

		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	BOLT	4		25.17	\$976.32
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	BOLT	9		21.72	\$976.32
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			.8MM PART	1	X	8179.43	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			SCREW	1		3.62	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			ANTIFREEZ	1		18.10	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			FLUID	1		32.67	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			LOCK NUT	2		23.27	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			KIT	2		7.41	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			KIT	2		7.41	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			NUT	2		13.10	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			BOLT	4		25.17	\$302.52
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			BOLT	9		21.72	\$302.52

Customer Concern:

PLEASE PERFORM MULTI-POINT INSPECTION. CUSTOMER STATES VEHICLE WAS IN FOR ELECTRIC/INTERMITTENT CHARGING AND BATTERY CONCERNS AND WE OPEN STAR CASE - COULD NOT DUPLICATE AT THAT TIME - CUSTOMER STATES SAME THING HAPPENING NOW AND HAD TOWED BACK IN - BACK TO 2496 CONTINUING FROM LINE/JOB 2 - RAN OUT OF DOCUMENTATION ROOM ON LINE 2

Cause:

MPI. MIL was on when started. High voltage battery at 1%. Drove into shop to check DTCs. Had a lot (see hard copy) all were stored. Erased DTCs, started vehicle, placed in drive and P0A3F-00 and P1B03-00 drive motor A position sensor 1 circuit and resolver signal/MCPA rationality came back as active. PRNDL was flashing and engine will not start. Vehicle will no longer move. Checked resolver wiring circuits (T370-T375) from PIM C1 to trans connector, all under 1 ohm. None of the circuits are shorted to ground and there wasn't any shorted to each other. All terminals had a consistent amount of drag and none of them were pushed out of the connector. Checked resolver A resistances at the transmission side, all were within the values shown on the diagnostic table. Checked resolver A for a short to ground at the trans, T371 and T373 are both shorted to ground. Per diagnostic, needs transmission. Opened STAR case to release transmission. Called STAR, all hybrid team agents on phones with others. Waiting for a call back. An agent responded to the case through STAR and I was asked to send a vehicle scan report after the concern was duplicated, sent report. Continued on line 3 Was asked to check trans fluid level. Removed front belly pan to access transmission fluid checkpoint, fluid was low and there are no leaks. Was asked to take a fluid sample and send a picture to STAR, findings sent. Fluid looked normal and there was no debris/metal flakes in it. Topped off trans fluid and test drove as requested to see if there was any change, vehicle did not make it out of my stall. Removed air intake to access trans interface connector to check resistance of T371 and T373 at

Correction:

NA

Technical Notes:

NA

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

Warranty Claim Report

Vehicle Information

VIN				Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	A05009	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	7,405
Expense			
Labor	\$27.28	Sublet	\$0.00
Part	\$0.00	Total Paid	\$27.28

Dealer Information

Code	45460	Name		LLC	
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$27.28

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	105009	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	7,405
Expense			
Labor	\$100.01	Sublet	\$308.00
Part			\$630.00
Total Paid			\$1,038.01

Dealer Information

Code	45460	Name		LLC	
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	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	68491073AA	PDC	1	X	308.00	\$45.46
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68491073AA	PDC	1	X	308.00	\$54.55
A	95400142	Loaner Car ; High Line Vehicles			68491073AA	PDC	1	X	308.00	\$630.00

Customer Concern:

RED TURTLE COMES ON CEL ON SPEED LIMITED TO 20 MPH IT DIES L OSES ALL FUNCTIONS HAS TO PUT IN PARK DIES WITHIN 15-4 MILES (ACheating Concern) REAR SEAT SCREENS HAVE LOST FUNCTIONS ON THE SCREENS THE DVD PLAYER WORKS LIKE SCREEN IS LOCKED OUT CHOICES ARE BLACKED OUT (RadioNavTelematics Concern) Customer Satisfaction Notification Y50 - Power Liftgate (Rec all CSN 10)

Cause:

OPENED STAR CASE, REFERRED TO OLD CASE, UPLOADED SCAN, CONFIGURATION, HEALTH REPORTS. SCREENS FUNCTIONING PROPERLY, RIGHT SIDE SCREEN WAS "LOCKED" IN THE FRONT RADIO CAUSING THE "BLACKOUT KEYS" RECALL

Correction:

PERFORMED ALL TESTS OUT LINED IN STAR CASE. CONCLUDED THAT THE PDC MAY BE FAILING .. REPLACED THE PDC UNDER STAR RECOMMENDATION, ALL OKAY AT THIS TIME DROVE OUT 11 MILES ALL OKAY UNLOCKED THE SCREEN COMPLETED RECALL

Technical Notes:

RED TURTLE LIGHT AND CEL COME ON-TESTED &REPLACED PDC PER STAR E IN SYSTEM

Warranty Claim Report

Vehicle Information

VIN			Body	RUER53 - CHRYSLER PACIFICA HYBRID TOURING
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code 561

Claim Information

Claim #	017417	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	9,456
Expense			
Labor	\$185.82	Sublet	\$695.80
Part	\$0.00	Total Paid	\$881.63

Dealer Information

Code	23732	Name	LITTLE JESS MOTOR COMPANY
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	08991701	Media / DVD System ; Monitor and Player, Media System	34	DISTORTION, FOGGED OR HAZY	7CG54DX9AA	MONITOR	1	X	695.80	\$32.79
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			7CG54DX9AA	MONITOR	1	X	695.80	\$98.38
B	13190901	Unibody Structure/Frame Rail - Buzz Squeaks Rattles	UC	UNCODABLE (NARRATIVE REQUIRED)						\$54.66

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

RATTLE ON RIGHT FRONT DUE TO UNDER BODY SHIELD LOOSE ATTACHED SHIELD

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	168121	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	15,708
Expense			
Labor	\$375.52	Sublet	\$0.00
Part	\$0.00	Total Paid	\$375.52

Dealer Information

Code	60585	Name	JEEP RAM
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	0820051G	Park assist ; Center - 2 Sensors	1C	CONNECTOR LOOSE NOT ATTACHED						\$0.00
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								\$375.52

Customer Concern:

VAN STALLED OUT WHILE DRIVING DISPLAYED SHIFT TO PARK, CHARGING PORT MALFUNCTION, AND ACTIVE PARK SENSE NOT AVAILABLE. RRT

Cause:

ACTIVE DTC B128F-11. REMOVED FRONT FASICA FOR INSPECTION FOUND PARK ASSIST SENSOR #2 DISCONNECTED. REINSTALLED OKAY VEHICLE HAS OPEN RECALL

Correction:

PERFORM OPEN RECALL

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	A68121	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	15,705
Expense			
Labor	\$93.88	Sublet	\$0.00
Part	\$0.00	Total Paid	\$93.88

Dealer Information

Code	60585	Name		RAM		
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	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$93.88

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	B68121	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	15,705
Expense			
Labor	\$56.33	Sublet	\$0.00
Part	\$0.00	Total Paid	\$56.33

Dealer Information

Code	60585	Name		RAM		
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	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$56.33

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Vehicle Information

Claim Information

Expense

Dealer Information

Condition Information

Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [CUSTOMER STATES THERE IS A RATTLE IN THE FRONT PASS HEAD LINER THERE IS A RATTLE IF YOU PUSH UP ON THE VISOR ON THE PASS SIDE FRONT IT WILL GO AWAY] Battery Concern #1 [CUSTOMER STATES THE PURE ELECT RANGE USE TO BE 40 MILES LIFE AND NOW IT 20 MILES LIFE SPAN CHECK AND ADVISE] Engine Concern [CUSTOMER STATES THE CAR PLAY WILL SKIP AT TIMES NO MATTER WHOM PHONE IS HOOKED UP] Electrical Concern [CUSTOMER STATES THE HEADS UP RADIO UNIT WILL SOMETIMES TURN ON FOR NO REASON EVEN WHEN YOU HAVE TURNED IT OFF DOES NOT HAPPEN ALL THE TIME CHECK AND ADVISE] PERFORM MULTI POINT INSPECTION Inspect for any open Recalls RENTAL CAR SUPPLIED BY HERTZ CAR RENTAL

Cause:

MPI MPI Inspect for any open Recalls Rental

Correction:

PERFORMED THE INSPECTION AS REQUESTED. NTF TEST DROVE VEHICLE (FROM FULL CHARGE TO 1%) TWICE. FIRST WITH ACCESSORIES ON, VEHICLE RANGED 27 MILES. SECOND WITH ACCESSORIES OFF, RANGED 34 MILES. NO TROUBLE CODES FOUND, NO UPDATES OR BULLETINS AVAILABLE. ADVISE CUSTOMER A STAR CASE WILL BE STARTED. CUSTOMER IS PICKING UP VEHICLE, WILL START CASE WHEN RETURNED. STAR PUBLICATION [REDACTED] NTF PERFORMED THE INSPECTION AS REQUESTED. none RENTAL CAR SUPPLIED BY HERTZ CAR RENTAL

Technical Notes:

VEHICLE DRIVEN MULTIPLE TIMES BY DIFFERENT PEOPLE VEHICLE DRIVEN MULTIPLE TIMES BY DIFFERENT PEOPLE CLUDING TECH
NOTES & TIME PUNCHES; THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY,
PLEASE CONTACT THE WCC AGENT [REDACTED], INCLUDE VIN & CONCERN.

Warranty Claim Report

Vehicle Information

VIN	██████ - █████	Year	████	Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	██████	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	372529	In Service Date					
Claim Type	W - Warranty	Repair Date					
Claim Status	Paid	Mileage	6,857				
Expense							
Labor	\$111.02	Sublet	\$736.25	Part	\$80.00	Total Paid	\$927.27

Dealer Information

Code	60136	Name	████████ JEEP
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	08600701	Amplifier ; All others	58	INTERNAL DEFECT	68448067AA	AMPLIFIER	1	X	736.25	\$111.02
A	95400142	Loaner Car ; High Line Vehicles			68448067AA	AMPLIFIER	1	X	736.25	\$80.00

Customer Concern:

NA

Cause:

NA

Correction:

SHORT IN AMPLIFIER REPLACE AMPLIFIER

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	098865	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	20,791
Expense			
Labor	\$1,286.56	Sublet	\$12,126.28
Part	\$0.00	Total Paid	\$13,412.84

Dealer Information

Code	60359	Name	JEEP	LLC
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	07FF0150	Coolant, Engine ; Drain and fill			68381781AD	MODULE	1		3485.27	\$36.76
A	07FF0150	Coolant, Engine ; Drain and fill			06503210	SCREW	1		3.67	\$36.76
A	07FF0150	Coolant, Engine ; Drain and fill			68490840AA	.8MM PART	1	X	8289.52	\$36.76
A	07FF0150	Coolant, Engine ; Drain and fill			68382486AA	BOLT	9		22.01	\$36.76
A	07FF0150	Coolant, Engine ; Drain and fill			68163848AB	ANTIFREEZ	1		25.33	\$36.76
A	07FF0150	Coolant, Engine ; Drain and fill			BBH6A001AA	BATTERY	1		300.48	\$36.76
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68381781AD	MODULE	1		3485.27	\$12.25
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			06503210	SCREW	1		3.67	\$12.25
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68490840AA	.8MM PART	1	X	8289.52	\$12.25
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68382486AA	BOLT	9		22.01	\$12.25
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			68163848AB	ANTIFREEZ	1		25.33	\$12.25
A	07FF0151	Coolant, Engine ; Drain and fill - PHEV powertrain			BBH6A001AA	BATTERY	1		300.48	\$12.25
A	08080110	Battery ; All Others			68381781AD	MODULE	1		3485.27	\$73.52
A	08080110	Battery ; All Others			06503210	SCREW	1		3.67	\$73.52
A	08080110	Battery ; All Others			68490840AA	.8MM PART	1	X	8289.52	\$73.52
A	08080110	Battery ; All Others			68382486AA	BOLT	9		22.01	\$73.52
A	08080110	Battery ; All Others			68163848AB	ANTIFREEZ	1		25.33	\$73.52
A	08080110	Battery ; All Others			BBH6A001AA	BATTERY	1		300.48	\$73.52
A	08198209	Module, power inverter (PIM) ; Plug assembly,HVIL motor - PHEV			68381781AD	MODULE	1		3485.27	\$294.07
A	08198209	Module, power inverter (PIM) ; Plug assembly,HVIL motor - PHEV			06503210	SCREW	1		3.67	\$294.07
A	08198209	Module, power inverter (PIM) ; Plug assembly,HVIL motor - PHEV			68490840AA	.8MM PART	1	X	8289.52	\$294.07
A	08198209	Module, power inverter (PIM) ; Plug assembly,HVIL motor - PHEV			68382486AA	BOLT	9		22.01	\$294.07
A	08198209	Module, power inverter (PIM) ; Plug assembly,HVIL motor - PHEV			68163848AB	ANTIFREEZ	1		25.33	\$294.07
A	08198209	Module, power inverter (PIM) ; Plug assembly,HVIL motor - PHEV			BBH6A001AA	BATTERY	1		300.48	\$294.07
A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	68381781AD	MODULE	1		3485.27	\$869.96

A	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO	06503210	SCREW	1		3.67	\$869.96
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	8289.52	\$869.96
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		22.01	\$869.96
A	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		25.33	\$869.96
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		300.48	\$869.96

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	98865A	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	20,791
Expense			
Labor	\$0.00	Sublet	\$0.00
Part			\$420.00
Total Paid			\$420.00

Dealer Information

Code	60359	Name	JEEP LLC
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	21000638	Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine	ML	CHECK ENGINE/SERVICE ENGINE SO						\$0.00
A	85LOAN00	Loaner Car ; Loaner Car								\$0.00
A	95400141	Loaner Car ; Standard Line Vehicles								\$420.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

2302**, 68381781AD, S---2302*, 68490840AA, S

Warranty Claim Report

Vehicle Information

VIN				Body	RUET53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	349552	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	4,719
Expense			
Labor	\$50.09	Sublet	\$0.00
Part	\$0.00	Total Paid	\$50.09

Dealer Information

Code		Name		OF	
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$50.09

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

UNCLOGGED

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	349552	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	4,719
Expense			
Labor	\$16.70	Sublet	\$0.00
Part	\$0.00	Total Paid	\$16.70

Dealer Information

Code		Name		OF	
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	23432000	Nozzle, washer	08	BLOCKED EB						\$16.70

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

UNCLOGGED WASHER NOZZLE

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	106697	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	13,379
Expense			
Labor	\$28.19	Sublet	\$0.00
Part	\$0.00	Total Paid	\$28.19

Dealer Information

Code	26889	Name	JEEP
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$28.19

Customer Concern:

(Rotate tires) (Multi-point inspection according to maintenance interval) (Replace synthetic engine oil and filter 5qt 0W20) RU POWER LIFTGATE (Recall CSN 1) RU PHEV HCP AND AHCP UPDATE RU PHEV PCM UPDATE CUSTOMER STATES CHECK ENGINE LIGHT HAS BEEN ON- OFF AT THIS TIME

Cause:

REPROGRAMED PLGM FROM 68466171AG TO 68466171AI PER RECALL INSPECT AND PROGRAM HCP FROM 05185116AF TO 05185116AH PER RRT REPROGRAMED PCM FROM 68499122AD TO 68499122AE PER RRT FOUND CODE P0A43 STORED SYSTEM TEST PASSED

Correction:

COMPLETE COMPLETED MULTIPOINT INSPECTION COMPLETE COMPLETED SAFETY RECALL Y50 COMPLETED RRT 9V COMPLETED RRT 06-ED UNABLE TO DUPLICATE CONCERN AT THIS TIME

Technical Notes:

SCAN SYSTEM - CODE P0A43 STORED - SYSTEM PASSED CLEARED CODE

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	106697	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	13,379
Expense			
Labor	\$93.98	Sublet	\$0.00
Part	\$0.00	Total Paid	\$93.98

Dealer Information

Code	26889	Name	JEEP
Address			

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							\$28.19
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$46.99
C	85412600	Check Engine Light, EVAP-Fuel System Issues, Trouble Not Found	OD							\$18.80

Customer Concern:

(Rotate tires) (Multi-point inspection according to maintenance interval) (Replace synthetic engine oil and filter 5qt 0W20) RU POWER LIFTGATE (Recall CSN 1) RU PHEV HCP AND AHCP UPDATE RU PHEV PCM UPDATE CUSTOMER STATES CHECK ENGINE LIGHT HAS BEEN ON- OFF AT THIS TIME

Cause:

REPROGRAMED PLGM FROM 68466171AG TO 68466171AI PER RECALL INSPECT AND PROGRAM HCP FROM 05185116AF TO 05185116AH PER RRT REPROGRAMED PCM FROM 68499122AD TO 68499122AE PER RRT FOUND CODE P0A43 STORED SYSTEM TEST PASSED

Correction:

COMPLETE COMPLETED MULTIPOINT INSPECTION COMPLETE COMPLETED SAFETY RECALL Y50 COMPLETED RRT 9V COMPLETED RRT 06-ED UNABLE TO DUPLICATE CONCERN AT THIS TIME

Technical Notes:

SCAN SYSTEM - CODE P0A43 STORED - SYSTEM PASSED CLEARED CODE

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 -	PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	303059	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	15,110
Expense			
Labor	\$265.95	Sublet	\$16.00
Part	\$0.00	Total Paid	\$282.61

Dealer Information

Code	45550	Name	CROWN	DODGE JEEP
Address				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	13120901	Bezel, adaptive cruise control	UC	UNCODABLE (NARRATIVE REQUIRED)	6WR86XXXAA	COVER	1	X	16.00	\$34.69
A	85412501	Check Engine Light, Powertrain Related Issues, Trouble Not Found, Check Engine Light MIL	ML	CHECK ENGINE/SERVICE ENGINE SO						\$231.26

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

COVER FELL OFF WHILE DRIVING...MISSING

Warranty Claim Report

Vehicle Information

VIN				Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	261406	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	12,383
Expense			
Labor	\$44.64	Sublet	\$0.00
Part	\$0.00	Total Paid	\$44.64

Dealer Information

Code	44484	Name	KAYSER CHRYSLER CENTER INC
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$44.64

Customer Concern:

NA

Cause:

NA

Correction:

12383 recall y50 30 Reprogram thePLGM18-Y5-01-82 0.3hours 12383 p0e15-00 40 checked and found code stored and light is off, recorded info and erased code per service information, rechecked and found code did not reset, charged van and rechecked ok unable to duplicate concern at this time, found system operating as designed at this time 12383 fr defrost 20 checked and found no codes or tsbs, found fr defrost did come on when remote started, engine was warm at this time, customer is possibly experiencing a delay in blower speed due to low engine temp. found system operating as designed at this time

Technical Notes:

INSPECT HVAC, OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	██████████	████	████	Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	██████	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	261406	In Service Date	██████
Claim Type	W - Warranty	Repair Date	██████
Claim Status	Paid	Mileage	12,383
Expense			
Labor	\$89.28	Sublet	\$0.00
Part	\$0.00	Total Paid	\$89.28

Dealer Information

Code	44484	Name	KAYSER CHRYSLER CENTER INC	██████████
Address	████████████████████			

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	85412400	Air Conditioning & Heater, Trouble Not Found	OD							\$29.76
A	85412501	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light MIL	ML	CHECK ENGINE/SERVICE ENGINE SO						\$59.52

Customer Concern:

NA

Cause:

NA

Correction:

12383 recall y50 30 Reprogram thePLGM18-Y5 0.3hours 12383 p0e15-00 40 checked and found code stored and light is off, recorded info and erased code per service information, rechecked and found code did not reset, charged van and rechecked ok unable to duplicate concern at this time, found system operating as designed at this time 12383 fr defrost 20 checked and found no codes or tsbs, found fr defrost did come on when remote started, engine was warm at this time, customer is possibly experiencing a delay in blower speed due to low engine temp. found system operating as designed at this time

Technical Notes:

INSPECT HVAC, OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	A28438	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	12,395
Expense			
Labor	\$938.16	Sublet	\$6,660.64
Part	\$175.00	Total Paid	\$7,773.80

Dealer Information

Code		Name	
Address			

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			68382486AA	BOLT	9		17.64	\$31.98
B	07FF0150	Coolant, Engine ; Drain and fill			68490840AA	.8MM PART	1	X	6643.00	\$31.98
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		17.64	\$756.93
B	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	6643.00	\$756.93
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68382486AA	BOLT	9		17.64	\$53.31
B	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68490840AA	.8MM PART	1	X	6643.00	\$53.31
B	95400141	Loaner Car ; Standard Line Vehicles			68382486AA	BOLT	9		17.64	\$175.00
B	95400141	Loaner Car ; Standard Line Vehicles			68490840AA	.8MM PART	1	X	6643.00	\$175.00
A	23517200	Weatherstrip/seal, sunroof glass	4X	WATER LEAK						\$31.98
A	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								\$31.98
C	85418202	Exterior Lighting, Trouble Not Found ; Exterior Lighting	OD							\$31.98

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

WEATHER STRIP HAD COME LOOSE. TECH USED WEATHER STRIP ADHESIVE TO ATTACHED. VEHICLE TOOK LONGER THAN 30 DAYS DUE TO HAVING TO START A STAR CASE .

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	634390	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	7,518
Expense			
Labor	\$36.57	Sublet	\$0.00
Part	\$0.00	Total Paid	\$36.57

Dealer Information

Code	61661	Name	FOSS MOTORS INC
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$36.57

Customer Concern:

PERFORM COURTESY MULT POINT INSPECTION (CHECK AND TOP OFF ALL FLUIDS, RESET SERVICE REMINDER AND SET TIRE PRESSURES, LOCATION OF WHEEL LOCK KEY. INITIAL TORQUE RE TORQUE PERFORM SYNTHETIC OIL AND FILTER CHANGE,LUBE CHASSIS AND SET TIRE PRESSURE, RESET MAINTENANCE REMINDER. CUSTOMER REQUESTS TO ROTATE TIRES NON DUAL WHEEL. PLEASE PROVIDE THE TECHNICIAN, IF THE VEHICLE IS EQUIPPED WITH WHEEL LOCKS AND THE LOCATION OF WHEEL LOCK KEY. RRT 8 RU PHEV HCP AND AHCP UPDATE ** RRT 9 RU PHEV PCM UPDATE ** Recall / CSN 10 Customer Satisfaction Notification Y50 - Power Liftgate ** CUSTOMER STATES GETTING A MESSAGE STATING UCONNECT NEEDS SERVICE PLEASE CHECK AND ADVISE CUSTOMER STATES GETTING A MESSAGE STATING AUTO EMERGENCY BRAKE NEEDS SERVICE PLEASE CHECK AND ADVISE

Cause:

MAINTENANCE MAINTENANCE MAINTENANCE RRT RRT RECALL SOFTWARE UPDATE SOFTWARE UPDATE

Correction:

COMPLETED MULTI POINT INSPECTION COMPLETED SYNTHETIC OIL AND FILTER CHANGE TECHNICIAN COMPLETED TIRE ROTATION, FRONT TO REAR OF THE VEHICLE. DEALER RECOMMENDS BRINGING VEHICLE BACK IN 50 MILES TO HAVE THE WHEELS RETOURQUED. COMPLETED HYBRID CONTROL PROCESSOR SOFTWARE UPDATE PER RRT COMPLETED POWERTRAIN CONTROL MODULE UPDATE PER RRT COMPLETED POWER LIFT GATE MODULE UPDATE PER RECALL Y50 PERFORMED DSM RADIO SOFTWARE UPDATE PER TSB. AFTER SOFTWARE UPDATE MESSAGE STAYED AWAY. ROAD TESTED VEHICLE AND CODE RETURNED. VEHICLE IN NEED OF TELEMATICS BOX MODULE. ORDERED MODULE AS NEEDED. COMPLETED ADAPTIVE CRUISE CONTROL FLASH PER TSB. ROAD TESTED VEHICLE AND MESSAGE RETURNED. VEHICLE IN NEED OF FRONT CAMERA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	634390	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	7,518
Expense			
Labor	\$182.85	Sublet	\$0.00
Part	\$0.00	Total Paid	\$182.85

Dealer Information

Code	61661	Name	FOSS MOTORS INC
Address			

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							\$36.57
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$60.95
C	186002DU	Radio ; Module, Display Screen (DSM) - Reprogram	CC	SENDING UNITS/SENSORS						\$24.38
D	18309596	Module, Adaptive Cruise Control ; Module, Adaptive Cruise Control - Reprogram and Perform Calibration Routine	CC	SENDING UNITS/SENSORS						\$60.95

Customer Concern:

PERFORM COURTESY MULT POINT INSPECTION (CHECK AND TOP OFF ALL FLUIDS, RESET SERVICE REMINDER AND SET TIRE PRESSURES, LOCATION OF WHEEL LOCK KEY, INITIAL TORQUE RE TORQUE PERFORM SYNTHETIC OIL AND FILTER CHANGE, LUBE CHASSIS AND SET TIRE PRESSURE, RESET MAINTENANCE REMINDER. CUSTOMER REQUESTS TO ROTATE TIRES NON DUAL WHEEL. PLEASE PROVIDE THE TECHNICIAN, IF THE VEHICLE IS EQUIPPED WITH WHEEL LOCKS AND THE LOCATION OF WHEEL LOCK KEY. RRT 8 RU PHEV HCP AND AHCP UPDATE ** RRT 9 RU PHEV PCM UPDATE ** Recall / CSN 10 Customer Satisfaction Notification Y50 - Power Liftgate ** CUSTOMER STATES GETTING A MESSAGE STATING UCONNECT NEEDS SERVICE PLEASE CHECK AND ADVISE CUSTOMER STATES GETTING A MESSAGE STATING AUTO EMERGENCY BRAKE NEEDS SERVICE PLEASE CHECK AND ADVISE

Cause:

MAINTENANCE MAINTENANCE MAINTENANCE RRT RRT RECALL SOFTWARE UPDATE SOFTWARE UPDATE

Correction:

COMPLETED MULTI POINT INSPECTION COMPLETED SYNTHETIC OIL AND FILTER CHANGE TECHNICIAN COMPLETED TIRE ROTATION, FRONT TO REAR OF THE VEHICLE. DEALER RECOMMENDS BRINGING VEHICLE BACK IN 50 MILES TO HAVE THE WHEELS RETOURQUED. COMPLETED HYBRID CONTROL PROCESSOR SOFTWARE UPDATE PER RRT COMPLETED POWERTRAIN CONTROL MODULE UPDATE PER RRT COMPLETED POWER LIFT GATE MODULE UPDATE PER RECALL Y50 PERFORMED DSM RADIO SOFTWARE UPDATE PER TSB. AFTER SOFTWARE UPDATE MESSAGE STAYED AWAY. ROAD TESTED VEHICLE AND CODE RETURNED. VEHICLE IN NEED OF TELEMATICS BOX MODULE. ORDERED MODULE AS NEEDED. COMPLETED ADAPTIVE CRUISE CONTROL FLASH PER TSB. ROAD TESTED VEHICLE AND MESSAGE RETURNED. VEHICLE IN NEED OF FRONT CAMERA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	██████ - ██████	Year	████	Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	██████	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	275331	In Service Date	██████
Claim Type	S - Safety (Recalls)	Repair Date	██████
Claim Status	Paid	Mileage	7,986
Expense			
Labor	\$49.81	Sublet	\$0.00
Part	\$70.00	Total Paid	\$119.81

Dealer Information

Code	45104	Name	██
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$49.81
A	95400142	Loaner Car ; High Line Vehicles								\$70.00

Customer Concern:

General Concern #1 [CLIENT STATES VEHICLE STALLED WHEN AT HIGHWAY SPEED, WAS ABLE TO COAST TO THE SIDE OF THE ROAD. CHECK ENGINE AND SERVICE ELECTRICAL SYSTEM LIGHTS ILLUMINATED. VEHICLE WAS NOT STARTING AFTER STALLING. VEHICLE SAT FOR ABOUT 4 HOURS BEFORE STARTING AGAIN.] RRT 2 [████ RU PHEV HCP AND AHCP UPDATE **] RRT 1 [████ RU PHEV PCM UPDATE **] Recall / CSN 1 [Customer Satisfaction Notification Y50 - Power Liftgate **]

Cause:

EXCESSIVE VOLTAGE DROP FROM ISOLATOR TO OBCM BATTERY CABLE RRT RRT Y50

Correction:

8010 EXCESSIVE VOLTAGE DROP FROM ISOLATOR TO OBCM BATTERY CABLE PERFORM SCAN AND GENERATE REPORT. NOTED LOW VOLTAGE DTCS LOGGED IN VARIOUS MODULES RELATED TO 12V SYSTEM. PERFORM VOLTAGE DROP TESTS STARTING AT BATTERY NEGATIVE TO CHASSIS GROUND AND READING WAS .002V WELL WITHIN LIMITS. ISOLATE AND PERFORM VOLTAGE DROP TESTS ON POSITIVE SIDE OF 12 SYSTEM AND ALL READINGS WERE UNDER .003V UNTIL DROP TEST BETWEEN ISOLATOR AND OBCM WAS MEASURED AT .6V AFTER ABOUT 1 HOUR OF RUN TIME. REMOVE CABLE FROM UNDERSIDE OF ISOLATOR AND NOTED BREAKAWAY TORQUE WAS VERY LOW. INSPECTED CABLES FOR DAMAGE AND NONE WAS NOTED. SECURED CABLE BETWEEN ISOLATOR AND OBCM POSITIVE TERMINAL AND RE CHECK DROP AFTER AN HOUR RUN TIME. MEASURED AT .002V. PERFORM ROAD TEST AND NORMAL OPERATION WAS OBSERVED. Transmission/Transfer Case/DTCM - Test and Repair (2 - Skilled) 7986 RRT UPDATED HCP AND AHC FROM 5185116AF/AH Module, Power Inverter (PIM) - Reprogram Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram (0 - Low Skilled) 8010 RRT UPDATED PCM FROM 68499122AD TO AE Module, Powertrain Control (PCM) - Reprogram Module, Powertrain Control (PCM) - Inspect and Reprogram (0 - Low Skilled) 7986 Y50 UPDATED PLGM FROM 68466171AF TO AI Customer Satisfaction Notification Y50 - Power Liftgate - Reprogram Reprogram Power Liftgate Module (PLGM) (0 - Low Skilled) ENTERPRISE SUBLET REPAIRS

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	██████ - ██████	Year	████	Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	██████	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	A75331	In Service Date	██████
Claim Type	W - Warranty	Repair Date	██████
Claim Status	Paid	Mileage	7,986
Expense			
Labor	\$132.82	Sublet	\$0.00
Part	\$0.00	Total Paid	\$132.82

Dealer Information

Code	45104	Name	██
Address	██		

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							\$49.81
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$83.01

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	275331	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	7,986
Expense			
Labor	\$747.09	Sublet	\$0.00
Part	\$0.00	Total Paid	\$747.09

Dealer Information

Code	45104	Name	
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	0891CFD5	Transmission/Transfer Case/DTCM	1C	CONNECTOR LOOSE NOT ATTACHED						\$747.09

Customer Concern:

General Concern #1 [CLIENT STATES VEHICLE STALLED WHEN AT HIGHWAY SPEED, WAS ABLE TO COAST TO THE SIDE OF THE ROAD. CHECK ENGINE AND SERVICE ELECTRICAL SYSTEM LIGHTS ILLUMINATED. VEHICLE WAS NOT STARTING AFTER STALLING. VEHICLE SAT FOR ABOUT 4 HOURS BEFORE STARTING AGAIN.] RRT 2 [RU PHEV HCP AND AHCP UPDATE **] RRT 1 [RU PHEV PCM UPDATE **] Recall / CSN 1 [Customer Satisfaction Notification Y50 - Power Liftgate **]

Cause:

EXCESSIVE VOLTAGE DROP FROM ISOLATOR TO OBCM BATTERY CABLE RRT RRT Y50

Correction:

8010 EXCESSIVE VOLTAGE DROP FROM ISOLATOR TO OBCM BATTERY CABLE PERFORM SCAN AND GENERATE REPORT. NOTED LOW VOLTAGE DTCS LOGGED IN VARIOUS MODULES RELATED TO 12V SYSTEM. PERFORM VOLTAGE DROP TESTS STARTING AT BATTERY NEGATIVE TO CHASSIS GROUND AND READING WAS .002V WELL WITHIN LIMITS. ISOLATE AND PERFORM VOLTAGE DROP TESTS ON POSITIVE SIDE OF 12V SYSTEM AND ALL READINGS WERE UNDER .003V UNTIL DROP TEST BETWEEN ISOLATOR AND OBCM WAS MEASURED AT .6V AFTER ABOUT 1 HOUR OF RUN TIME. REMOVE CABLE FROM UNDERSIDE OF ISOLATOR AND NOTED BREAKAWAY TORQUE WAS VERY LOW. INSPECTED CABLES FOR DAMAGE AND NONE WAS NOTED. SECURED CABLE BETWEEN ISOLATOR AND OBCM POSITIVE TERMINAL AND RE CHECK DROP AFTER AN HOUR RUN TIME. MEASURED AT .002V. PERFORM ROAD TEST AND NORMAL OPERATION WAS OBSERVED. Transmission/Transfer Case/DTCM - Test and Repair (2 - Skilled) 7986 RRT UPDATED HCP AND AHC FROM 5185116AF/AH Module, Power Inverter (PIM) - Reprogram Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram (0 - Low Skilled) 8010 RRT UPDATED PCM FROM 68499122AD TO AE Module, Powertrain Control (PCM) - Reprogram Module, Powertrain Control (PCM) - Inspect and Reprogram (0 - Low Skilled) 7986 Y50 UPDATED PLGM FROM 68466171AF TO AI Customer Satisfaction Notification Y50 - Power Liftgate - Reprogram Reprogram Power Liftgate Module (PLGM) (0 - Low Skilled) ENTERPRISE SUBLET REPAIRS

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN				Body	RUER53 - CHRYSLER PACIFICA HYBRID TOURING
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	017800	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	10,959
Expense			
Labor	\$87.44	Sublet	\$0.00
Part	\$0.00	Total Paid	\$87.45

Dealer Information

Code	23732	Name	LITTLE JESS MOTOR COMPANY
Address			

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							\$32.79
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$54.66

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L	
Build Date		Plant	WINDSOR ASSEMBLY PLANT		Coverage Code	561

Claim Information

Claim #	033854	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	12,088
Expense			
Labor	\$158.65	Sublet	\$79.22
Part	\$0.00	Total Paid	\$237.87

Dealer Information

Code	52664	Name	JUNCTION AUTO SALES INC						
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	23027801	Air dam/deflector, front bumper/radiator lower ; Center	11	BROKEN OR CRACKED	68240034AC	SHIELD	1	X	79.22	\$158.65

Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 Customer States deflector under veh sop part also another parts hanging under veh

Cause:

shield broke and hanging down

Correction:

install SOP deflector and secure other deflector

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN				Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED		
Build Date		Plant	WINDSOR ASSEMBLY PLANT		Coverage Code	561	

Claim Information

Claim #	134260	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	11,709

Expense

Labor	\$398.66	Sublet	\$758.37	Part	\$0.00	Total Paid	\$1,157.03
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Dealer Information

Code	42751	Name	CHUCK PATTERSON			
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	07130104	Electric heater ; Heater, electric coolant - PHEV	14	BURNED OR BURNED OUT	68237427AG	HEATER	1	X	758.37	\$398.66

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN				Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	134260	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	11,709
Expense			
Labor	(\$398.66)	Sublet	(\$758.37)
Part	\$0.00	Total Paid	(\$1,157.03)

Dealer Information

Code	42751	Name	CHUCK PATTERSON
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	07130104	Electric heater ; Heater, electric coolant - PHEV	14	BURNED OR BURNED OUT	68237427AG	HEATER	1	X	-758.37	(\$398.66)

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	016252	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	11,919
Expense			
Labor	\$54.02	Sublet	\$0.00
Part	\$0.00	Total Paid	\$54.02

Dealer Information

Code	60840	Name		Zone	
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	18Y25182	Customer Satisfaction Notification Y25 - Radio Software Update ; Inspect and Reprogram Radio Software	UC	UNCODABLE (NARRATIVE REQUIRED)						\$54.02

Customer Concern:

CHECK ENGINE LIGHT Recall #: Y25, Launch Date: RU WD HARMAN RADIO - RADIO SOFTWARE Customer states VEHICLE SHUT DOWN ON HIGHWAY MULTIPLE TIMES

Cause:

Customer complaint of check engine light. No check engine light present, no codes present. Recall #: Y25, Launch Date: RU WD HARMAN RADIO - RADIO SOFTWARE Customer complaint of vehicle shutting down on highway. Scanned vehicle for codes, none present. No check engine light present. Test drove vehicle on highway for 10 miles with no electric charge, drove another 10 miles the with full charge of high voltage system. Could not duplicate the customer concern. Returned vehicle to customer.

Correction:

Could not duplicate customer concern. Inspect radio software level and update .5hours Returned vehicle to customer.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	016252	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	11,919
Expense			
Labor	\$54.02	Sublet	\$0.00
Part	\$0.00	Total Paid	\$54.02

Dealer Information

Code	60840	Name		Zone	
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	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							\$54.02

Customer Concern:

CHECK ENGINE LIGHT Recall #: Y25, Launch Date: RU WD HARMAN RADIO - RADIO SOFTWARE Customer states VEHICLE SHUT DOWN ON HIGHWAY MULTIPLE TIMES

Cause:

Customer complaint of check engine light. No check engine light present, no codes present. Recall #: Y25, Launch Date: RU WD HARMAN RADIO - RADIO SOFTWARE Customer complaint of vehicle shutting down on highway. Scanned vehicle for codes, none present. No check engine light present. Test drove vehicle on highway for 10 miles with no electric charge, drove another 10 miles the with full charge of high voltage system. Could not duplicate the customer concern. Returned vehicle to customer.

Correction:

Could not duplicate customer concern. Inspect radio software level and update .5hours Returned vehicle to customer.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	485609	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	11,622
Expense			
Labor	\$211.06	Sublet	\$264.46
Part	\$0.00	Total Paid	\$475.52

Dealer Information

Code	42885	Name	SECURITY DODGE	Zone	
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	08200522	Park assist ; Sensor-One or All-Front Park Assist	58	INTERNAL DEFECT	05163739AB	PAINT	1		16.65	\$211.06
A	08200522	Park assist ; Sensor-One or All-Front Park Assist	58	INTERNAL DEFECT	5XG31TZZAA	SENSOR	1	X	227.72	\$211.06
A	08200522	Park assist ; Sensor-One or All-Front Park Assist	58	INTERNAL DEFECT	68163849AB	ANTIFREEZ	1		20.09	\$211.06

Customer Concern:

(Perform DTC Inspection) RU PHEV HYBRID CONTROL PROCESSOR HCP AND AUXILIA (RRT 5) RU PHEV POWERTRAIN CONTROL MODULE PCM UPDATES (RRT 4) CUSTOMER STATES PHEV BATTERY CAUSING VEHICLE TO STALL (General Concern 1) PERFORM COURTESY MULTIPOINT INSPECTION.

Cause:

NA

Correction:

PERFORM RRT UPDATE HCP AND AHCP MODULES UPDATE PCM SOFTWARE AS PER RRT CHECK FOR VEHICLE STALLING SCAN WITH WI TECH FOUND MULTIPLE CODES IN MULTIPLE MODULES, CLEAR CODES, CHARGE HYBRID BATTERY, ROAD TEST CODES RETURNED FOR PTS, HCP, TRACE CODE FOR PTS MODULE FOUND FRONT SENSOR 5 INTERNALLY SHORTED. VEHICLE WAS HIT IN FRONT BUMPER, REMOVE FRONT BUMPER REPLACE SENSOR 5 (HAD TO PAINT SENSOR) SENSOR DOES NOT SIT IN PLACE PROPERLY BECAUSE OF BUMPER DAMAGE BUT THE SENSOR IS NOW WORKING, GO THROUGH DIAG FOR HCP, (P2BE0-00, P2B28-00.) FOUND COOLANT LEVEL LOW FRO HYBRID BATTERY, PERFORM TEST, NO LEAKS TOP OFF COOLANT LEVEL. RE TEST, NO CODES RETURNED. COMPLETED MULTIPOINT INSPECTION.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	A85609	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	11,622
Expense			
Labor	\$135.69	Sublet	\$0.00
Part	\$0.00	Total Paid	\$135.69

Dealer Information

Code	42885	Name	SECURITY DODGE	Zone	
Address					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	181906AA	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	RF							\$45.23
A	1819869H	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Reprogram	RF							\$90.46

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID PINNACLE
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	292271	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	14,068
Expense			
Labor	\$54.96	Sublet	\$0.00
Part	\$0.00	Total Paid	\$54.96

Dealer Information

Code	68833	Name	
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$54.96

Customer Concern:

INSPECTION...4X4 CHRYSLER PRE-OWNED VEHICLE INSPECTION OIL AND FILTER CHANGE WITH UP TO 5 QTS OF SYNTHETIC BLEND MOTOR OIL. INSTALL WYNNSPOKIT-A/WYNNSPOKIT-B INTO PREOWNED VEHICLE AT TIME OF INSPECTION PERFORM CAMPAIGN # Y50 REPROGRAMMED PLGM SOFTWARE PERFORM RRT 21-062 INSPECT AND PROGRAM HCP/AHCP SOFTWARE PERFORM RRT 21-063 INSPECT AND PROGRAM PCM SOFTWARE

Cause:

MECHANICAL STANDARDS ADDED COOLANT, ENGINE, FUEL AND TRANS/CVT CONDITIONER FLUID TREATMENTS PERF REQUIRED UPDATE PERF REQUIRED UPDATE

Correction:

COMPLETE COMPLETED COMPLETED COMPLETED Customer Satisfaction Notification Y50 - Power Liftgate - REPROGRAM Module, Power Inverter (PIM) - Reprogram Processor, Hybrid INSPECT AND PROGRAM HCP/AHCP SOFTWARE Module, Powertrain Control (PCM) - Reprogram Module, INSPECT AND PROGRAM PCM SOFTWARE

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 -	PACIFICA HYBRID PINNACLE
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	992271	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	14,068
Expense			
Labor	\$146.56	Sublet	\$0.00
Part	\$0.00	Total Paid	\$146.56

Dealer Information

Code	68833	Name	
Address			

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							\$54.96
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$91.60

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN				Body	RUET53 -	PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code		561

Claim Information

Claim #	124928	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	14,046
Expense			
Labor	\$929.66	Sublet	\$8,145.74
Part	\$0.00	Total Paid	\$9,075.40

Dealer Information

Code	45495	Name	WESTGATE	JEEP					
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	07FF0150	Coolant, Engine ; Drain and fill			68490840AA	.8MM PART	1	X	8145.74	\$37.69
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	8145.74	\$891.97

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED	
Build Date		Plant	WINDSOR ASSEMBLY PLANT		Coverage Code	561

Claim Information

Claim #	010085	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	9,415
Expense			
Labor	\$315.27	Sublet	\$867.33
Part	\$0.00	Total Paid	\$1,182.60

Dealer Information

Code	23566	Name		AUTO CENTER			
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	07130104	Electric heater ; Heater, electric coolant - PHEV	58	INTERNAL DEFECT	68237427AG	HEATER	1	X	809.90	\$275.86
A	07130104	Electric heater ; Heater, electric coolant - PHEV	58	INTERNAL DEFECT	68163848AB	ANTIFREEZ	2		57.43	\$275.86
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68237427AG	HEATER	1	X	809.90	\$39.41
A	08000101	Power down 12 volt system ; Power Down - 12 Volt Hybrid vehicle - PHEV			68163848AB	ANTIFREEZ	2		57.43	\$39.41

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN	■■■■■ - ■■■■	Year	■■■	Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date	■■■■■	Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	002168	In Service Date	■■■■■
Claim Type	W - Warranty	Repair Date	■■■■■
Claim Status	Paid	Mileage	10,415

Expense

Labor	\$213.15	Sublet	\$207.32	Part	\$0.00	Total Paid	\$420.47
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Dealer Information

Code	44781	Name	■■■■■ ■■■■■ ■■■■■ ■■■■■ ■■■■■
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	21252404	Oil cooler/condenser ; Cooler	71	OIL LEAK	05192374AC	EXCHANGER	1	X	207.32	\$213.15

Customer Concern:

MOPAR EXPRESS LANE INSPECTION MISC REPAIRS

Cause:

Found trans cooler leaking coolant

Correction:

21252404 - 21252404

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	196041	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	1,385
Expense			
Labor	\$30.66	Sublet	\$0.00
Part	\$0.00	Total Paid	\$30.66

Dealer Information

Code	68461	Name	JEEP INC
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$30.66

Customer Concern:

RECALL Y50/POWER LIFTGATE

Cause:

NA

Correction:

COMPLETED

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN				Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	694007	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	14,280
Expense			
Labor	\$103.62	Sublet	\$0.00
Part	\$0.00	Total Paid	\$103.62

Dealer Information

Code	67935	Name	MICK'S NORTH HILLS CHRY-JEEP INC
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	18Y25182	Customer Satisfaction Notification Y25 - Radio Software Update ; Inspect and Reprogram Radio Software	UC	UNCODABLE (NARRATIVE REQUIRED)						\$64.76
B	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$38.86

Customer Concern:

Recall / CSN 1 [Customer Satisfaction Notification Y25 - Radio Software Update **] Recall / CSN 2 [Customer Satisfaction Notification Y50 - Power Liftgate **] RRT 2 [RRT 21-062 ■■■ RU PHEV HCP AND AHCP UPDATE **] RRT 1 [RRT 21-063 ■■■ RU PHEV PCM UPDATE **] Moved to: 3694007C Line: A General Concern #1 [FRONT BRAKES WERE SQUEAKY FOR A WHILE, CHECK BRAKES]

Cause:

NA

Correction:

Customer Satisfaction Notification Y25 - Radio Software Update - Reprogram Inspect and Reprogram Radio Software (0 - Low Skilled) Customer Satisfaction Notification Y50 - Power Liftgate - Reprogram Reprogram Power Liftgate Module (PLGM) (0 - Low Skilled) Module, Power Inverter (PIM) - Inspect Processor, Hybrid Control(HCP/AHCP) - Inspect Software Level (0 - Low Skilled) Module, Powertrain Control (PCM) - ReprogramModule, Powertrain Control (PCM) - Inspect and Reprogram (0 - Low Skilled) Moved to: 3694007C Line: A DO NOT USE SRO FOUND SOME BRAKE DUST ON FRONT BRAKES, CLEANED BRAKES GO

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	694007	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	14,280
Expense			
Labor	\$64.75	Sublet	\$0.00
Part	\$0.00	Total Paid	\$64.76

Dealer Information

Code	67935	Name	MICK'S NORTH HILLS CHRY-JEEP INC
Address			

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	CC	SENDING UNITS/SENSORS						\$38.86
A	1819869U	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect Software Level	CC	SENDING UNITS/SENSORS						\$25.90

Customer Concern:

Recall / CSN 1 [Customer Satisfaction Notification Y25 - Radio Software Update **] Recall / CSN 2 [Customer Satisfaction Notification Y50 - Power Liftgate **] RRT 2 [RRT 21-062 ■■■ RU PHEV HCP AND AHCP UPDATE **] RRT 1 [RRT 21-063 ■■■ RU PHEV PCM UPDATE **] Moved to: 3694007C Line: A General Concern #1 [FRONT BRAKES WERE SQUEAKY FOR A WHILE, CHECK BRAKES]

Cause:

NA

Correction:

Customer Satisfaction Notification Y25 - Radio Software Update - Reprogram Inspect and Reprogram Radio Software (0 - Low Skilled) Customer Satisfaction Notification Y50 - Power Liftgate - Reprogram Reprogram Power Liftgate Module (PLGM) (0 - Low Skilled) Module, Power Inverter (PIM) - Inspect Processor, Hybrid Control(HCP/AHCP) - Inspect Software Level (0 - Low Skilled) Module, Powertrain Control (PCM) - ReprogramModule, Powertrain Control (PCM) - Inspect and Reprogram (0 - Low Skilled) Moved to: 3694007C Line: A DO NOT USE SRO FOUND SOME BRAKE DUST ON FRONT BRAKES, CLEANED BRAKES GO

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	PREPNV	In Service Date	
Claim Type	K - Road Ready (PREPNV)	Repair Date	
Claim Status	Paid	Mileage	0
Expense			
Labor	\$224.02	Sublet	\$0.00
Part	\$0.00	Total Paid	\$224.02

Dealer Information

Code	44372	Name	TAYLOR CHRYSLER DODGE INC
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		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$168.02
A		Road Ready ; Road Test								\$28.00
A		Road Ready ; Surround View Camera								\$14.00
A		Road Ready ; Uconnect Theater DVD/Blu-ray								\$14.00

Customer Concern:

NA

Cause:

NA

Correction:

NA

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID PINNACLE	
Build Date		Plant	WINDSOR ASSEMBLY PLANT		Coverage Code	561

Claim Information

Claim #	103585	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	16,939
Expense			
Labor	\$35.63	Sublet	\$0.00
Part	\$0.00	Total Paid	\$35.63

Dealer Information

Code	45834	Name		Zone	63	DALLAS
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	181906EC	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect s/w Level	RF							\$35.63

Customer Concern:

NA

Cause:

NA

Correction:

16939 PERFORMED RRT 21-063. INSPECTED ONLY. 16939 PERFORMED RECALL Y25, UPDATED RADIO TO SOFTWARE LEVEL17.89. 16939 27P 16939 ORDERED TBM2 (TELEMATICS BOX MODULE)

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID PINNACLE		
Build Date		Plant	WINDSOR ASSEMBLY PLANT		Coverage Code	561	

Claim Information

Claim #	103585	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	16,939
Expense			
Labor	\$89.08	Sublet	\$0.00
Part	\$0.00	Total Paid	\$89.08

Dealer Information

Code	45834	Name		Zone	63	DALLAS
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	18Y25182	Customer Satisfaction Notification Y25 - Radio Software Update ; Inspect and Reprogram Radio Software	UC	UNCODABLE (NARRATIVE REQUIRED)						\$89.08

Customer Concern:

NA

Cause:

NA

Correction:

16939 PERFORMED RRT 21-063. INSPECTED ONLY. 16939 PERFORMED RECALL Y25, UPDATED RADIO TO SOFTWARE LEVEL17.89. 16939 27P 16939 ORDERED TBM2 (TELEMATICS BOX MODULE)

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	344773	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage	8,444
Expense			
Labor	\$41.99	Sublet	\$0.00
Part	\$0.00	Total Paid	\$41.99

Dealer Information

Code	45523	Name	BROWNING	RAM
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	18Y50182	Customer Satisfaction Notification Y50 - Power Liftgate ; Reprogram Power Liftgate Module (PLGM)	UC	UNCODABLE (NARRATIVE REQUIRED)						\$41.99

Customer Concern:

Moved to: 344773C Line: A Moved to: 344773C Line: B Moved to: 344773C Line: C Moved to: 344773C Line: D Recall / CSN 1 [Recall CSN 1 ** Y50 - RU Power Liftgate] RRT 2 [RRT RU PHEV HCP AND AHCP UPDATE **] RRT 1 [RRT RU PHEV PCM UPDATE **] Flash Software 4 [Software Flash for AHCP **] Flash Software 3 [Software Flash for HCP **] Flash Software 1 [Software Flash for PCM **] Flash Software 2 [Software Flash for PLGM **] Multi-point inspection Car Wash Check Tire Pressure Replace synthetic engine oil and filter [5qt. 0W20]

Cause:

FFFFFFFF.

Correction:

Moved to: 344773C Line: A SPLIT RO Moved to: 344773C Line: B SPLIT RO Moved to: 344773C Line: C SPLIT RO Moved to: 344773C Line: D SPLIT RO 8444 30 Reprogram the PLGM08466171AF 68466171AI Recall / CSN 1 RECALL 8444 9V 50 FLASH HCP 05185116AF05185116AH RRT 2 COMPLETE OPEN RRT1 8444 06-ED 30 FLASH PCM 68499122AD68499122AE RRT 1 COMPLETE OPEN RRT1 Flash Software 4 SOFTWARE FLASH Flash Software 3 SOFTWARE FLASH Flash Software 1 SOFTWARE FLASH Flash Software 2 SOFTWARE FLASH Multi-point inspection PERFORM VEHICLE MULTI-POINT INSPECTION, SEE ATTACHED INSPECTION SHEET FOR DETAILS. Car Wash Complementary car wash 8444 SET 36 Check Tire Pressure CHECK, INFLATE AND RECORDEACH TIRE TO THE VEHICLEMANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING. 8444 30 REPLACED OIL AN OIL FILTER Replace synthetic engine oil and filter [5qt. 0W20] PERFORM SYNTHETIC ENGINE OIL AND FILTER CHANGE. LUBE CHASSIS IF APPLICABLE AND RESET OIL CHANGE REMINDER LIGHT. INSTALL NEW LUBE STICKER ON WINDSHIELD.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	344773	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	8,444
Expense			
Labor	\$111.97	Sublet	\$0.00
Part	\$0.00	Total Paid	\$111.97

Dealer Information

Code	45523	Name	BROWNING
Address			

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							\$41.99
A	1819869V	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$69.98

Customer Concern:

Moved to: 344773C Line: A Moved to: 344773C Line: B Moved to: 344773C Line: C Moved to: 344773C Line: D Recall / CSN 1 [Recall CSN 1 ** Y50 - RU Power Liftgate] RRT 2 [RRT RU PHEV HCP AND AHCP UPDATE **] RRT 1 [RRT RU PHEV PCM UPDATE **] Flash Software 4 [Software Flash for AHCP **] Flash Software 3 [Software Flash for HCP **] Flash Software 1 [Software Flash for PCM **] Flash Software 2 [Software Flash for PLGM **] Multi-point inspection Car Wash Check Tire Pressure Replace synthetic engine oil and filter [5qt. 0W20]

Cause:

FFFFFFFF.

Correction:

Moved to: 344773C Line: A SPLIT RO Moved to: 344773C Line: B SPLIT RO Moved to: 344773C Line: C SPLIT RO Moved to: 344773C Line: D SPLIT RO 8444 30 Reprogram the PLGM68466171AF 68466171AI Recall / CSN 1 RECALL 8444 FLASH HCP 05185116AF05185116AH RRT 2 COMPLETE OPEN RRT1 8444 30 FLASH PCM 68499122AD68499122AE RRT 1 COMPLETE OPEN RRT1 Flash Software 4 SOFTWARE FLASH Flash Software 3 SOFTWARE FLASH Flash Software 1 SOFTWARE FLASH Flash Software 2 SOFTWARE FLASH Multi-point inspection PERFORM VEHICLE MULTI-POINT INSPECTION, SEE ATTACHED INSPECTION SHEET FOR DETAILS. Car Wash Complementary car wash 8444 SET 36 Check Tire Pressure CHECK, INFLATE AND RECORDEACH TIRE TO THE VEHICLEMANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING. 8444 30 REPLACED OIL AN OIL FILTER Replace synthetic engine oil and filter [5qt. 0W20] PERFORM SYNTHETIC ENGINE OIL AND FILTER CHANGE. LUBE CHASSIS IF APPLICABLE AND RESET OIL CHANGE REMINDER LIGHT. INSTALL NEW LUBE STICKER ON WINDSHIELD.

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	057082	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	12,293
Expense			
Labor	\$82.55	Sublet	\$0.00
Part	\$0.00	Total Paid	\$82.55

Dealer Information

Code		Name	
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	85411001	Engine Driveability, Trouble Not Found ; Driveability	OD							\$82.55

Customer Concern:

Replace synthetic engine oil and filter [5qt. 0W20] Indicator/Warning Lights - Check engine light on [CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE] CHECK AND ADJUST TIRE PRESSURE TO FACTORY SPECIFICATIONS PER ARB REGULATION 17 ADC 95550 PERFORM COMPLEMENTARY MULTI-POINT INSPECTION - COPY PROVIDED UPON REQUEST----My signature below authorizes you to communicate with me by text / SMS message..

Cause:

MAINT COULD NOT DUPLICATE/VERIFY CUSTOMER CONCERN AT THIS TIME, FOUND NO SOFTWARE UPDATES, NO RECALLS & NODTCS AVAILABLE AT THIS TIME, VERIFIED TRANSMISSION FLUID LEVEL CORRECTLY FILLED & ADJUSTED AS NEEDED, MUST PERFORM QUICK LEARN W/ DRIVE LEARN ADAPTATION IN AN ATTEMPT TO DUPLICATE/VERIFY CUSTOMER CONCERN. MAINT MAINT

Correction:

12303 MAINT CP 30 PERFORMED LUBE OIL & FILTER SERVICE PER CUSTOMER REQUEST. Replace synthetic engine oil and filter [5qt. 0W20] PERFORM SYNTHETIC LUBE OIL FILTER SERVICE 12303 COULD NOT DUPLICATE/VERIFY CUSTOMER CONCERN AT THIS TIME, FOUND NO SOFTWARE UPDATES, NO RECALLS & NO DTCS AVAILABLE AT THIS TIME, VERIFIED TRANSMISSION FLUID LEVEL CORRECTLY FILLED & ADJUSTED AS NEEDED, MUST PERFORM QUICK LEARN W/ DRIVE LEARN ADAPTATION IN AN ATTEMPT TO DUPLICATE/VERIFY CUSTOMER CONCERN. W 50 PERFORMED ETC RE-LEARN W/ QUICK LEARN PROCEDURE & DRIVE LEARN ADAPTATION PROCEDURE FOR OPTIMAL SHIFT QUALITY, PERFORMED ROAD TEST IN AN ATTEMPT TO DUPLICATE/VERIFY CUSTOMER CONCERN, COULD NOT DUPLICATE/VERIFY CUSTOMER CONCERN AT THIS TIME, NO REPAIRS PERFORMED/NECESSARY AT THIS TIME, VEHICLE IS OPERATING AS PER DESIGN. Indicator/Warning Lights - Check engine light on [CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE] CUSTOMER REQUEST PERFORM CHECK ENG./WARNING LAMP ON DIAGNOSTIC (DTC). 12303 MAINT CP 0 RR 36 RF 36 LR 36 LF 36 PSI CHECK AND ADJUST TIRE PRESSURE TO FACTORY SPECIFICATIONS PER ARB REGULATION 17 ADC 95550 CHECK AND ADJUST TIRE PRESSURE TO FACTORY SPECIFICATIONS PER ARB REGULATION 17 ADC 95550 12303 MAINT CP 0 PERFORMED VISUAL INSPECTION PER CUSTOMER

Technical Notes:

NA

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUES53 - CHRYSLER PACIFICA HYBRID PINNACLE
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	228680	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	11,042
Expense			
Labor	\$419.09	Sublet	\$1,472.88
Part	\$0.00	Total Paid	\$1,891.98

Dealer Information

Code	45603	Name	JEEP
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	08080110	Battery ; All Others	B4	BATTERY FAILED TEST	BBH6A001AA	BATTERY	1	X	324.79	\$81.11
D	08890102	TIPM totally integrated power module/PDC power distribution center ; Module	UC	UNCODABLE (NARRATIVE REQUIRED)	68491073AA	PDC	1	X	415.43	\$54.08
E	08830101	Module, auxiliary/accessory power - APM ; PHEV - DC to DC converter (300V to 12V) APM	UC	UNCODABLE (NARRATIVE REQUIRED)	68372561AD	CONVERTER	1	X	732.66	\$175.75
C	181906ED	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$40.56
B	1819869V	Module, Power Inverter (PiM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$67.60

Customer Concern:

Multi-point inspection (according to maintenance interval) TCA Full Synthetic Oil Change and Tire Rotation. TCA Plan (3 services @ \$55.00 each) Valid for 1 year from date of purchase CUSTOMER STATES THE VEHICLE SHOWED A RED TURTLE AND THEN WOULD NOT TURN ON. NO POWER AT ALL. WILL NOT JUMP Recall / CSN 1 [Customer Satisfaction Notification Y50 - Power Liftgate **] RRT 4 [RRT 21- RU PHEV HCP AND AHCP UPDATE **] RRT 2 [RRT RU PHEV PCM UPDATE **] Check for Open Recalls, Open Recall Identified, Customer Authorized work to be performed UPON INSPECTION FOUND PDC SHORTED OUT UPON INSPECTION FOUND VOLTAGE CONVERTER SHORTED UPON INSPECTION FOUND BIG FUSE POPPED

Cause:

Correction:

11000 WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE PRESSURES AND YOUR BRAKE LINING THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLE'S APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION. Multi-point inspection (according to maintenance interval) Multi Point Inspection 11000 RAISE VEHICLE ON LIFT, OR UTILIZE DRIVE-OVER PIT FACILITY. PERFORM VISUAL INSPECTION OF COMPONENTS UNDER THE VEHICLE, LUBE WHEN APPLICABLE. DRAIN ENGINE OIL, REMOVE AND REPLACE ENGINE OIL FILTER ASSEMBLY OR CARTRIDGE. RE-INSTALL DRAIN PLUG, CLEAN AND WIPE AFFECTED AREA, CHECK ALL UNDERVEHICLE FLUID LEVELS WHERE APPLICABLE. REFILL ENGINE OIL TO PROPER LEVEL AND RECHECK. PERFORM VISUAL INSPECTION OF UNDER HOOD COMPONENTS, REFILL FLUID LEVELS WHERE APPLICABLE. PERFORM TIRE ROTATION, CHECK TIRE PRESSURES AND SET TO PROPER LEVEL ACCORDING TO TIRE AND OR MANUFACTURER. TCA Full Synthetic Oil Change and Tire Rotation. TCA Plan (3 services @ \$55.00 each) Valid for 1 year from date of purchase TCA Maint Plan 3/55 TCA Plan (3 services @ \$55.00 each) Valid for 1 year from date of purchase MISC. SHOP CHA

Technical Notes:

FOUND PDC SHORTED OUT AUTHORIZATION FOUND FOR ADD-ON REPAIR, PLEASE REMOVE CONDITION 4 & 5. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT: DN450 (INCLUDE VIN & CONCERN) FOUND VOLTAGE SHORTED ION

Warranty Claim Report

Vehicle Information

VIN		Year		Body	RUET53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #	035825	In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage	7,562
Expense			
Labor	\$40.97	Sublet	\$0.00
Part	\$0.00	Total Paid	\$40.97

Dealer Information

Code	
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	85416D01	Hands Free Mobile (HFM), Trouble Not Found	OD							\$40.97

Customer Concern:

Sirius XM Wi-Fi Free Trial Replace synthetic engine oil and filter [5qt. 0W20] [\$49.95] Multi-point inspection (according to maintenance interval) State Inspection [Free coupon] General Concern [Customer states there is a message hands free sliding door sensors blocked wash underneath the car, check and advise]

Cause:

Correction:

Sirius XM Wi-Fi Free Trial FREE TRIAL Replace synthetic engine oil and filter [5qt. 0W20] [\$49.95] LABOR DISCOUNT PARTS DISCOUNT PERFORM SYNTHETIC OIL AND FILTER CHANGE MISC. SHOP CHARGES MISC. SHOP CHARGES Multi-point inspection (according to maintenance interval) COMPLIMENTARY MULTI POINT INSPECTION State Inspection [Free coupon] FREE VA INSPECTION STATE INSPECTION MISC. SHOP CHARGES 7562 PERFORM TEMPORARY FIX PER STAR CaseNumber:S2123000005Rev A BETTER FIX COMING General Concern [Customer states there is a message hands free sliding door sensors blocked wash underneath the car, check and advise]

Technical Notes:

NA