEH TO DUPLICATE ISSUE OF JOLTING,COULD NOT DUPLICATE.

Technical Notes:
FEELS LIKE JOLTING AT HIGHER SPEEDS. ENGINE LIGHT ON

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181906ED	Module, Powertrain Control (PCM) ; Module Powertrain Control (PCM) - Inspect and Reprogram	RF							\$27.28
B	1819869V	Module, Power Inverter (PIM) ; Processor Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$45.46

Customer Concern:

RRT 1 [REDACTED] PHEV PCM UPDATE (RRT 1) RRT 2 [REDACTED] PHEV HCP AND AHCP UPDATE (RRT 2) CEL CAME ON HAD MESSAGE THAT THERE WAS A CHARGING SYSTEM FAULT AND A RED TURTLE LIGHT CAME ON NEAR GEAR SELECTOR VEHICLE DID DIE WHEN DRIVING GAS ENGINE DID NOT KICK ON AT ALL FAN WOULD RUN 10-15 MINUTES (Battery Concern) CEL IS ON WAS SCANNED ON SERVICE DRIVE HAD MULTIPLE CODES P0 [REDACTED] P0E09 P0A3C-00 P0A3D-00 P0CEA-00 U0623-00 (Engine Performance Concern)

Cause:

RRT RRT HAD MULTIPLE DTCS SOME OUTLINED IN THE RRT'S JOB 1. ALL DTCS ARE STORED. VEHICLE BATTERY LESS THAN 1% CHARGE HOOKED UP TO EV CHARGER CHARGING OKAY AT THIS TIME RECORDED ALL AVAILABLE REPORTS AND ATTEMPTED TO CLEAR DTCS. DTCS DO NOT WANT TO CLEAR.

Correction:

COMPLETED COMPLETED REPROGRAMMED PCM, HCP, AHCP WITH NEW SOFTWARE VEHICLE RETURNED TO NORMAL NO DTCS

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	080	Battery ; 12 Volt battery - PHEV	B3	BATTERY WILL NOT ACCEPT CHARGE		BATTERY	1	X	333.86	\$145.88
B	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$48.
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$81.05

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$33.10
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$55.17
A	95400141	Loaner Car ; Standard Line Vehicles								\$35.00

Customer Concern:

PERFORM RRT 21-062 HCP 05185116AF-AH/AHCP 05185117AF-AH () PERFORM RRT 21-063 PCM FLASH 6849912AD-AE () CUSTOMER STATES MIL IS ON AND VEHICLE WILL SHUT OFF SAYING "SERVICE CHARGING SYSTEM" NOTICE IT HAPPENS WHEN HYBRID BATTERY LOW. CAN RESTART VEHICLE AFTER IGNITION RESET HAS MULTIPLE STORED DTC'S U1517-87 RRT ADDRESSES CODE. COMPLETED RRT'S AND TEST DROVE CHECK ENGINE LIGHT DID NOT RETURN. VEHICLE IS OPE RATING AS DESIGNED AT THIS TIME () MULTIPOINT INSPECTION () CUSTOMER IN BROOKFIELD RENTAL VEHICLE () 60.5 FUEL 7/8 ()

Cause:

NA

Correction:

NA

Technical Notes:

NA

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	NIJ	NEW VEHICLE PREP						\$189.24
A	85900067	Road Ready ; Surround View Camera								\$13.52
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$13.52

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08941KC2	Transmission/Power Control Module	1C	CONNECTOR LOOSE NOT ATTACHED						\$113.32
A	95200040	Towing								\$55.00
A	95400142	Loaner Car ; High Line Vehicles								\$80.00

Customer Concern:

DRIVEABILITY TOW IN CUSTOMER STATES STALLED OUT WHILE DRIVING WARRANTY RENTAL

Cause:

HCP P084F Stored - Park/Neutral Switch Output- IPC U11B9 Stored - Lost Communication with RF Hub- IPC U1489 Stored - Implausible Data Received From RF Hub- are codes that were stored and kept returning , confirmed that when rfh got power pulled while running it would set code p084f and real problem is with the rfh losing communication

Correction:

checked and adjusted all power connections for the rfhub including under pdc as per tech support, and test drove several times and was not able to duplicate concern

Technical Notes:

NA

Condition Information										
Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181906FD	Powertrain Control (PCM) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						\$33.10
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						\$55.16

Customer Concern:
 (Multi-point inspection) CUSTOMER STATES CHECK ENGINE LIGHT IS ON FILE OUT CEL DIAGNOSTIC SHEET PERFORM RRT 21-062 FOR [REDACTED] RU PHEV HCP AND AHCP UPDATE PERFORM RRT 21-063 FOR [REDACTED] RU PHEV PCM UPDATE

Cause:
 PERFORM DIAGNOSTIC CHECK WITH DCC DIAGNOSTIC EQUIPMENT VERIFIED CONCERN. FOUND CODES FOR INTERNAL FAILURE TO FORWARD FACING CAMERA MODULE. PERFORMED DIAG, WIRING IS GOOD. HAS POWER AND GROUND. NO DAMAGE FOUND TO FORWARD FACING CAMERA MODULE. FOUND SEVERAL UPDATES TO DIFFERENT MODULES AS WELL.

Correction:
 PERFORMED EXPRESS LANE MULTI POINT INSPECTION ORDERED NEW FORWARD FACING CAMERA MODULE. FLASHED SEVERAL MODULES. PERFORMED HCP AND AHCP UPDATE. PERFORMED PCM UPDATE.

Technical Notes:
 NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85417103	Driver Assistance, Trouble Not Found ; Park Assist / Backup Camera	UC	UNCODABLE (NARRATIVE REQUIRED)						\$44.13

Customer Concern:

(Multi-point inspection) CUSTOMER STATES CHECK ENGINE LIGHT IS ON FILL OUT CEL DIAGNOSTIC SHEET PERFORM RRT 21-062 FOR [REDACTED] RU PHEV HCP AND AHCP UPDATE PERFORM RRT 21-063 FOR [REDACTED] RU PHEV PCM UPDATE

Cause:

PERFORM DIAGNOSTIC CHECK WITH DCC DIAGNOSTIC EQUIPMENT VERIFIED CONCERN. FOUND CODES FOR INTERNAL FAILURE TO FORWARD FACING CAMERA MODULE. PERFORMED DIAG WIRING IS GOOD. HAS POWER AND GROUND. NO DAMAGE FOUND TO FORWARD FACING CAMERA MODULE. FOUND SEVERAL UPDATES TO DIFFERENT MODULES AS WELL.

Correction:

PERFORMED EXPRESS LANE MULTI POINT INSPECTION ORDERED NEW FORWARD FACING CAMERA MODULE. FLASHED SEVERAL MODULES. PERFORMED HCP AND AHCP UPDATE. PERFORMED PCM UPDATE.

Technical Notes:

CHECK ENGINE LIGHT ON C2318-76

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	66101000	LOCK TYPE CODE ; All others	58	INTERNAL DEFECT	68488633AA	MODULE	1	X	482.08	\$79.65

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08200329	Media Center Monitor, Media System - seat mounted for 2nd row drivers seat	59	INTERNAL DEFECT	5MH00DX9AD	MONITOR	1	X	620.41	\$45.72

[REDACTED]

[REDACTED]

Customer Concern:
CUSTOMER STATES THE LEFT MIDDLE ROW SEAT VIDEO DISPLAY DOES NOT WORK. SPECIAL ORDER PART NOW IN (ELECTRICAL CONCERN) AS PER C.A.R.B. REQUIREMENT CHECK AND REPORT TIRE PRESSURE ON ALL TIRES ON THIS VEHICLE

Cause:
SCREEN FAILURE AS REQUIRED

Correction:
08200329 .3 REPLACED SCREEN. RESET VRM AND RETESTED SYSTEM MONITOR NOW WORKING AS DESIGNED COMPLETED TIRE PRESSURE INSPECTION AND REPORT PSI SET TIRE PRESSURE TO WHAT IS STATED ON DRIVER DOOR PLACARD

Technical Notes:
NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Radio Module Not Found								\$50.92

Customer Concern:

LUBE OIL AND FILTER CHANGE,CHECK ALL FLUID LEVELS, LIGHTS, TIRE PRESSURES, AIR FILTER COST STATES MEMORY SEAT FUNCTION IS IN-OP

Cause:

NA

Correction:

CHANGED OIL AND FILTER,COMPLETED PERFORMED DIAGNOSTIC - FAULT CODES FOR MISSING CALIBRATION AND CONTROL CIRCUIT PERFORMANCE IN MEMORY SEAT MODULE,RECALIBRATED RADIO AND MEMORY SEAT MODULE,RE-CHECKS O.K.

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Read Ready: Basic Prep	N	NEW VEHICLE PREP						\$151.33

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181900ED	Module, Powertrain Control (PCM) ; Module Powertrain Control (PCM) - Inspect and Reprogram	RF							\$46.21
D	1819319D	Module, Power Liftgate Control - Software ; Module, Power Liftgate - Reprogram	CC	SENDING UNITS/SENSORS						\$46.21
B	1819869V	Module, Power Inverter (PI) ; Processor Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$77.02
C	186002DU	Radio ; Module, Display Screen (DSM) - Reprogram	CC	SENDING UNITS/SENSORS						\$30.81

Customer Concern:

CUSTOMER STATES SERVICE ENGINE LIGHT ON (General Concern) Customer States WATER LEAK AT 3RD ROW WINDOW DRIVERS SIDE (E CUSTOMER SEES WATER MARK AT REAR GLASS PERFORM RRT 21-063 PERFORM RRT 21-062 CUSTOMER STATES THE DRIVER DOOR LOCK IS INTERMITTANTLY INOP FROM THE PASSIVE ENTRY BUTTON CUSTOMER STATES THE NAVIGATION WILL NOT ALLOW HER TO PUT ALL OF THE ADDRESS IN CUSTOMER ADVISED TO NAT ON CUSTOMER ADVISED THAT THE NAVIGATION CUT OUT WHILE DRIVING AND WILL NOT REBOOT TECH ADVISED THERE WAS A UPDATE FOR THE LIFTGATE MODULE THAT CUSTOMER PREVIOUSLY STATED WILL INTERMITTANTLY NOT CLOSE

Cause:

TECH ADVISED CHECK ENGINE LIGHT WAS NOT ON AT TIME OF TEST DRIVE. TECH ADVISED THERE WERE TWO STORED CODES AND . TECH ADVISED OPEN RRTs 21-063 AND 21-063 WILL ADDRESS THESE CODES REMOVED HEADLINER AND WATER TESTED WITH AREA TECH REP FOR COMPLE OF HOURS - NO LEAKS SEEN . RUPHEV PCM UPDATE . RUPHEV HCP AND AHCP UPDATE VEHICLE IS OPERATION AS DESIGNED AT THIS TIME TECH ADVISED WAS NOT ABLE TO DUPLICATE COMPLAINT UNTIL DRIVEN TO A LOCATION. STOPPED AND THEN INPUT ADDRESS OF DEALERSHIP IN. AT THIS TIME THE NAVIGATION DID AS CUSTOMER EXPERIENCED.

Correction:

RELATED TO RRTs ON JOB #3 AND #4 TECH REP HAD SHOP FOREMAN APPLY SEAM SEALER TO THE BODY SEAM AT TOP LEFT HAND SIDE. 06-ED Module, Powertrain Control (PCM) - Inspect and Reprogram 9V Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram NO FURTHER ACTION POSSIBLE TECH ADVISED THERE IS A SERVICE BULLETIN TO REPROGRAM THE DISPLAY SCREEN MODULE SYSTEM PERFORM VEHICLE DETAIL. PERFORMED SOFTWARE UPDATE TO LIFTGATE MODULE 9D

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412001	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light MIL	UC	UNCODABLE (NARRATIVE REQUIRED)						\$282.35
A	95400141	Loaner Car ; Standard Line Vehicles								\$35.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

CHECK ENGINE LIGHT ON.

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	181	Module, Powertrain Control (PCM) ; Module, Powertrain Control (TCM) Inspect and Reprogram	RF							\$42.50

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18100000	Module, Power Inverter (PIM) ; Processor, Hybrid Control (Hybrid Inverter) ; Inspect and Repair	RF							\$70.83

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

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			68490840AB	.8MM PART	1	X	7732.60	\$33.01
A	07FF0150	Coolant, Engine ; Drain and fill			06511822AA	BOLT	4		23.61	\$33.01
A	07FF0150	Coolant, Engine ; Drain and fill			68470042AA	KIT	2		6.91	\$33.01
A	07FF0150	Coolant, Engine ; Drain and fill			06506557AA	NUT	2		12.31	\$33.01
A	07FF0150	Coolant, Engine ; Drain and fill			06503210	SCREW	1		3.37	\$33.01
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68490840AB	.8MM PART	1	X	7732.60	\$781.21
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	06511822AA	BOLT	4		23.61	\$781.21
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68470042AA	KIT	2		6.91	\$781.21
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	06506557AA	NUT	2		12.31	\$781.21
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	UC	UNCODABLE (NARRATIVE REQUIRED)	06503210	SCREW	1		3.37	\$781.21
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68490840AB	.8MM PART	1	X	7732.60	\$110.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06511822AA	BOLT	4		23.61	\$110.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68470042AA	KIT	2		6.91	\$110.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06506557AA	NUT	2		12.31	\$110.03
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			06503210	SCREW	1		3.37	\$110.03

Customer Concern:

Check engine light comes on while driving and service charging system light comes on and says put vech in park loss power Cust pulls over and turns off vech must open door to turn off then he can restart and eng light stays on (Engine Performance Concern) (Multi-point inspection according to maintenance interval) REPLACE THE TRANSMISSION ASSEMBLY PER STAR REQUEST

Cause:

SCAN FOR FAULT CODES,HCP HAS 1 STORED FAULT CODE P0A43-00= DRIVE MOTOR "A" POSITION SENSOR CIRCUIT INTERMITTENT.SEARCH BULLETINS AND [REDACTED] CASES,NO SIMILAR CASES.TEST DRIVE AND EVALUATE THE OPERATION OF THE HYBRID SYSTEM.OPEN A [REDACTED] CASE ON [REDACTED] UPLOAD ALL THE REQUIRED REPORTS. [REDACTED] B.WAS THE [REDACTED] REP WHICH BEGAN REVIEWING THE CASE AND SEARCHED THEIR HISTORY FOR SIMILAR CASES.I PERFORMED ALL TESTS [REDACTED] ASKED OF ME AND UPLOADED ALL RESULTS.THE TESTS WERE DIRECTED MOSTLY AT THE INTERNAL TRANS RESOLVER READINGS,FLUID SAMPLE WAS TAKEN AND PICTURES WERE UPLOADED.[REDACTED] THEN SENT THE CASE UP TO ENGINEERING TO TO REVIEW ON [REDACTED] [REDACTED] REACHED OUT TO [REDACTED] ABOUT UPDATES FROM ENGINEERING,NO RESPONSE FROM ENGINEERING.I CONTINUED CHECKING IN MULTIPLE TIMES AND STILL NO RESPONSE FROM ENGINEERING,ON [REDACTED] I ONCE AGAIN CHECKED IN ON [REDACTED] AND WAS TOLD TO REPLACE THE TRANSMISSION AND THAT [REDACTED] WAS ORDERING THE COMPONENT. THE TRAN WAS ORDERED BY [REDACTED] ON [REDACTED] OR [REDACTED] THE TRANSMISSION WAS DELIVERED TO OUR SHOP ON [REDACTED] OVER 1 MONTH AFTER BEING ORDERED. PERFORM INSPECTION AND COMPLETE REPORT CARD THIS LINE IS FOR THE TIME NEEDED TO REPLACE THE TRANSAXLE ASSEMBLY PER [REDACTED] REQUEST.

Correction:

claiming for 3.2 hours of diagnostic time for shop foreman to work with start diagnosis and perform all procedures under their direction. actual time spent. DONE REPLACE THE HYBRID TRANSAXLE ASSEMBLY,REPLACED THE FLEX PLATE BOLTS (8) PER [REDACTED] COMMUNICATIONS.PERFORM ALL RELEARN PROCEDURES AND CHECK FLUID LEVEL.TEST DRIVE AND RESCAN,NO FAULT CODES RETURNED.WILL CONTINUE TO MONITOR.

Technical Notes:

C/S CHECK ENGINE LIGHT COMES ON WHILE DRIVING AND SERVICE CHARGING [REDACTED] SPOKE WITH [REDACTED] ENGINEERING HAS APPROVED THE TRANSMISSION TO BE REPLACED. THE ORDER # IS 1276.

Condition information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	854	Charging, Starting and Wiring Systems, Trouble Not Found ; Alternator/Generator	UC	UNCODABLE (NARRATIVE REQUIRED)						\$403.36

Customer Concern:

CUSTOMER STATES SCREEN WILL SAY CHARGE FAULT ERROR AND WILL SHUT VEHICLE OFF WHEN DRIVING (Indicator/Warning Lights Conceal)

Cause

FOUND CODES P0A3-00 AND P0C19-00

Correction:

CONFIRMED WITH STAR ORDER MODULE CANT GET MODULE HAS BEEN ON ORDER SINCE [REDACTED] BUYING BACK CAR WAS TOLD NOT TO FIX AT THIS POINT

Technical Notes:

FOUND CODES P0A3-00 AND P0C19-00 R SINCE [REDACTED] BUYING BACK CAR WAS TOLD NOT TO FIX AT THIS POINT

Condition Information

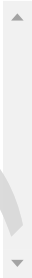
Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08 [REDACTED]	Spark plugs ; Left [REDACTED] 6, one or all - PHEV	[REDACTED]	CHECK ENGINE/SERVICE ENGINE SO	SP225755AA	SPARK	6	X	134.88	\$169.49
A	081702P7	Spark plugs ; Left cylinder,#2,#4,#6, one or all - PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO	68217514AB	GASKET	4		20.68	\$169.49
A	081702P7	Spark plugs ; Left cylinder,#2,#4,#6, one or all - PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO	68217514AB	GASKET	2 [REDACTED]	[REDACTED]	10.34	\$169.49

Customer Concern:
NA

Cause:
NA

Correction:
NA

Technical Notes:
NA



Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08	Spark plugs ; Left PHEV	ML	CHECK ENGINE/SERVICE ENGINE SO						\$0.00
A	95400142	Loaner Car ; High Line Vehicles								\$200.00

Customer Concern:
NA

Cause:
NA

Correction:
NA

Technical Notes:
NA

Generation Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	1819335B	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$46.96
A	1819319D	Module, Power Liftgate Control - Software ; Module, Power Liftgate - Reprogram	CC	SENDING UNITS/SENSORS						\$46.96
B	1819869V	Module, Power Inverter (PIM) ; Processor Hybrid Control (HCP/AHCP) ; Inspect and Reprogram	RF							\$78.27

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0894TGM1	Voltage Regulation	1C	CONNECTOR LOOSE NOT ATTACHED						\$132.19
A		Loaner Car ; High Line Vehicles								\$840.00

Customer Concern:
NA

Cause:
NA

Correction:
NA

Technical Notes:
NA

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1819319D	Module, Power Liftgate Control - Software ; Module, Power Liftgate - Reprogram	CC	SENDING UNITS/SENSORS						\$42.50
B	1860000U	Radio ; Module, Display Screen (DSM) - Reprogram	CC	SENDING UNITS/SENSORS						\$28.33

Customer Concern:
NA

Cause:
NA

Correction:
3344 mpi 3393 codes b1971-00 b3344-00 flashpcm,hcp ahcp,plgn,dsm rd test verify runs to factory specs and smooth operation

Technical Notes:
NA

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	UC	UNCODABLE (NARRATIVE REQUIRED)						\$55.00

Customer Concern:

PLEASE PERFORM MULTI-POINT INSPECTION. CUSTOMER STATES ELECTRICAL ISSUES ON VEHICLE - SERVICE ELECTRICAL LIGHT ON - PLEASE CHECK AND ADVISE PERFORM VEHICLE IDENTIFICATION NUMBER STATUS CHECK FOR OPEN RECALLS AND/OR CAMPAIGNS. CUSTOMER AUTHORIZES COMPLETION OF ANY AVAILABLE SOFTWARE UPDATES (FLASHES), RECALLS AND/OR RAPID RESPONSE TRANSMITTALS (PRT).

Cause:

MPI. Multiple DTCs for low system voltage (12 volt). Tested 12 volt battery with GR8 test station, passed. Quick charged hybrid battery to 100%. No "service charging system" message appeared. RRT 21-062 incomplete. RRT 21-063 incomplete.

Correction:

Performed MPI. Checked 12 volt battery and system for low system voltage DTC. battery passed GR8 test and was topped off. Quick charged hybrid battery and let vehicle sit over night. Drove vehicle to verify system is working as designed. One of the items covered in RRT 21-062 is "service charging system" message, see job 3. Updated HCP/AHCP software per RRT 21-062. Updated PCM software per RRT 21-063.

Technical Notes:

SERVICE ELECTRICAL LIGHT IS ON

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						\$41.25
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	CC	SENDING UNITS/SENSORS						\$68.76

Customer Concern:
NA

Cause:
NA

Correction:
NA

Technical Notes:
NA

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			68272788AA	GASKET	1		9.16	\$15.73
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1	X	4301.02	\$15.73
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68272788AA	GASKET	1		9.16	\$377.59
A	08198205	Module, power inverter (PIM) ; PHEV	58	INTERNAL DEFECT	68381781AD	MODULE	1	X	4301.02	\$377.59
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68272788AA	GASKET	1		9.16	\$393.33
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68381781AD	MODULE	1	X	4301.02	\$393.33
A	85LOAN00	Loaner Car ; Loaner Car			68272788AA	GASKET	1		9.16	\$0.00
A	85LOAN00	Loaner Car ; Loaner Car			68381781AD	MODULE	1	X	4301.02	\$0.00
A	95400140	Loaner Car ; Competitive Vehicles			68272788AA	GASKET	1		9.16	\$525.00
A	95400140	Loaner Car ; Competitive Vehicles			68381781AD	MODULE	1	X	4301.02	\$1,525.00

Customer Concern:

NA

Cause:

NA

Correction:

FIDELITY PAY\$89.98 FOR SYNLOF&ROTAUTH#E779377 EMAIL PO

Technical Notes:

PART# 68381781AD TYPE-S ORDER# 63324* PART# 68381781AD TYPE-S

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$44.64
A	1819869V	Module, Power Inverter (I/M) ; Processor, Hybrid Control (CP/AHCP) - Inspect and Reprogram	RF							\$74.40

Customer Concern:
NA

Cause:
NA

Correction:
NA

Technical Notes:
NA

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85412501	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light	ML	CHECK ENGINE/SERVICE ENGINE SO						\$88.26
A	954	Vaner Car ; High Line Vehicles								\$120.00

Customer Concern:

C/S WHEN HYBRID BATTERY IS COMPLETELY DISCHARGED AND VEHICLE OPERATING IN FUEL MODE WHILE ON HIGHWAY VEHICLE SHUTS OFF. COMPLETELY WILL RESTART FINE AND DRIVE UNTIL HYBRID DEAD AGAIN CHECK ENGINE LIGHT IS ON; CODE P0A43-00 STORED SAME CODE AS BEFORE (PART SUPPOSED TO ADDRESS); CONTACTED STAR, TEST DROVE 5 MILES VAN STALLED SAYS SHIFT TO PARK AND RESTART VAN DID NOT RESTART IN GAS MODE. IT WILL ALWAYS START IN ELECTRIC MODE. HYBRID BATT IS AT <1% WHEN HYBRID BATT HAS CHARGE NO PROBLEMS WITH DRIVING /STARTING. STAR SAYS TO DIAG P0A43-00 POSS PIM TRANS OR RESOLVER WIRING-----> (32-JEFF-M143117) LINE 1 CNTUD. BOTH THE PIM (POWER INVERTER MODULE) AND THE TRANS ARE ON BACK ORDER WITH NO ETA. CUSTOMER LEAVING FOR [REDACTED] CHECKED TRANS FLUID LEVEL AND CONDITION PER STAR. (GOOD) WAS ABLE TO DUPLICATE CONCERN. CHECKED CONNECTIONS. (GOOD). REC TAKING TO AT HOME DEALERSHIP ASAP. REC KEEPING HYBRID BATTERY CHARGED AT ALL TIMES. (32-JEFF-M143117) CUSTOMER IN ENTERPRISE RENTAL VEHICLE [REDACTED] (32-JEFF-M143117)

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate	UC	UNCODABLE (NARRATIVE REQUIRED)						\$39.79

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1819319D	Module, Power Liftgate Control - Software ; Module, Power Liftgate - Reprogram		SENDING UNITS/SENSORS						\$39.79

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

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	B1	BATTERY FAILED TEST	BBH6A001AA	BATTERY	1	X	327.29	\$164.88
B	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$54.96
C	1819869V	Module, Power Inverter (PIV) ; Processor, Hybrid Control (HCP/AltCP) - Inspect and Reprogram	RF							\$91.60

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

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			68163849AB	ANTIFREEZ	1		20.83	\$164.88
A	08080116	Battery ; 12 Volt battery - PHEV			BBH6A001AA	BATTERY	1		327.29	\$164.88
A	08080116	Battery ; 12 Volt battery - PHEV			68233554AH	WIRING	1	X	1380.59	\$164.88
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV			68163849AB	ANTIFREEZ	1		20.83	\$403.04
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV			BBH6A001AA	BATTERY	1		327.29	\$403.04
A	08080401	Battery, 400 Volt ; Hybrid Electric Vehicle PHEV			68233554AH	WIRING	1	X	1380.59	\$403.04
A	08901612	High Voltage Wiring ; Harness, PIM to Battery - PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB	ANTIFREEZ	1		20.83	\$91.60
A	08901612	High Voltage Wiring ; Harness, PIM to Battery - PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	BBH6A001AA	BATTERY	1		327.29	\$91.60
A	08901612	High Voltage Wiring ; Harness, PIM to Battery - PHEV	UC	UNCODABLE (NARRATIVE REQUIRED)	68233554AH	WIRING	1	X	1380.59	\$91.60
C	1819319D	Module, Power Liftgate Control - Software - Module, Power Liftgate - Reprogram	CC	SENDING UNITS/SENSORS						\$54.96
B	186002DU	Radio ; Module, Display Screen (DSM) - Reprogram	CC	SENDING UNITS/SENSORS						\$36.64

Customer Concern:

CUSTOMER STATES THE VEHICLE JUST STOPPED AND IT DOESNT RESTART. VEHICLE SHUT OFF WHILE DRIVING. VEHICLE TOWED IN POWER INVERTER MODULE WAS REPLACED IN DELAWARE APPROX [REDACTED] BATTERY DEAD AGAIN, SEE LINE 1 RRT 21-063 . RRT 21-062 . TSB 08-104-21 TSB 08-097-21

Cause:

12V BATTERY DEAD, GR8 WARR CODE [REDACTED] SYSTEM NOT CHARGING HIGH VOLTAGE, INSPECTION FOUND HIGH VOLTAGE CABLE BURNED OFF AT BATTERY PACK. CONTACTED STAR CENTER FOR ASSISTANCE. ADVISED THAT HYBRID BATTERY WOULD BE SENT TO US. ORDERED NEW CABLES, GR8 WARR CODE RQDCJ-839D0-1G887 UPDATE PCM REQUIRED FLASH UPDATE HCP REQUIRED FLASH PERFORM UPDATE PER TSB UPDATE PLGM

Correction:

REPLACED 12V BATTERY-DEAD. REPLACED HYBRID BATTERY AND CABLES AND REASSEMBLED, ROAD TESTED TOTAL OF 46 MILES AND WORKING AS DESIGNED 08080116 .9, 08901201 .5, 08080401 2.2 REPLACED BATTERY COMPLETED 181906ED .3 COMPLETED 1819869V .5 COMPLETED 186002DV .2 COMPLETED 18193190 .3

Technical Notes:

CAR DIED WHILE DRIVING STAR CASE. REPL [REDACTED] CABLES D LOP PER INFORMATION PROVIDED. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT [REDACTED] OM, INCLUDE VIN & CONCERN. CAR DIED WHILE DRIVING STAR CASE. REPL [REDACTED] CABLES D LOP PER INFORMATION PROVIDED. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT [REDACTED] OM, INCLUDE VIN & CONCERN.

[illegible]

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

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