

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 12/16/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 03/01/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/06/2022 |
| Claim Status | Paid         | Mileage         | 20,803     |

|         |          |        |        |      |        |            |          |
|---------|----------|--------|--------|------|--------|------------|----------|
| Expense |          |        |        |      |        |            |          |
| Labor   | \$134.90 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$134.90 |

|         |                                    |      |                              |      |    |             |
|---------|------------------------------------|------|------------------------------|------|----|-------------|
| Code    | 64302                              | Name | CENTRAL VALLEY CHRYSLER JEEP | Zone | 71 | LOS ANGELES |
| Address | 4460 N MCHENRY , MODESTO, CA 95356 |      |                              |      |    |             |

| 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 | ML           | CHECK ENGINE/SERVICE ENGINE SO |             |           |               |             |              | \$134.90    |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 12/16/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 03/01/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/06/2022 |
| Claim Status | Paid         | Mileage         | 20,803     |

|         |         |        |        |      |        |            |         |
|---------|---------|--------|--------|------|--------|------------|---------|
| Expense |         |        |        |      |        |            |         |
| Labor   | \$74.95 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$74.95 |

|         |                                    |      |                              |      |    |             |
|---------|------------------------------------|------|------------------------------|------|----|-------------|
| Code    | 64302                              | Name | CENTRAL VALLEY CHRYSLER JEEP | Zone | 71 | LOS ANGELES |
| Address | 4460 N MCHENRY , MODESTO, CA 95356 |      |                              |      |    |             |

| Condition Code | LOP      | LOP Desc                                                                                                      | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 18809596 | Module, Adaptive Cruise Control ; Module, Adaptive Cruise Control - Reprogram and Perform Calibration Routine | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$74.95     |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/03/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 02/16/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/06/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 11,095     |

### Expense

|              |          |               |        |             |        |                   |          |
|--------------|----------|---------------|--------|-------------|--------|-------------------|----------|
| <b>Labor</b> | \$411.26 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$411.26 |
|--------------|----------|---------------|--------|-------------|--------|-------------------|----------|

|                |       |             |  |             |    |         |
|----------------|-------|-------------|--|-------------|----|---------|
| <b>Code</b>    | 45713 | <b>Name</b> |  | <b>Zone</b> | 66 | ORLANDO |
| <b>Address</b> |       |             |  |             |    |         |

| Condition Code | LOP      | LOP Desc                                      | Failure Code | Failure Desc                   | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-----------------------------------------------|--------------|--------------------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 0894TKG2 | Engine/Transmission/Powertrain Control Module | ML           | CHECK ENGINE/SERVICE ENGINE SO |             |           |               |             |              | \$411.26    |

### Customer Concern:

SUGGESTED SERVICE FROM FCA SUGGESTED SERVICE FROM FCA

### Cause:

star case loose pins at the Power

### Correction:

0894TKG2 - 0894TKG2

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 08/06/2021 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 09/20/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/08/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 9,973      |

|                |  |          |               |         |             |        |                   |          |
|----------------|--|----------|---------------|---------|-------------|--------|-------------------|----------|
| <b>Expense</b> |  |          |               |         |             |        |                   |          |
| <b>Labor</b>   |  | \$133.16 | <b>Sublet</b> | \$61.01 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$194.17 |

|                |       |             |  |             |    |         |
|----------------|-------|-------------|--|-------------|----|---------|
| <b>Code</b>    | 45743 | <b>Name</b> |  | <b>Zone</b> | 66 | ORLANDO |
| <b>Address</b> |       |             |  |             |    |         |

| Condition Code | LOP      | LOP Desc                                                                | Failure Code | Failure Desc        | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-------------------------------------------------------------------------|--------------|---------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08198212 | Module, power inverter (PIM) ; Coolant Inlet/Outlet Connector(s) - PHEV | DT           | NO RESPONSE-DRB/MDS | 68321746AA  | CAN BUSS  | 1             | X           | 61.01        | \$133.16    |

#### Customer Concern:

Customer States CHECK ENGINE LIGHT IS ON MULTI CODE STORED A ND ACRADIOWIPERS LIGHTS ARE STAYING ON WITH VAN OFF (Check E ngine Light)

#### Cause:

CONFIRMED LIGHT FOUND MULTIPLE LOST COMM DTC,FOUND MODULES G GO THRU GLAVE BOX D2599D IP HARNESS,TESTED CONNECTOR

#### Correction:

REPLACE CONNECTOR TEST DRIVE 5 MILES DTC DID NOT RETURN

#### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 11/19/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 04/20/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/08/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 8,656      |

|                |         |               |          |             |        |                   |          |
|----------------|---------|---------------|----------|-------------|--------|-------------------|----------|
| <b>Expense</b> |         |               |          |             |        |                   |          |
| <b>Labor</b>   | \$88.05 | <b>Sublet</b> | \$827.49 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$915.54 |

|                |                                               |             |                           |             |    |         |
|----------------|-----------------------------------------------|-------------|---------------------------|-------------|----|---------|
| <b>Code</b>    |                                               | <b>Name</b> | TAYLOR CHRYSLER DODGE INC | <b>Zone</b> | 51 | CHICAGO |
| <b>Address</b> | 1497 N STATE ROUTE 50 , BOURBONNAIS, IL 60914 |             |                           |             |    |         |

| Condition Code | LOP      | LOP Desc                     | Failure Code | Failure Desc         | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|------------------------------|--------------|----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08199101 | Module,video router          | 14           | BURNED OR BURNED OUT | 68493702AD  | RADIO     | 1             | X           | 827.49       | \$58.70     |
| A              | 851STATE | Supplemental Labor Allowance |              |                      | 68493702AD  | RADIO     | 1             | X           | 827.49       | \$29.35     |

#### Customer Concern:

NA

#### Cause:

NA

#### Correction:

NA

#### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 11/19/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 04/20/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/08/2022 |
| Claim Status | Paid         | Mileage         | 8,656      |

|         |          |        |        |      |        |            |          |
|---------|----------|--------|--------|------|--------|------------|----------|
| Expense |          |        |        |      |        |            |          |
| Labor   | \$190.76 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$190.76 |

|         |                                               |      |                           |      |    |         |
|---------|-----------------------------------------------|------|---------------------------|------|----|---------|
| Code    | 44372                                         | Name | TAYLOR CHRYSLER DODGE INC | Zone | 51 | CHICAGO |
| Address | 1497 N STATE ROUTE 50 , BOURBONNAIS, IL 60914 |      |                           |      |    |         |

| Condition Code | LOP      | LOP Desc                                                                                    | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 181986AC | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$44.02     |
| B              | 1819879H | Battery Pack Control Module ; Module, Battery Pack Control Module (BPCM) - Reprogram        | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$44.02     |
| C              | 186002DU | Radio ; Module, Display Screen (DSM) - Reprogram                                            | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$29.35     |
| A              | 851STATE | Supplemental Labor Allowance                                                                |              |                       |             |           |               |             |              | \$29.35     |
| B              | 851STATE | Supplemental Labor Allowance                                                                |              |                       |             |           |               |             |              | \$29.35     |
| C              | 851STATE | Supplemental Labor Allowance                                                                |              |                       |             |           |               |             |              | \$14.67     |

### Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [hybrid but mainly using gas] BATTERY DEAD General Concern #2 [WHEN USING BACKSEAT SCREENS, AS SOON AS THEY PUSH TO OPEN AN APP THE SCREEN, CUSTOMER HAS TO TURN CAR OFF AND BACK ON TO RESET ISSUE] Radio/Nav/Telematics Concern [RATTLING COMING FROM SPEAKER IN LEFT FRONT DOOR]

### Cause:

BATTERY DEAD STAR SPEAKER

### Correction:

Multi-point inspection (according to maintenance interval) 8656 BATTERY DEAD FOUND HYBRID BATTERY AT 1%. FOUND 12 VOLT BATTERY AT 9.1 VOLTS. SCANNED FOR CODES, NUMEROUS LOW VOLTAGE CODES. CHARGED BATTERIES SUCCESSFULLY. CLEARED CODES. FOUND ESSENTIAL SOFTWARE UPDATES FOR HCP AND BPCM. THESE UPDATES HAVE ENHANCED MANETS FOR HYBRID MODE, AND CODE CORRECTIONS. FLASHED HCP AND BPCM. NO FURTHER FAULT CODES AFTER SOFTWARE UPDATES. ALL SYSTEMS OPERATING AS DESIGNED. Module, Power Inverter (PIM) - Reprogram Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram (0 - Low Skilled) Battery Pack Control Module - Reprogram Module, Battery Pack Control Module (BPCM) - Reprogram (0 - Low Skilled) STATE LABOR ALLOWANCE [TATE LABOR ALLOWANCE] 8656 STAR VERIFIED CONCERN. SCANNED FOR CODES, NO CODES. FOUND DISPLAY MODULE UPDATE FOR SCREEN IN OP OR FROZEN. UPDATED DSM, NO CHANGE. WHEN OPENING APP ON BACKSEAT VIDEO SCREENS, SCREENS BLACK OUT. CONTACTED STAR. STAR ASKED FOR BATTERY STATE OF CHARGE, AND TO FOLLOW TSB 08-018-21 REV A, SAID TO UPDATE VRM. I TOLD STAR THERE'S NO UPDATE AVAILABLE. STAR ADVISED TO REPLACE VRM. I REPLACED VRM AND PROGRAMMED IT. TESTED REAR SEAT VIDEO SCREENS WORK CORRECTLY WHEN OPENING APPS. ALL SYSTEMS OPERATING AS DESIGNED. Radio - Reprogram Module, Display Screen (DSM) - Reprogram (0 - Low Skilled) VIDEO ROUTER MODULE STATE LABOR ALLOWANCE [VIDEO ROUTER MODULE TATE LABOR ALLOWANCE] 8656 SPEAKER VERIFIED, ORDERED SPEAKER PARTS ORDERED / CUSTOMER WILL BE NOTIFIED WHEN PARTS COME IN

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2020                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 08/13/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 12/08/2020 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/08/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 13,761     |

|                |            |               |            |             |          |                   |             |
|----------------|------------|---------------|------------|-------------|----------|-------------------|-------------|
| <b>Expense</b> |            |               |            |             |          |                   |             |
| <b>Labor</b>   | \$1,966.57 | <b>Sublet</b> | \$8,043.44 | <b>Part</b> | \$160.00 | <b>Total Paid</b> | \$10,170.01 |

|                |                                                |             |                  |             |    |         |
|----------------|------------------------------------------------|-------------|------------------|-------------|----|---------|
| <b>Code</b>    | 45126                                          | <b>Name</b> | PARK PLAZA DODGE | <b>Zone</b> | 51 | CHICAGO |
| <b>Address</b> | 7911 W. ROOSEVELT ROAD , FOREST PARK, IL 60130 |             |                  |             |    |         |

| 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           | 7682.50      | \$42.44     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68272788AA  | GASKET    | 1             |             | 7.44         | \$42.44     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68163849AB  | ANTIFREEZ | 2             |             | 36.75        | \$42.44     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | BBH6A001AA  | BATTERY   | 1             |             | 316.75       | \$42.44     |
| A              | 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           | 7682.50      | \$1,004.51  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68272788AA  | GASKET    | 1             |             | 7.44         | \$1,004.51  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68163849AB  | ANTIFREEZ | 2             |             | 36.75        | \$1,004.51  |
| 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             |             | 316.75       | \$1,004.51  |
| A              | 851STATE | Supplemental Labor Allowance                                                                                         |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7682.50      | \$523.48    |
| A              | 851STATE | Supplemental Labor Allowance                                                                                         |              |                                | 68272788AA  | GASKET    | 1             |             | 7.44         | \$523.48    |
| A              | 851STATE | Supplemental Labor Allowance                                                                                         |              |                                | 68163849AB  | ANTIFREEZ | 2             |             | 36.75        | \$523.48    |
| A              | 851STATE | Supplemental Labor Allowance                                                                                         |              |                                | BBH6A001AA  | BATTERY   | 1             |             | 316.75       | \$523.48    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7682.50      | \$282.96    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68272788AA  | GASKET    | 1             |             | 7.44         | \$282.96    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68163849AB  | ANTIFREEZ | 2             |             | 36.75        | \$282.96    |

|   |          |                                                                                                            |  |  |            |           |   |   |         |          |
|---|----------|------------------------------------------------------------------------------------------------------------|--|--|------------|-----------|---|---|---------|----------|
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |  |  | BBH6A001AA | BATTERY   | 1 |   | 316.75  | \$282.96 |
| A | 85700001 | Digital Imaging ; Process time                                                                             |  |  | 68490840AB | .8MM PART | 1 | X | 7682.50 | \$113.18 |
| A | 85700001 | Digital Imaging ; Process time                                                                             |  |  | 68272788AA | GASKET    | 1 |   | 7.44    | \$113.18 |
| A | 85700001 | Digital Imaging ; Process time                                                                             |  |  | 68163849AB | ANTIFREEZ | 2 |   | 36.75   | \$113.18 |
| A | 85700001 | Digital Imaging ; Process time                                                                             |  |  | BBH6A001AA | BATTERY   | 1 |   | 316.75  | \$113.18 |
| A | 95400141 | Loaner Car ; Standard Line Vehicles                                                                        |  |  | 68490840AB | .8MM PART | 1 | X | 7682.50 | \$160.00 |
| A | 95400141 | Loaner Car ; Standard Line Vehicles                                                                        |  |  | 68272788AA | GASKET    | 1 |   | 7.44    | \$160.00 |
| A | 95400141 | Loaner Car ; Standard Line Vehicles                                                                        |  |  | 68163849AB | ANTIFREEZ | 2 |   | 36.75   | \$160.00 |
| A | 95400141 | Loaner Car ; Standard Line Vehicles                                                                        |  |  | BBH6A001AA | BATTERY   | 1 |   | 316.75  | \$160.00 |

**Customer Concern:**

NA

**Cause:**

NA

**Correction:**

NA

**Technical Notes:**

NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                             |
|------------|------------|-------|------------------------|---------------|---------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| Build Date | 02/02/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                         |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 04/23/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/09/2022 |
| Claim Status | Paid         | Mileage         | 6,576      |

### Expense

|       |          |        |          |      |          |            |            |
|-------|----------|--------|----------|------|----------|------------|------------|
| Labor | \$567.23 | Sublet | \$957.60 | Part | \$500.00 | Total Paid | \$2,024.83 |
|-------|----------|--------|----------|------|----------|------------|------------|

|         |                                              |      |                    |      |    |         |
|---------|----------------------------------------------|------|--------------------|------|----|---------|
| Code    | 63975                                        | Name | MILOSCH DODGE, INC | Zone | 42 | DETROIT |
| Address | 677 SOUTH LAPEER ROAD , LAKE ORION, MI 48362 |      |                    |      |    |         |

| 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 | 68163848AB  | ANTIFREEZ | 1             |             | 22.56        | \$313.47    |
| A              | 07130104 | Electric heater ; Heater, electric coolant - PHEV                                                          | 14           | BURNED OR BURNED OUT | 68438720AA  | HEATER    | 1             | X           | 935.04       | \$313.47    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                      | 68163848AB  | ANTIFREEZ | 1             |             | 22.56        | \$253.76    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                      | 68438720AA  | HEATER    | 1             | X           | 935.04       | \$253.76    |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                                                                    |              |                      | 68163848AB  | ANTIFREEZ | 1             |             | 22.56        | \$0.00      |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                                                                    |              |                      | 68438720AA  | HEATER    | 1             | X           | 935.04       | \$0.00      |
| A              | 95400142 | Loaner Car ; High Line Vehicles                                                                            |              |                      | 68163848AB  | ANTIFREEZ | 1             |             | 22.56        | \$500.00    |
| A              | 95400142 | Loaner Car ; High Line Vehicles                                                                            |              |                      | 68438720AA  | HEATER    | 1             | X           | 935.04       | \$500.00    |

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

\*\* - PART #68438720AA - SPECIAL D BY BACK ORDERED PART & WORKING WITH STAR CASE #1 THANK YOU

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                               |
|-------------------|------------|--------------|------------------------|----------------------|-----------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2019                   | <b>Body</b>          | RUEP53 - CHRYSLER PACIFICA HYBRID TOURING PLU |
| <b>Build Date</b> | 01/21/2019 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                           |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 04/29/2019 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/09/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 47,177     |

|                |            |               |             |             |          |                   |             |
|----------------|------------|---------------|-------------|-------------|----------|-------------------|-------------|
| <b>Expense</b> |            |               |             |             |          |                   |             |
| <b>Labor</b>   | \$1,306.64 | <b>Sublet</b> | \$12,786.01 | <b>Part</b> | \$525.00 | <b>Total Paid</b> | \$14,617.65 |

|                |                                           |             |                        |             |    |            |
|----------------|-------------------------------------------|-------------|------------------------|-------------|----|------------|
| <b>Code</b>    | 68260                                     | <b>Name</b> | SPIRIT CHRY-DODGE-JEEP | <b>Zone</b> | 35 | WASHINGTON |
| <b>Address</b> | 1945 KINGS HIGHWAY , SWEDESBORO, NJ 08085 |             |                        |             |    |            |

| Condition Code | LOP      | LOP Desc                                                                                                             | Failure Code | Failure Desc                   | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|----------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08198205 | Module, power inverter (PIM) ; PHEV                                                                                  | DT           | NO RESPONSE-DRB/MDS            | 68381781AD  | MODULE    | 1             | X           | 3934.30      | \$0.00      |
| A              | 08198205 | Module, power inverter (PIM) ; PHEV                                                                                  | DT           | NO RESPONSE-DRB/MDS            | 68272788AA  | GASKET    | 1             |             | 7.89         | \$0.00      |
| 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           | 8146.96      | \$918.53    |
| B              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 06503465    | BOLT      | 8             |             | 49.74        | \$918.53    |
| B              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 06511835AA  | BOLT      | 6             |             | 3.34         | \$918.53    |
| 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             |             | 26.91        | \$918.53    |
| B              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 06511822AA  | BOLT      | 4             |             | 28.58        | \$918.53    |
| 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             |             | 25.89        | \$918.53    |
| B              | 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             |             | 3.90         | \$918.53    |
| B              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 06511823AA  | BOLT      | 2             |             | 22.08        | \$918.53    |
| B              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68470042AA  | KIT       | 2             |             | 8.54         | \$918.53    |

|   |          |                                                                                                                      |    |                                |            |           |   |   |         |          |
|---|----------|----------------------------------------------------------------------------------------------------------------------|----|--------------------------------|------------|-----------|---|---|---------|----------|
| B | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML | CHECK ENGINE/SERVICE ENGINE SO | 06509298AA | LOCK NUT  | 2 |   | 25.05   | \$918.53 |
| B | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML | CHECK ENGINE/SERVICE ENGINE SO | 05062472AC | DAMPER    | 1 |   | 174.35  | \$918.53 |
| B | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML | CHECK ENGINE/SERVICE ENGINE SO | 05062478AB | FLYWHEEL  | 1 |   | 328.48  | \$918.53 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68490840AB | .8MM PART | 1 | X | 8146.96 | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06503465   | BOLT      | 8 |   | 49.74   | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06511835AA | BOLT      | 6 |   | 3.34    | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68163848AB | ANTIFREEZ | 1 |   | 26.91   | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06511822AA | BOLT      | 4 |   | 28.58   | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68382486AA | BOLT      | 9 |   | 25.89   | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06503210   | SCREW     | 1 |   | 3.90    | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06511823AA | BOLT      | 2 |   | 22.08   | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68470042AA | KIT       | 2 |   | 8.54    | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06509298AA | LOCK NUT  | 2 |   | 25.05   | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 05062472AC | DAMPER    | 1 |   | 174.35  | \$388.11 |
| B | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 05062478AB | FLYWHEEL  | 1 |   | 328.48  | \$388.11 |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68490840AB | .8MM PART | 1 | X | 8146.96 | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06503465   | BOLT      | 8 |   | 49.74   | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06511835AA | BOLT      | 6 |   | 3.34    | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68163848AB | ANTIFREEZ | 1 |   | 26.91   | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06511822AA | BOLT      | 4 |   | 28.58   | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68382486AA | BOLT      | 9 |   | 25.89   | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06503210   | SCREW     | 1 |   | 3.90    | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06511823AA | BOLT      | 2 |   | 22.08   | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68470042AA | KIT       | 2 |   | 8.54    | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06509298AA | LOCK NUT  | 2 |   | 25.05   | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 05062472AC | DAMPER    | 1 |   | 174.35  | \$0.00   |
| B | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 05062478AB | FLYWHEEL  | 1 |   | 328.48  | \$0.00   |
| B | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 68490840AB | .8MM PART | 1 | X | 8146.96 | \$525.00 |

|   |          |                                 |  |  |            |           |   |  |        |          |
|---|----------|---------------------------------|--|--|------------|-----------|---|--|--------|----------|
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 06503465   | BOLT      | 8 |  | 49.74  | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 06511835AA | BOLT      | 6 |  | 3.34   | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 68163848AB | ANTIFREEZ | 1 |  | 26.91  | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 06511822AA | BOLT      | 4 |  | 28.58  | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 68382486AA | BOLT      | 9 |  | 25.89  | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 06503210   | SCREW     | 1 |  | 3.90   | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 06511823AA | BOLT      | 2 |  | 22.08  | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 68470042AA | KIT       | 2 |  | 8.54   | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 06509298AA | LOCK NUT  | 2 |  | 25.05  | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 05062472AC | DAMPER    | 1 |  | 174.35 | \$525.00 |
| B | 95400142 | Loaner Car ; High Line Vehicles |  |  | 05062478AB | FLYWHEEL  | 1 |  | 328.48 | \$525.00 |

#### Customer Concern:

Customer states check engine light is on vehicle stalls they hear a tapping noise when accelerating (Engine Performance Concern) (Replace synthetic engine oil and filter 5qt 0W20) (Multi-point inspection according to maintenance interval) Customer States they have a level 2 charger to charge vehicle Vehicle does not charge and does not go into electric mode (Engine Mechanical Concern) PROVIDE LOANER WHILE CUSTOMER VEHICLE IS UNIT DOWN DUE TO PARTS AVAILABILITY

#### Cause:

VERIFIED CUSTOMER CONCERN, FOUND CODE P0C19 ACTIVE, FOLLOWING DIAG PROCEDURE RECOMMEND STARTING WITH REPLACING PIM. AFTER REPLACEMENT OF PIM, STILL NOT OPERATING AS DESIGNED. CREATED STAR CASE WITH CHRYSLER ENGINEERING TO DIAGNOSE CONCERN. CHECKED WIRING HARNESS AND FOUND 2 PINS PUSHED OUT OF CONNECTOR AND DAMAGED. REPLACEMENT OF WIRING HARNESS NEEDED. AFTER WIRING HARNESS REPLACEMENT, STILL NOT OPERATING AS DESIGNED. INSPECTED TRANSMISSION AND RESOLVER FOR FAULTS. FOUND THE RESISTANCE IN RESOLVER TO HIGH FOR PROPER FUNCTIONING. REPLACEMENT OF RESOLVER NEEDED. ONCE REMOVED RESOLVER, FOUND HIT MARKS ON BOTH THE INERTIA RING AND DAMPER ASSEMBLY, ALSO FOUND THE FLEXPLATE TO BE CHIPPED ALONG OUTER EDGE FROM COMING IN CONTACT WITH OTHER PARTS. REPLACEMENT OF ALL THE ABOVE HARDWARE NEEDED. ONCE REPLACED, REFILLED TRANSMISSION WITH FLUID, TEST DROVE VEHICLE. ALL SEEMS TO BE WORKING AS DESIGNED. NO MORE ISSUES TO REPORT REQUIRED MAINTENANCE Inspection performed SEE LINE 1 PROVIDE LOANER WITH START DATE 1/31/22 LOANER END DATE 04/09/2022

#### Correction:

Synthetic Oil & Filter Change 17/21 Thank you for visiting SPIRIT Chrysler, Jeep, Dodge & Ram. Engine Repair Diagnosis II All

#### Technical Notes:

RENTAL FOR PARTS DELAY STAR CASE, TECH NOTES, PARTS SLIPS, RENTAL FORM, COVERAGE ETC. ENGINEERING WAS INVOLVED, STAR CASES CREATED. EXCESSIVE RENTAL FOR A 3 WEEK PARTS DELAY.THANK YOU THANK YOU THANK YOU

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/20/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |                      |                        |            |
|---------------------|----------------------|------------------------|------------|
| <b>Claim #</b>      |                      | <b>In Service Date</b> | 02/01/2021 |
| <b>Claim Type</b>   | S - Safety (Recalls) | <b>Repair Date</b>     | 04/11/2022 |
| <b>Claim Status</b> | Paid                 | <b>Mileage</b>         | 20,844     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$39.23 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$39.23 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                                             |             |              |             |    |            |
|----------------|-------------------------------------------------------------|-------------|--------------|-------------|----|------------|
| <b>Code</b>    | 42813                                                       | <b>Name</b> | KINDLE DODGE | <b>Zone</b> | 35 | WASHINGTON |
| <b>Address</b> | 525 STONE HARBOR BOULEVARD , CAPE MAY COURT HOUSE, NJ 08210 |             |              |             |    |            |

| 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) |             |           |               |             |              | \$39.23     |

### Customer Concern:

CUSTOMER STATES VEHICLE REMOTE START BY ITSELF WILL NOT GO INTO ELETRIC MODE PRIOR OPEN RECALL Y50 OPEN RRT 21-062 OPEN RRT 21-063

### Cause:

### Correction:

20844 SCANNED VEHICLE FOR FAULTS NONEFOUND CHECKED FOR ANY SERVICE BULLETINS ORFIRMWARE UPDATES RELATED TO ISSUE NON FOUND.COULD NOT DUPLICATE CUSTOMERS CONCERN AT THISTIME CUSTOMER STATES Y50 RECALL 20844 2021 RU PHEV PCM UPDATE CUSTOMER STATES 20844 2021 RU PHEV HCP AND AHCP UPDATE CUSTOMER STATES

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/20/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 02/01/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/11/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 20,844     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$39.23 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$39.23 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                                             |             |              |             |    |            |
|----------------|-------------------------------------------------------------|-------------|--------------|-------------|----|------------|
| <b>Code</b>    | 42813                                                       | <b>Name</b> | KINDLE DODGE | <b>Zone</b> | 35 | WASHINGTON |
| <b>Address</b> | 525 STONE HARBOR BOULEVARD , CAPE MAY COURT HOUSE, NJ 08210 |             |              |             |    |            |

| <b>Condition Code</b> | <b>LOP</b> | <b>LOP Desc</b>                                       | <b>Failure Code</b> | <b>Failure Desc</b> | <b>Part Number</b> | <b>Part Name</b> | <b>Part Quantity</b> | <b>Part Failed</b> | <b>Part Expense</b> | <b>LOP Expense</b> |
|-----------------------|------------|-------------------------------------------------------|---------------------|---------------------|--------------------|------------------|----------------------|--------------------|---------------------|--------------------|
| A                     | 85418A02   | Remote Keyless Entry,Trouble Not Found ; Remote Start | OD                  |                     |                    |                  |                      |                    |                     | \$39.23            |

### Customer Concern:

CUSTOMER STATES VEHICLE REMOTE START BY ITSELF WILL NOT GO INTO ELETRIC MODE PRIOR OPEN RECALL Y50 OPEN RRT 21-062 OPEN RRT 21-063

### Cause:

....

### Correction:

20844 SCANNED VEHICLE FOR FAULTS NONEFOUND CHECKED FOR ANY SERVICE BULLETINS ORFIRMWARE UPDATES RELATED TO ISSUE NON FOUND.COULD NOT DUPLICATE CUSTOMERS CONCERN AT THISTIME CUSTOMER STATES Y50 RECALL 20844 2021 RU PHEV PCM UPDATE CUSTOMER STATES 20844 2021 RU PHEV HCP AND AHCP UPDATE CUSTOMER STATES

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/20/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 02/01/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/11/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 20,844     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$39.23 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$39.23 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                                             |             |              |             |    |            |
|----------------|-------------------------------------------------------------|-------------|--------------|-------------|----|------------|
| <b>Code</b>    | 42813                                                       | <b>Name</b> | KINDLE DODGE | <b>Zone</b> | 35 | WASHINGTON |
| <b>Address</b> | 525 STONE HARBOR BOULEVARD , CAPE MAY COURT HOUSE, NJ 08210 |             |              |             |    |            |

| <b>Condition Code</b> | <b>LOP</b> | <b>LOP Desc</b>                                                                             | <b>Failure Code</b> | <b>Failure Desc</b> | <b>Part Number</b> | <b>Part Name</b> | <b>Part Quantity</b> | <b>Part Failed</b> | <b>Part Expense</b> | <b>LOP Expense</b> |
|-----------------------|------------|---------------------------------------------------------------------------------------------|---------------------|---------------------|--------------------|------------------|----------------------|--------------------|---------------------|--------------------|
| A                     | 181906ED   | Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram | RF                  |                     |                    |                  |                      |                    |                     | \$39.23            |

### Customer Concern:

CUSTOMER STATES VEHICLE REMOTE START BY ITSELF WILL NOT GO INTO ELETRIC MODE PRIOR OPEN RECALL Y50 OPEN RRT 21-062 OPEN RRT 21-063

### Cause:

....

### Correction:

20844 SCANNED VEHICLE FOR FAULTS NONEFOUND CHECKED FOR ANY SERVICE BULLETINS ORFIRMWARE UPDATES RELATED TO ISSUE NON FOUND.COULD NOT DUPLICATE CUSTOMERS CONCERN AT THISTIME CUSTOMER STATES Y50 RECALL 20844 2021 RU PHEV PCM UPDATE CUSTOMER STATES 20844 2021 RU PHEV HCP AND AHCP UPDATE CUSTOMER STATES

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/20/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 02/01/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/11/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 20,844     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$39.23 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$39.23 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                                             |             |              |             |    |            |
|----------------|-------------------------------------------------------------|-------------|--------------|-------------|----|------------|
| <b>Code</b>    | 42813                                                       | <b>Name</b> | KINDLE DODGE | <b>Zone</b> | 35 | WASHINGTON |
| <b>Address</b> | 525 STONE HARBOR BOULEVARD , CAPE MAY COURT HOUSE, NJ 08210 |             |              |             |    |            |

| <b>Condition Code</b> | <b>LOP</b> | <b>LOP Desc</b>                                                                             | <b>Failure Code</b> | <b>Failure Desc</b> | <b>Part Number</b> | <b>Part Name</b> | <b>Part Quantity</b> | <b>Part Failed</b> | <b>Part Expense</b> | <b>LOP Expense</b> |
|-----------------------|------------|---------------------------------------------------------------------------------------------|---------------------|---------------------|--------------------|------------------|----------------------|--------------------|---------------------|--------------------|
| A                     | 181986AC   | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram | RF                  |                     |                    |                  |                      |                    |                     | \$39.23            |

### Customer Concern:

CUSTOMER STATES VEHICLE REMOTE START BY ITSELF WILL NOT GO INTO ELETRIC MODE PRIOR OPEN RECALL Y50 OPEN RRT 21-062 OPEN RRT 21-063

### Cause:

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### Correction:

20844 SCANNED VEHICLE FOR FAULTS NONEFOUND CHECKED FOR ANY SERVICE BULLETINS ORFIRMWARE UPDATES RELATED TO ISSUE NON FOUND.COULD NOT DUPLICATE CUSTOMERS CONCERN AT THISTIME CUSTOMER STATES Y50 RECALL 20844 2021 RU PHEV PCM UPDATE CUSTOMER STATES 20844 2021 RU PHEV HCP AND AHCP UPDATE CUSTOMER STATES

### Technical Notes:

NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2020                   | Body          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 09/22/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 11/30/2020 |
| Claim Type   | W - Warranty | Repair Date     | 04/11/2022 |
| Claim Status | Paid         | Mileage         | 28,744     |

|         |          |        |         |      |          |            |          |
|---------|----------|--------|---------|------|----------|------------|----------|
| Expense |          |        |         |      |          |            |          |
| Labor   | \$517.62 | Sublet | \$92.99 | Part | \$200.00 | Total Paid | \$810.61 |

|         |                                       |      |                              |      |    |            |
|---------|---------------------------------------|------|------------------------------|------|----|------------|
| Code    | 60433                                 | Name | CRISWELL CHRYSLER JEEP DODGE | Zone | 35 | WASHINGTON |
| Address | 84 BUREAU DR , GAITHERSBURG, MD 20878 |      |                              |      |    |            |

| Condition Code | LOP      | LOP Desc                                                                                                   | Failure Code | Failure Desc         | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|------------------------------------------------------------------------------------------------------------|--------------|----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08909902 | Wiring harness, transmission ; Automatic transmission                                                      | 14           | BURNED OR BURNED OUT | 68241331AD  | WIRING    | 1             | X           | 92.99        | \$73.95     |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                      | 68241331AD  | WIRING    | 1             | X           | 92.99        | \$443.67    |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                                                                        |              |                      | 68241331AD  | WIRING    | 1             | X           | 92.99        | \$200.00    |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 12/10/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 03/31/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/11/2022 |
| Claim Status | Paid         | Mileage         | 11,398     |

|         |          |        |            |      |        |            |            |
|---------|----------|--------|------------|------|--------|------------|------------|
| Expense |          |        |            |      |        |            |            |
| Labor   | \$540.11 | Sublet | \$1,216.06 | Part | \$0.00 | Total Paid | \$1,756.17 |

|         |                                     |      |                     |      |    |        |
|---------|-------------------------------------|------|---------------------|------|----|--------|
| Code    | 44990                               | Name | ALLEN SAMUELS DODGE | Zone | 63 | DALLAS |
| Address | 21777 KATY FREEWAY , KATY, TX 77450 |      |                     |      |    |        |

| 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 | 68438720AA  | HEATER    | 1             | X           | 1216.06      | \$365.88    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                 | 68438720AA  | HEATER    | 1             | X           | 1216.06      | \$174.23    |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2020                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 09/17/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 12/28/2020 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/12/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 12,036     |

### Expense

|              |            |               |            |             |          |                   |            |
|--------------|------------|---------------|------------|-------------|----------|-------------------|------------|
| <b>Labor</b> | \$1,579.47 | <b>Sublet</b> | \$3,189.98 | <b>Part</b> | \$700.00 | <b>Total Paid</b> | \$5,243.81 |
|--------------|------------|---------------|------------|-------------|----------|-------------------|------------|

|                |                                        |             |                   |             |    |             |
|----------------|----------------------------------------|-------------|-------------------|-------------|----|-------------|
| <b>Code</b>    | 59578                                  | <b>Name</b> | GLENDAL DODGE LLC | <b>Zone</b> | 71 | LOS ANGELES |
| <b>Address</b> | 1101 S BRAND BLVD , GLENDALE, CA 91204 |             |                   |             |    |             |

| 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 | 68438720AA  | HEATER    | 1             | X           | 1072.85      | \$473.84    |
| A              | 07130104 | Electric heater ; Heater, electric coolant - PHEV                                                          | 14           | BURNED OR BURNED OUT | 68372560AF  | CHARGER   | 1             |             | 1794.03      | \$473.84    |
| A              | 07FF0151 | Coolant, Engine ; Drain and fill - PHEV powertrain                                                         |              |                      | 68438720AA  | HEATER    | 1             | X           | 1072.85      | \$22.56     |
| A              | 07FF0151 | Coolant, Engine ; Drain and fill - PHEV powertrain                                                         |              |                      | 68372560AF  | CHARGER   | 1             |             | 1794.03      | \$22.56     |
| A              | 08840801 | Charger, battery ; Onboard charger - PHEV                                                                  |              |                      | 68438720AA  | HEATER    | 1             | X           | 1072.85      | \$293.33    |
| A              | 08840801 | Charger, battery ; Onboard charger - PHEV                                                                  |              |                      | 68372560AF  | CHARGER   | 1             |             | 1794.03      | \$293.33    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                      | 68438720AA  | HEATER    | 1             | X           | 1072.85      | \$789.74    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                      | 68372560AF  | CHARGER   | 1             |             | 1794.03      | \$789.74    |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                                                                    |              |                      | 68438720AA  | HEATER    | 1             | X           | 1072.85      | \$0.00      |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                                                                    |              |                      | 68372560AF  | CHARGER   | 1             |             | 1794.03      | \$0.00      |
| A              | 95400142 | Loaner Car ; High Line Vehicles                                                                            |              |                      | 68438720AA  | HEATER    | 1             | X           | 1072.85      | \$700.00    |
| A              | 95400142 | Loaner Car ; High Line Vehicles                                                                            |              |                      | 68372560AF  | CHARGER   | 1             |             | 1794.03      | \$700.00    |
| B              | 08080110 | Battery ; All Others                                                                                       | B4           | BATTERY FAILED TEST  | BBH6A001AA  | BATTERY   | 1             | X           | 323.10       | \$0.00      |

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

\$04907-68438720AA-SOR E DIAG. OVERLAPPING LABOR ADJUSTED. THANK YOU.

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2020                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 09/17/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 11/16/2020 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/14/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 25,232     |

|                |          |               |            |             |        |                   |            |
|----------------|----------|---------------|------------|-------------|--------|-------------------|------------|
| <b>Expense</b> |          |               |            |             |        |                   |            |
| <b>Labor</b>   | \$616.82 | <b>Sublet</b> | \$2,189.77 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$2,594.56 |

|                |       |             |  |             |    |         |
|----------------|-------|-------------|--|-------------|----|---------|
| <b>Code</b>    | 60706 | <b>Name</b> |  | <b>Zone</b> | 70 | PHOENIX |
| <b>Address</b> |       |             |  |             |    |         |

| 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                |              |                                | 68372560AF  | CHARGER   | 1             |             | 1845.08      | \$19.28     |
| A              | 07FF0151 | Coolant, Engine ; Drain and fill - PHEV powertrain                |              |                                | 68163849AB  | ANTIFREEZ | 1             |             | 19.28        | \$19.28     |
| A              | 07FF0151 | Coolant, Engine ; Drain and fill - PHEV powertrain                |              |                                | 68233563AB  | MODULE    | 1             | X           | 203.78       | \$19.28     |
| A              | 07FF0151 | Coolant, Engine ; Drain and fill - PHEV powertrain                |              |                                | 68364272AA  | WIRING    | 1             |             | 121.63       | \$19.28     |
| A              | 08840801 | Charger, battery ; Onboard charger - PHEV                         |              |                                | 68372560AF  | CHARGER   | 1             |             | 1845.08      | \$250.58    |
| A              | 08840801 | Charger, battery ; Onboard charger - PHEV                         |              |                                | 68163849AB  | ANTIFREEZ | 1             |             | 19.28        | \$250.58    |
| A              | 08840801 | Charger, battery ; Onboard charger - PHEV                         |              |                                | 68233563AB  | MODULE    | 1             | X           | 203.78       | \$250.58    |
| A              | 08840801 | Charger, battery ; Onboard charger - PHEV                         |              |                                | 68364272AA  | WIRING    | 1             |             | 121.63       | \$250.58    |
| A              | 08901618 | High Voltage Wiring ; Harness, on board charger to Battery - PHEV | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68372560AF  | CHARGER   | 1             |             | 1845.08      | \$212.03    |
| A              | 08901618 | High Voltage Wiring ; Harness, on board charger to Battery - PHEV | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68163849AB  | ANTIFREEZ | 1             |             | 19.28        | \$212.03    |
| A              | 08901618 | High Voltage Wiring ; Harness, on board charger to Battery - PHEV | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68233563AB  | MODULE    | 1             | X           | 203.78       | \$212.03    |
| A              | 08901618 | High Voltage Wiring ; Harness, on board charger to Battery - PHEV | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68364272AA  | WIRING    | 1             |             | 121.63       | \$212.03    |
| A              | 0891BJJ4 | Ground                                                            |              |                                | 68372560AF  | CHARGER   | 1             |             | 1845.08      | \$134.93    |
| A              | 0891BJJ4 | Ground                                                            |              |                                | 68163849AB  | ANTIFREEZ | 1             |             | 19.28        | \$134.93    |
| A              | 0891BJJ4 | Ground                                                            |              |                                | 68233563AB  | MODULE    | 1             | X           | 203.78       | \$134.93    |
| A              | 0891BJJ4 | Ground                                                            |              |                                | 68364272AA  | WIRING    | 1             |             | 121.63       | \$134.93    |

### Customer Concern:

Mopar Express Lane Inspection Multi-point inspection Check Engine Light is on. Test and advise [CUSTOMER STATES CHECK ENGINE LIGHT ON. FAN MAKES LOUD JETENGINE NOISE NOISE AND VEHICLE WILLNOT CHARGE]

### Cause:

WATER INTRUSION INTOWIRING DUE TO POOR SEAL AT HARNESS CONNECTOR

### Correction:

25235 PERFORMED MULTI POINT VEHICLEINSPECTION Mopar Express Lane Inspection MOPAR MULTI-POINT INSPECTION Multi-point inspection MULTI-POINT VEHICLE INSPECTION 25235 4/4/22 verified the concern. foundthe radiator fan is on high, and the enginemil is on. found codes p0aa6-00, u11f8-00.performed powerdown procedure, and isolationtest. found isolation is at 0.1mega ohms (outof spec). started a star case. removed theundercarriage covers to gain access to theobcm. disconnected the connectors, and foundwater/corrosion inside obcm connector c5, andc6. 4/5/22 star advised replacement of theobcm, hv harness, c6 pigtail connector.ordered parts. 4/11/22 replaced the obcm, andhv wiring harness. 4/12/22 pined and replacedthe c6 12v obcm connector. 4/14/22 test droveand verified operation. charged the vehicleto 100%. REPLACE 12 WAY WIRING CONNECTOR REPLACE HIGH VOLTAGE JUMPER WIRE HARNESS REPLACE BATTERY CHARGER DRAIN/REFILL COOLANT WIRING REPAIR REPLACE HIGH VOLTAGE JUMPER WIRE HARNESS REPLACE BATTERY CHARGER DRAIN/REFILL COOLANT

**Technical Notes:**

WEATHER SEAL ON HARNESS CONNECTOR FAILED ALLOWING WATER INTO SYSTEM EPLACE, LOP 08901618, AND REMOVE LABOR DOLLARS IN DEALER ADJUSTMENT SECTION OF CLAIM. \* 4/4/22 VERIFIED THE CONCERN. FOUND THE RADIATOR FAN IS ON HIGH, AND THE ENGINE MIL IS ON. FOUND CODES P0AA6-00, U11F8-00. PERFORMED POWERDOWN PROCEDURE, AND ISOLATION TEST. FOUND ISOLATION IS AT 0.1MEGA OHMS (OUT OF SPEC). STARTED A STAR CASE. REMOVED THE UNDERCARRIAGE COVERS TO GAIN ACCESS TO THE OBCM. DISCONNECTED THE CONNECTORS, AND FOUND WATER/CORROSION INSIDE OBCM CONNECTOR C5, AND C6. 4/5/22 STAR ADVISED REPLACEMENT OF THE OBCM, HV HARNESS, C6 PIGTAIL CONNECTOR. ORDERED PARTS. 4/11/22 REPLACED THE OBCM, AND HV WIRING HARNESS. 4/12/22 PINED AND REPLACED THE C6 12V OBCM CONNECTOR. 4/14 /22 TEST DROVE AND VERIFIED OPERATION. CHARGED THE VEHICLE TO 100%.

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## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                            |
|-------------------|------------|--------------|------------------------|----------------------|--------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID PINNACLE |
| <b>Build Date</b> | 03/03/2021 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                        |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 03/31/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/14/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 19,449     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$32.66 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$32.66 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |       |             |  |             |    |         |
|----------------|-------|-------------|--|-------------|----|---------|
| <b>Code</b>    | 45714 | <b>Name</b> |  | <b>Zone</b> | 66 | ORLANDO |
| <b>Address</b> |       |             |  |             |    |         |

| Condition Code | LOP      | LOP Desc                                                                                    | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 181986AC | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$32.66     |

### Customer Concern:

FREE VISUAL INSPECTION OF VEHICLE COMPONENTS. PROVIDE A WRITTEN ESTIMATE OF ANY MAINTENANCE OR REPAIR SERVICES  
CUST STATES CHECK ENGINE LIGHT CAME ON AND MESSAGE ON DASH CHARGING FAULT

### Cause:

TSB 08-052-22

### Correction:

PERFORMED MULTI-POINT INSPECTION CUSTOMER PROVIDED WITH COST ESTIMATE FOR ANY REPAIRS OR MAINTENANCE SERVICES  
UPDATE SOFTWARE REVISION FROM 05185116AH TO05185116AJ 18-19-86-AC .3 COMPLETED AS PER FACTORY GUIDELINES. NO CHECK  
ENGINE LIGHT OR MESSAGES ON DASH AT THIS TIME.

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                             |
|------------|------------|-------|------------------------|---------------|---------------------------------------------|
| VIN        |            | Year  | 2022                   | Body          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| Build Date | 12/10/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                         |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 01/17/2022 |
| Claim Type   | W - Warranty | Repair Date     | 04/14/2022 |
| Claim Status | Paid         | Mileage         | 95         |

### Expense

|       |            |        |            |      |        |            |             |
|-------|------------|--------|------------|------|--------|------------|-------------|
| Labor | \$1,469.52 | Sublet | \$8,995.11 | Part | \$0.00 | Total Paid | \$10,464.63 |
|-------|------------|--------|------------|------|--------|------------|-------------|

|         |                                           |      |                                 |      |    |        |
|---------|-------------------------------------------|------|---------------------------------|------|----|--------|
| Code    | 68250                                     | Name | GO CHRYSLER JEEP SOUTH BROADWAY | Zone | 74 | DENVER |
| Address | 5445 SOUTH BROADWAY , LITTLETON, CO 80121 |      |                                 |      |    |        |

| 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           | 8995.11      | \$56.52     |
| 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           | 8995.11      | \$1,337.64  |
| B              | 181986AA | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram                          | RF           |                                |             |           |               |             |              | \$37.68     |
| C              | 18901694 | Module, Integrated Dual Charging (IDCM) ; Module, Integrated Dual Charging (IDCM) - Inspect                          | RF           |                                |             |           |               |             |              | \$37.68     |

### Customer Concern:

NA

### Cause:

NA

### Correction:

227 TEST DROVE, VEHICLE DIES OUT RANDOMLY, STARTS BACK UP AFTER KEY CYCLE. PULLED CODES, SEVERAL LOGGED AGAINST THE HCP, DRIVER MOTORB ISSUES. CONTACTED STAR, RECOMMENDED REPLACE TRANS, INTERNAL ISSUES BASED ON THE CODES PROVIDED. 21000638 AND 07FF0150 740 REPLACE TRANS. BLEED COOLANT SYSTEM. CLEAR CODES. EXTENSIVELY ROAD TESTED VEHICLE, NO MORE DYING OUT AT THIS TIME. NO WARNING MESSAGES EITHER. MISC MULTI POINT INSPECTION NOT COMPLETED THIS VISIT. BRAKES ARE OVER 5MM OR 7/32 (Disc) OR OVER 2MM OR 3/32 (Drum) AND ARE OKAY AT THIS TIME. BATTERY INSPECTS GOOD AT THIS TIME. NO DECLINED SERVICE THIS VISIT. MULTI POINT INSPECTION NOT COMPLETED THIS VISIT. BRAKES ARE OVER 5MM OR 7/32 (Disc) OR OVER 2MM OR 3/32 (Drum) AND ARE OKAY AT THIS TIME. BATTERY INSPECTS GOOD AT THIS TIME. Declined Scheduled Maintenance TIRES AT 7/32" OR BETTER- NO ATTENTION NEEDED AT THIS TIME. TIRES AT 7/32" OR BETTER- NO ATTENTION NEEDED AT THIS TIME. 95 18-19-86-AA 20 COMPLETE RRT 22-033, UPDATE HCP/AHCP PERFORM OPEN RAPID RESPONSE TRANSMITTAL 95 18-90-16-94 20 COMPLETE RRT 22-033, IDCM IS UP TO DATE. PERFORM OPEN RAPID RESPONSE TRANSMITTAL

### Technical Notes:

VEH DIED WHILE DRIVING

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                             |
|-------------------|------------|--------------|------------------------|----------------------|---------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| <b>Build Date</b> | 12/03/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                         |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 03/01/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/14/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 14,652     |

### Expense

|              |            |               |             |             |            |                   |             |
|--------------|------------|---------------|-------------|-------------|------------|-------------------|-------------|
| <b>Labor</b> | \$1,382.90 | <b>Sublet</b> | \$10,204.07 | <b>Part</b> | \$1,800.00 | <b>Total Paid</b> | \$13,386.98 |
|--------------|------------|---------------|-------------|-------------|------------|-------------------|-------------|

|                |       |             |  |             |    |         |
|----------------|-------|-------------|--|-------------|----|---------|
| <b>Code</b>    | 60840 | <b>Name</b> |  | <b>Zone</b> | 51 | CHICAGO |
| <b>Address</b> |       |             |  |             |    |         |

| 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             |             | 3254.84      | \$32.41     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68490840AB  | .8MM PART | 1             | X           | 6739.97      | \$32.41     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68163848AB  | ANTIFREEZ | 1             |             | 22.26        | \$32.41     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68218925AB  | FLUID     | 6             |             | 187.00       | \$32.41     |
| A              | 08198205 | Module, power inverter (PIM) ; PHEV                                                                                  |              |                                | 68381781AD  | MODULE    | 1             |             | 3254.84      | \$259.30    |
| A              | 08198205 | Module, power inverter (PIM) ; PHEV                                                                                  |              |                                | 68490840AB  | .8MM PART | 1             | X           | 6739.97      | \$259.30    |
| A              | 08198205 | Module, power inverter (PIM) ; PHEV                                                                                  |              |                                | 68163848AB  | ANTIFREEZ | 1             |             | 22.26        | \$259.30    |
| A              | 08198205 | Module, power inverter (PIM) ; PHEV                                                                                  |              |                                | 68218925AB  | FLUID     | 6             |             | 187.00       | \$259.30    |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68381781AD  | MODULE    | 1             |             | 3254.84      | \$767.08    |
| 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           | 6739.97      | \$767.08    |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68163848AB  | ANTIFREEZ | 1             |             | 22.26        | \$767.08    |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | UC           | UNCODABLE (NARRATIVE REQUIRED) | 68218925AB  | FLUID     | 6             |             | 187.00       | \$767.08    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68381781AD  | MODULE    | 1             |             | 3254.84      | \$216.08    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68490840AB  | .8MM PART | 1             | X           | 6739.97      | \$216.08    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68163848AB  | ANTIFREEZ | 1             |             | 22.26        | \$216.08    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |              |                                | 68218925AB  | FLUID     | 6             |             | 187.00       | \$216.08    |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                                                                                  |              |                                | 68381781AD  | MODULE    | 1             |             | 3254.84      | \$1,800.00  |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                                                                                  |              |                                | 68490840AB  | .8MM PART | 1             | X           | 6739.97      | \$1,800.00  |

|   |          |                                                  |    |                        |            |           |   |  |        |            |
|---|----------|--------------------------------------------------|----|------------------------|------------|-----------|---|--|--------|------------|
| A | 95400141 | Loaner Car ; Standard Line Vehicles              |    |                        | 68163848AB | ANTIFREEZ | 1 |  | 22.26  | \$1,800.00 |
| A | 95400141 | Loaner Car ; Standard Line Vehicles              |    |                        | 68218925AB | FLUID     | 6 |  | 187.00 | \$1,800.00 |
| C | 02000242 | Toe adjustment/Center steering wheel ; Front toe | WW | WHEEL OFF CENTER RIGHT |            |           |   |  |        | \$54.02    |
| B | 85416901 | Radio, Trouble Not Found                         | OD |                        |            |           |   |  |        | \$54.02    |

**Customer Concern:**

NA

**Cause:**

NA

**Correction:**

NA

**Technical Notes:**

VEHICLE SHUTS DOWN WHILE DRIVING ~~PLEASE SEE ATTACHED

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/11/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 04/21/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/18/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 11,390     |

### Expense

|              |         |               |          |             |        |                   |          |
|--------------|---------|---------------|----------|-------------|--------|-------------------|----------|
| <b>Labor</b> | \$75.62 | <b>Sublet</b> | \$307.79 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$383.41 |
|--------------|---------|---------------|----------|-------------|--------|-------------------|----------|

|                |                                  |             |                              |             |    |          |
|----------------|----------------------------------|-------------|------------------------------|-------------|----|----------|
| <b>Code</b>    | 60393                            | <b>Name</b> | 495 CHRYSLER JEEP DODGE, INC | <b>Zone</b> | 32 | NEW YORK |
| <b>Address</b> | 724 ROGERS ST , LOWELL, MA 01852 |             |                              |             |    |          |

| 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           | 307.79       | \$75.62     |

### Customer Concern:

CUST STATES SERVICE CHARGING SYSTEM CEL IS ON MAKING NOISE I N THE ENGINE CHECK AND ADVISE (General Concern 1 CARSUV1500)

### Cause:

12V BATTERY FAILED TEST

### Correction:

REPLACED BATTERY AND VERIFIED REPAIR

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                             |
|------------|------------|-------|------------------------|---------------|---------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| Build Date | 01/27/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                         |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 03/22/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/18/2022 |
| Claim Status | Paid         | Mileage         | 8,790      |

|         |  |          |        |  |        |      |  |        |            |          |
|---------|--|----------|--------|--|--------|------|--|--------|------------|----------|
| Expense |  |          |        |  |        |      |  |        |            |          |
| Labor   |  | \$296.90 | Sublet |  | \$0.00 | Part |  | \$0.00 | Total Paid | \$296.91 |

|         |                                       |      |                              |      |    |            |
|---------|---------------------------------------|------|------------------------------|------|----|------------|
| Code    | 68833                                 | Name | OURISMAN CHRYSLER JEEP DODGE | Zone | 35 | WASHINGTON |
| Address | 12430 AUTO DR , CLARKSVILLE, MD 21029 |      |                              |      |    |            |

| Condition Code | LOP      | LOP Desc                                                                                              | Failure Code | Failure Desc                   | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-------------------------------------------------------------------------------------------------------|--------------|--------------------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| C              | 181906GH | Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram           | CC           | SENDING UNITS/SENSORS          |             |           |               |             |              | \$59.38     |
| A              | 181986AC | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram           | RF           |                                |             |           |               |             |              | \$59.38     |
| D              | 1819919U | Module, Video Routing (VRM) ; Module, Video Routing, Check Software Level and Perform Software Update | CC           | SENDING UNITS/SENSORS          |             |           |               |             |              | \$98.97     |
| B              | 23001041 | Door ; Front - Left                                                                                   | 1D           | GAP - WIDE, NARROW, OR CONTACT |             |           |               |             |              | \$79.18     |

### Customer Concern:

C/S: lower c pillar skid plate C/S: the hybrid battery heater software update. C/S: bottom of driver side door sticks out about .5in please check and advise to align it. C/S: tv in second row seat but turn on but when trying to do anything with this the screen goes black. PERFORM MULTI-POINT INSPECTION AND CHECKED FOR SOFTWARE UPDATES THROUGH WI-TECH

### Cause:

LOWER TRIM C-PILLAR LOOSE/HAS GAP. REPLACE LEFT REAR SCUFF PLATE EXTENSION TRIM PANEL. UPDATE THE HCP/AHCP TO LATEST LEVEL PER SB#08-052-22. "LOCKED PERMANENT" NEED TO REPLACE THE COOLANT HEATER LF DOOR GAP IS BAD, ADJUST LEFT FRONT DOOR STRIKER FOR PROPER FLUSH TO BODY/ SLIDING DOOR. 2ND ROW VIDEO SCREENS INOP. UPDATE VRM FROM 2030.14 TO 2114.12 PER SB#08-018-21 AND SB 18-050-22 PERFORMED MULTI-POINT INSPECTION

### Correction:

SPECIAL ORDERED THE PART SPECIAL ORDERED THE PART. RE-ADJUSTED THE LEFT FRONT DOOR. UPDATED VRM, PCM/WITH AHP. COMPLETED MULTI-POINT INSPECTION

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2022                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/21/2021 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 02/18/2022 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/18/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 1,435      |

### Expense

|              |            |               |            |             |          |                   |            |
|--------------|------------|---------------|------------|-------------|----------|-------------------|------------|
| <b>Labor</b> | \$1,014.99 | <b>Sublet</b> | \$8,183.39 | <b>Part</b> | \$175.00 | <b>Total Paid</b> | \$9,373.38 |
|--------------|------------|---------------|------------|-------------|----------|-------------------|------------|

|                |                                            |             |                      |             |    |         |
|----------------|--------------------------------------------|-------------|----------------------|-------------|----|---------|
| <b>Code</b>    | 42622                                      | <b>Name</b> | CROWN CHRYSLER DODGE | <b>Zone</b> | 66 | ORLANDO |
| <b>Address</b> | 3710 W WENDOVER AVE , GREENSBORO, NC 27407 |             |                      |             |    |         |

| Condition Code | LOP      | LOP Desc                                                                                                             | Failure Code | Failure Desc                   | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|----------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 02000242 | Toe adjustment/Center steering wheel ; Front toe                                                                     |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7891.46      | \$0.00      |
| A              | 02000242 | Toe adjustment/Center steering wheel ; Front toe                                                                     |              |                                | 68218925AB  | FLUID     | 8             |             | 291.93       | \$0.00      |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7891.46      | \$41.15     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68218925AB  | FLUID     | 8             |             | 291.93       | \$41.15     |
| A              | 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           | 7891.46      | \$973.84    |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68218925AB  | FLUID     | 8             |             | 291.93       | \$973.84    |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                                                                                  |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7891.46      | \$175.00    |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                                                                                  |              |                                | 68218925AB  | FLUID     | 8             |             | 291.93       | \$175.00    |

### Customer Concern:

Automatic Transmission Concern [VEHICLE SHUT OFF AGAIN WHILE DRIVING AND MAKING TURNS] Multi-point inspection (according to maintenance interval) SEE HISTORY

### Cause:

### Correction:

1435 CUSTOMER HAD ACTIVE CODE FOR P0A45-00Drive Motor B Position Sensor 1 Circuit.RETEST REVOLVER B CIRCUITS USING DIAGNOSTICTREE AND GOT WITH STAR TO ORDER TRANSMISSION.REMOVED FRONT CROSSMEMBER, COOLANT HOSES AND EXHAUST PIPE TO REMOVE TRANSMISSION.INSTALLED NEW TRANSMISSION AND R&R EXHAUSTPIPE, FRONT CROSSMEMBER, AND COOLANT HOSE.BLED Power Electronics COOLANT SYSTEM ANDADDED COOLANT. CHECKED TRANSMISSION LEVEL ANDADDED 4 QUARTS OF 8&9 SPEED FLUID. FINALLYPERFORMED REVOLVER RELEARN. SET TOE FORVEHICLE(ALIGNMENT) AFTER TRANSMISSIONREPLACEMENT, TEST DROVE VEHICLE. CONFIRMEDREPAIRS. Automatic Transmission Concern [VEHICLE SHUIT OFF AGAIN WHILE DRIVING AND MAKING TURNS] Loaner Fee Diagnostic MISC. SHOP CHARGES 1435 MULTI POINT COMPLETE Multi-point inspection (according to maintenanceinterval) 1435 HISTORY FINAL Diagnostic

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 11/19/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 04/20/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/19/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 9,000      |

|                |          |               |          |             |          |                   |          |
|----------------|----------|---------------|----------|-------------|----------|-------------------|----------|
| <b>Expense</b> |          |               |          |             |          |                   |          |
| <b>Labor</b>   | \$337.50 | <b>Sublet</b> | \$392.42 | <b>Part</b> | \$120.00 | <b>Total Paid</b> | \$849.93 |

|                |                                               |             |                           |             |    |         |
|----------------|-----------------------------------------------|-------------|---------------------------|-------------|----|---------|
| <b>Code</b>    | 44372                                         | <b>Name</b> | TAYLOR CHRYSLER DODGE INC | <b>Zone</b> | 51 | CHICAGO |
| <b>Address</b> | 1497 N STATE ROUTE 50 , BOURBONNAIS, IL 60914 |             |                           |             |    |         |

| Condition Code | LOP      | LOP Desc                            | Failure Code | Failure Desc        | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-------------------------------------|--------------|---------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08080116 | Battery ; 12 Volt battery - PHEV    | B4           | BATTERY FAILED TEST | BBH6A001AA  | BATTERY   | 1             | X           | 300.15       | \$132.07    |
| A              | 851STATE | Supplemental Labor Allowance        |              |                     | BBH6A001AA  | BATTERY   | 1             | X           | 300.15       | \$73.37     |
| B              | 08607005 | Speaker ; Front door-Right or left  | 68           | NOISY               | 68043032AD  | SPEAKER   | 1             | X           | 92.28        | \$88.04     |
| B              | 851STATE | Supplemental Labor Allowance        |              |                     | 68043032AD  | SPEAKER   | 1             | X           | 92.28        | \$44.02     |
| B              | 95400141 | Loaner Car ; Standard Line Vehicles |              |                     | 68043032AD  | SPEAKER   | 1             | X           | 92.28        | \$120.00    |

### Customer Concern:

C/S NO START CONDITION. INSPECT AND ADVISE C/S RANDOM ELECTRICAL CONCERNS, MASTER SWITCH WORKS AND THEN DOESNT, POWER BUTTONS FOR LIFTGATE AND SLIDER INTERMITTENT DONT WORK. INSPECT ELECTRICAL SYSTEM AND ADVISE RENTAL VEHICLE MOPAR EXPRESS LANE INSPECTION INSTALL SPECIAL ORDERED SPEAKER

### Cause:

12V BATTERY FAILED NPF . SOP SPEAKER

### Correction:

9000 12V BATTERY FAILED STARTED VEHICLE AND DROVE IN. SCANNED FOR CODES, NUMEROUS LOW VOLTAGE CODES. CHARGED AND TESTED 12 VOLT BATTERY. BATTERY FAILED. CODE HFMGD1S18V800AK REPLACED BATTERY. CLEARED CODES. ALL SYSTEMS OPERATING AS DESIGNED. Battery - Test Charge Retest and Replace 12 Volt battery - PHEV (0 - Low Skilled) STATE LABOR ALLOWANCE [TATE LABOR ALLOWANCE] 9000 NPF COULD NOT DUPLICATE AFTER REPLACING BATTERY C/S RANDOM ELECTRICAL CONCERNS, MASTER SWITCH WORKS AND THEN DOESNT, POWER BUTTONS FOR LIFTGATE AND SLIDER INTERMITTENT DONT WORK. INSPECT ELECTRICAL SYSTEM AND ADVISE General Concern (TYPE OVER) RENTAL VEHICLE ALTERNATE TRANSPORTATION # 5273 RENTAL VEHICLE SUBLET REPAIRS MOPAR EXPRESS LANE INSPECTION 9000 SOP SPEAKER INSTALLED SOP DRIVERS DOOR SPEAKER Speaker - Test and Replace Front door-Left (1 - Semi-Skilled) STATE LABOR ALLOWANCE [SPEAKER-Test and replace (B) TATE LABOR ALLOWANCE]

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2020                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 08/19/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 09/16/2020 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/19/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 21,623     |

### Expense

|              |          |               |        |             |        |                   |          |
|--------------|----------|---------------|--------|-------------|--------|-------------------|----------|
| <b>Labor</b> | \$188.36 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$188.36 |
|--------------|----------|---------------|--------|-------------|--------|-------------------|----------|

|                |       |             |  |             |    |            |
|----------------|-------|-------------|--|-------------|----|------------|
| <b>Code</b>    | 60806 | <b>Name</b> |  | <b>Zone</b> | 35 | WASHINGTON |
| <b>Address</b> |       |             |  |             |    |            |

| Condition Code | LOP      | LOP Desc                                                                                                   | Failure Code | Failure Desc                   | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|------------------------------------------------------------------------------------------------------------|--------------|--------------------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 0891BJV4 | Ground                                                                                                     | UC           | UNCODABLE (NARRATIVE REQUIRED) |             |           |               |             |              | \$56.51     |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                                |             |           |               |             |              | \$131.85    |

### Customer Concern:

INSPECT ELECTRICAL SYSTEM GENERAL REPAIRS MULTIPOINT VEHICLE INSPECTION

### Cause:

P0A43 Drive Motor A Position Sensor Circuit

### Correction:

00 - GENERAL REPAIRS 85400000 - 85400000; 0891BJV4 - 0891BJV4

### Technical Notes:

PORTAL CASE PORTAL CASE

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUER53 - CHRYSLER PACIFICA HYBRID TOURING |
| <b>Build Date</b> | 02/02/2021 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 05/03/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/19/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 20,733     |

|                |          |               |            |             |          |                   |            |
|----------------|----------|---------------|------------|-------------|----------|-------------------|------------|
| <b>Expense</b> |          |               |            |             |          |                   |            |
| <b>Labor</b>   | \$427.42 | <b>Sublet</b> | \$1,206.54 | <b>Part</b> | \$350.00 | <b>Total Paid</b> | \$1,983.96 |

|                |                                                   |             |                          |             |    |         |
|----------------|---------------------------------------------------|-------------|--------------------------|-------------|----|---------|
| <b>Code</b>    | 63427                                             | <b>Name</b> | RUSS DARROW INCORPORATED | <b>Zone</b> | 51 | CHICAGO |
| <b>Address</b> | 2700 WEST WASHINGTON STREET , WEST BEND, WI 53095 |             |                          |             |    |         |

| 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 | 68438720AA  | HEATER    | 1             | X           | 1081.80      | \$345.22    |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                 |              |                 | 68438720AA  | HEATER    | 1             | X           | 1081.80      | \$0.00      |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                     |              |                 | 68438720AA  | HEATER    | 1             | X           | 1081.80      | \$350.00    |
| B              | 08848004 | Switch, Battery Service ; Battery Service Switch - PHEV | 18           | CIRCUIT OPEN    | 68307507AA  | WIRING    | 1             | X           | 124.74       | \$82.20     |

### Customer Concern:

General Concern #1 [CS cel is on. Diag and advise] CUSTOMER REQUEST RENTAL VEHICLE

### Cause:

CEL

### Correction:

20733 P0E15-00 HYBRID BATTERY PACK COOLANTHEATER CONTROL PERFORMANCE. TSB ATTACHED.STATUS IS LOCKED PERMANENT, TSB STATESCOOLANT HEATER REPLACEMENT REQUIRED TO REPAIRCONCERN. COOLANT LEVEL IS OK, CHECKED GROUNDG917A AND G906A OK. REPLACED ECH UNIT ANDPERFORMED COOLANT FILL PROCEDURE. POWEREDDOWN H.V. SYSTEM TO DIAG HVIL FAN HS. FOUNDSERVICE DISCONNECT FUSE BLOWN. REPLACED ANDPOWERED UP HV SYSTEM AND CLEARED DTCS. TESTDROVE VEH, NO CODES RETURNED AFTER REPAIRS.MADE Electric heater - ReplaceHeater, electric coolant - PHEV (3 - Highly Skilled) Switch, Battery Service -Replace Battery Service Switch - PHEV (3 - HighlySkilled) CUSTOMER REQUEST RENTAL VEHICLE RENTAL PO# [REDACTED] RA [REDACTED] RENTAL PO# [REDACTED] CUSTOMER REQUEST RENTAL VEHICLE

### Technical Notes:

LOANER CAR REQUESTED FOR HEATER BATTERY TTACHED . STATUS IS LOCKED PERMANENT, TSB STATES COOLANT HEATER REPLACEMENT REQUIRED TO REPAIR CONCERN. COOLANT LEVEL IS OK, CHECKED GROUND G917A AND G906A OK. REPLACED ECH UNIT AND PERFORMED COOLANT FILL PROCEDURE. POWERED DOWN H.V. SYSTEM TO DIAG HVIL FAN HS. FOUND SERVICE DISCONNECT FUSE BLOWN. REPLACED AND POWERED UP HV SYSTEM AND CLEARED DTCS. TEST DROVE VEH, NO CODES RETURNED AFTER REPAIRS. MADE B CUSTOMER REQUEST RENTAL VEHICLE RENTAL CUSTOMER REQUEST RENTAL VEHICLE

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUER53 - CHRYSLER PACIFICA HYBRID TOURING |
| Build Date | 02/02/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 05/03/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/19/2022 |
| Claim Status | Paid         | Mileage         | 20,733     |

|         |  |        |        |  |        |            |          |
|---------|--|--------|--------|--|--------|------------|----------|
| Expense |  |        |        |  |        |            |          |
| Labor   |  | \$0.00 | Sublet |  | \$0.00 | Part       | \$320.00 |
|         |  |        |        |  |        | Total Paid | \$320.00 |

|         |                                                   |      |                          |      |    |         |
|---------|---------------------------------------------------|------|--------------------------|------|----|---------|
| Code    | 63427                                             | Name | RUSS DARROW INCORPORATED | Zone | 51 | CHICAGO |
| Address | 2700 WEST WASHINGTON STREET , WEST BEND, WI 53095 |      |                          |      |    |         |

| 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 |             |           |               |             |              | \$0.00      |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles               |              |                 |             |           |               |             |              | \$320.00    |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 02/04/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |                      |                 |            |
|--------------|----------------------|-----------------|------------|
| Claim #      |                      | In Service Date | 05/03/2021 |
| Claim Type   | S - Safety (Recalls) | Repair Date     | 04/20/2022 |
| Claim Status | Paid                 | Mileage         | 16,308     |

|         |         |        |        |      |        |            |         |
|---------|---------|--------|--------|------|--------|------------|---------|
| Expense |         |        |        |      |        |            |         |
| Labor   | \$48.78 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$48.78 |

|         |       |      |      |    |             |
|---------|-------|------|------|----|-------------|
| Code    | 27197 | Name | Zone | 71 | LOS ANGELES |
| Address |       |      |      |    |             |

| 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) |             |           |               |             |              | \$48.78     |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 02/04/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 05/03/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/20/2022 |
| Claim Status | Paid         | Mileage         | 16,308     |

|         |         |        |        |      |        |            |         |
|---------|---------|--------|--------|------|--------|------------|---------|
| Expense |         |        |        |      |        |            |         |
| Labor   | \$48.78 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$48.78 |

|         |       |      |      |    |             |
|---------|-------|------|------|----|-------------|
| Code    | 27197 | Name | Zone | 71 | LOS ANGELES |
| Address |       |      |      |    |             |

| Condition Code | LOP      | LOP Desc                                                                                    | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 181986AC | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$48.78     |

### Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE ADJUST TIRE PRESSURE PERFORM RECALL Y502021 RU Power LiftgateSOFTWARE Authorized BY: ROBERT Date: 4/19/22 Time: 2:39 Reason: LOF, ROTATION Additional Cost:\$ 85 Revised Estimate:\$ 85 PERFORMED OIL AND FILTER CHANGE SERVICE PERFORM TIRE ROTATION

### Cause:

E E E PERFORM TIRE ROTATION

### Correction:

16308 30 HCP&ACP: flashed ECU from old partnumber 05185116AF to current part number05185116AJ. LOP#18-19-86-AC Processor, HybridControl (HCP/AHCP)-Inspect and Reprogram MISC 16308 SET TIRE PRESSURE TO 36PSI ADJUST TIRE PRESSURE 16308 Customer Satisfaction Notification Y50Power Liftgate 30 COMPLETED CustomerSatisfaction Notification Y50 Power LiftgateLOP 18-Y5-01-82 0.3 hours Reprogram the PLGMSuccessfully flashed ECU from old part number68466171AG to current part number 68466171AI MISC Authorized BY: Date: Time: Reason: Additional Cost:\$ Revised Estimate:\$ 16308 preformed L.O.F topped off fluidspreformed rotate PERFORMED OIL AND FILTER CHANGE SERVICE PERFORM TIRE ROTATION

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 12/11/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 03/22/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/20/2022 |
| Claim Status | Paid         | Mileage         | 15,903     |

### Expense

|       |         |        |        |      |        |            |         |
|-------|---------|--------|--------|------|--------|------------|---------|
| Labor | \$55.42 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$55.42 |
|-------|---------|--------|--------|------|--------|------------|---------|

|         |                                             |      |                                  |      |    |             |
|---------|---------------------------------------------|------|----------------------------------|------|----|-------------|
| Code    | 60459                                       | Name | PUENTE HILLS CHRYSLER DODGE JEEP | Zone | 71 | LOS ANGELES |
| Address | 17280 GALE AVE , CITY OF INDUSTRY, CA 91748 |      |                                  |      |    |             |

| Condition Code | LOP      | LOP Desc                                                                                    | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 181906GH | Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$55.42     |

### Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND ENGINE STALLED WHILE DRIVING ON THE HIGHWAY PLEASE ADVISE PERFORM MULTIPLE POINT VEHICLE INSPECTION AS PER CUSTOMER AUTHORIZATION (\$34.95 VALUE)

### Cause:

STALLING PREVENTIVE MAINTENANCE

### Correction:

16751 STALLIN 50 NO LIGHTS PRESENT DURINGARRIVAL SCAN VEHICLE NO PCM RELATED DTC'SHV BATTERY SHOWS 0% OIL IS OVER DUE BY 4000MILES ACCORDING TO LABEL ON WINDSHIELD TESTDROVE VEHICLE 10 MILES DTC DID NOT RETURNFOUND TSB NUMBER:18-050-22GROUP:18 - VehiclePerformance2 DATE: March 11, 2022 SUBJECT:Flash: Powertrain Control Module (PCM)Updates OVERVIEW: This bulletin involvesupdating the PCM with the latest availablesoftware Flash PCM Calibration: 2021 RU 3.6LPCM PHEV NAFTA Flashing from current partnumber 68499122AE to targeted part number68499122AF. . . . .18-19-06-GHModule, Powertrain Control(PCM) - Reprogram(0 - Introduction)1 - Engine Repairand Performance0.3 Hrs Module, Powertrain Control (PCM) - ReprogramModule, Powertrain Control (PCM) - Inspect and Reprogram (0 - Low Skilled) PERFORM MULTIPLE POINT VEHICLE INSPECTION AS PERCUSTOMER AUTHORIZATION (\$34.95 VALUE) PERFORM MULTIPLE POINT VEHICLE INSPECTION AS PER CUSTOMER AUTHORIZATION (\$34.95 VALUE)

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 03/24/2021 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 05/25/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/20/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 20,507     |

|                |            |               |            |             |          |                   |             |
|----------------|------------|---------------|------------|-------------|----------|-------------------|-------------|
| <b>Expense</b> |            |               |            |             |          |                   |             |
| <b>Labor</b>   | \$1,782.68 | <b>Sublet</b> | \$7,458.61 | <b>Part</b> | \$938.63 | <b>Total Paid</b> | \$10,179.92 |

|                |       |             |  |             |    |         |
|----------------|-------|-------------|--|-------------|----|---------|
| <b>Code</b>    | 27094 | <b>Name</b> |  | <b>Zone</b> | 51 | CHICAGO |
| <b>Address</b> |       |             |  |             |    |         |

| 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                                                                                     |              |                                | 68303208AA  | CLIP      | 2             |             | 4.14         | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68272788AA  | GASKET    | 1             |             | 7.04         | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68382486AA  | BOLT      | 9             |             | 23.09        | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 06509298AA  | LOCK NUT  | 2             |             | 22.35        | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68218925AB  | FLUID     | 1             |             | 33.61        | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 06503210    | SCREW     | 1             |             | 3.48         | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 06511822AA  | BOLT      | 4             |             | 25.49        | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68271967AA  | GASKET    | 1             |             | 10.76        | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68269106AA  | CLAMP     | 1             |             | 57.03        | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 06105051AA  | SCREW     | 2             |             | 3.97         | \$50.93     |
| A              | 07FF0150 | Coolant, Engine ; Drain and fill                                                                                     |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7267.65      | \$50.93     |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68303208AA  | CLIP      | 2             |             | 4.14         | \$1,205.44  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68272788AA  | GASKET    | 1             |             | 7.04         | \$1,205.44  |
| 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             |             | 23.09        | \$1,205.44  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 06509298AA  | LOCK NUT  | 2             |             | 22.35        | \$1,205.44  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68218925AB  | FLUID     | 1             |             | 33.61        | \$1,205.44  |
| 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             |             | 3.48         | \$1,205.44  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 06511822AA  | BOLT      | 4             |             | 25.49        | \$1,205.44  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68271967AA  | GASKET    | 1             |             | 10.76        | \$1,205.44  |
| A              | 21000638 | Transmission, Automatic - Replace ; Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine | ML           | CHECK ENGINE/SERVICE ENGINE SO | 68269106AA  | CLAMP     | 1             |             | 57.03        | \$1,205.44  |

|   |          |                                                                                                                      |    |                                |            |           |   |   |         |            |
|---|----------|----------------------------------------------------------------------------------------------------------------------|----|--------------------------------|------------|-----------|---|---|---------|------------|
|   |          | Electrically Variable 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 | 06105051AA | SCREW     | 2 |   | 3.97    | \$1,205.44 |
| A | 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 | 7267.65 | \$1,205.44 |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68303208AA | CLIP      | 2 |   | 4.14    | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68272788AA | GASKET    | 1 |   | 7.04    | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68382486AA | BOLT      | 9 |   | 23.09   | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06509298AA | LOCK NUT  | 2 |   | 22.35   | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68218925AB | FLUID     | 1 |   | 33.61   | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06503210   | SCREW     | 1 |   | 3.48    | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06511822AA | BOLT      | 4 |   | 25.49   | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68271967AA | GASKET    | 1 |   | 10.76   | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68269106AA | CLAMP     | 1 |   | 57.03   | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 06105051AA | SCREW     | 2 |   | 3.97    | \$475.38   |
| A | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.           |    |                                | 68490840AB | .8MM PART | 1 | X | 7267.65 | \$475.38   |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68303208AA | CLIP      | 2 |   | 4.14    | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68272788AA | GASKET    | 1 |   | 7.04    | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68382486AA | BOLT      | 9 |   | 23.09   | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06509298AA | LOCK NUT  | 2 |   | 22.35   | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68218925AB | FLUID     | 1 |   | 33.61   | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06503210   | SCREW     | 1 |   | 3.48    | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06511822AA | BOLT      | 4 |   | 25.49   | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68271967AA | GASKET    | 1 |   | 10.76   | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68269106AA | CLAMP     | 1 |   | 57.03   | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 06105051AA | SCREW     | 2 |   | 3.97    | \$0.00     |
| A | 85LOAN00 | Loaner Car ; Loaner Car                                                                                              |    |                                | 68490840AB | .8MM PART | 1 | X | 7267.65 | \$0.00     |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 68303208AA | CLIP      | 2 |   | 4.14    | \$938.63   |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 68272788AA | GASKET    | 1 |   | 7.04    | \$938.63   |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 68382486AA | BOLT      | 9 |   | 23.09   | \$938.63   |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 06509298AA | LOCK NUT  | 2 |   | 22.35   | \$938.63   |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 68218925AB | FLUID     | 1 |   | 33.61   | \$938.63   |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 06503210   | SCREW     | 1 |   | 3.48    | \$938.63   |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                                      |    |                                | 06511822AA | BOLT      | 4 |   | 25.49   | \$938.63   |

|   |          |                                                                                                      |    |  |            |              |   |   |         |          |
|---|----------|------------------------------------------------------------------------------------------------------|----|--|------------|--------------|---|---|---------|----------|
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                      |    |  | 68271967AA | GASKET       | 1 |   | 10.76   | \$938.63 |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                      |    |  | 68269106AA | CLAMP        | 1 |   | 57.03   | \$938.63 |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                      |    |  | 06105051AA | SCREW        | 2 |   | 3.97    | \$938.63 |
| A | 95400142 | Loaner Car ; High Line Vehicles                                                                      |    |  | 68490840AB | .8MM<br>PART | 1 | X | 7267.65 | \$938.63 |
| B | 181986AC | Module, Power Inverter (PIM) ;<br>Processor, Hybrid Control<br>(HCP/AHCP) - Inspect and<br>Reprogram | RF |  |            |              |   |   |         | \$50.93  |

**Customer Concern:**

Engine Mechanical Concern [CUSTOMER STATES VEHICLE SHUT OFF AGAIN WHILE DRIVING ABOUT A HALF HOUR AFTER DRIVING HAPPENED DURING DRY WEATHER SCREEN SAID SERVICE CHARGING SYSTEM AND SHIFT TO PARK TO START CUSTOMER DRIVES TO OSHKOSH] Multi-point inspection (according to maintenance interval)

**Cause:**

**Correction:**

20507 CUSTOMER STATES VEHICLE SHUTS OFF WHILE DRIVING AND CHECK ENGINE LIGHT IS ON. VERIFIED CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON. P0A43-00 DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT. SAVED VEHICLE SCAN REPORT AND CONFIG. REPORTS TO COMPUTER. PERFORMED DIAGNOSTICS PER DTC. CHECKED RESOLVER HARNESS CIRCUITS FOR AN OPEN OR HIGH RESISTANCE. T372, T374, 5371, T373, T370, T375 EACH CIRCUIT HAD LESS THAN 3.0 OHMS RESISTANCE. CHECKED RESOLVER HARNESS CIRCUITS FOR A SHORT TO GROUND, NO SHORT TO GROUND FOUND. CHECKED RESOLVER HARNESS CIRCUITS FOR A SHORT TO ANOTHER CIRCUIT, NO SHORTS TO OTHER CIRCUITS FOUND. CHECKED RESOLVER RESISTANCES: T372 18 OHMS, T371 20 OHMS, T370 8 OHMS. CHECKED RESOLVER FOR A SHORT TO GROUND, NO SHORTS TO GROUND DETECTED ON T372, T374, T371, T373, T370, T375. CHECKED RESOLVER FOR A SHORT TO ANOTHER CIRCUIT, NO SHORT TO ANOTHER CIRCUIT DETECTED. CHECKED RELATED HARNESS WIRING AND CONNECTIONS, NO DAMAGE OR PROBLEMS FOUND WITH WIRING HARNESS AND CONNECTORS. CONTACTED STAR, STAR CASE# [REDACTED]. Conversation Customer Concern Status ID Date Dealer States CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING ABOUT A HALF HOUR AND CLUSTER DISPLAYS MESSAGE SERVICE CHARGING SYSTEM. Submitted Ryan O. 03/25/2022 09:50:21 AM Additional Details Dealer States INSPECTED WIRING HARNESSES AND CONNECTORS NO DAMAGE OR PROBLEMS FOUND WITH WIRING HARNESS. Resubmitted Ryan O. 03/25/2022 11:07:53 AM STAR Response Agent States Hello. Any add ons or modifications? Any sign or history of water or collision damage? Is the trans fluid full? Dan Response provided Daniel W. 03/25/2022 11:38:18 AM Additional Details Dealer States Hello. no add ons or modifications. no signs or history of water or collision damage. trans fluid full. Resubmitted Ryan O. 03

**Technical Notes:**

PART 68490840AB ORDER [REDACTED] \* ORDERED BY STAR

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                             |
|-------------------|------------|--------------|------------------------|----------------------|---------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2022                   | <b>Body</b>          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| <b>Build Date</b> | 12/14/2021 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                         |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 02/24/2022 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/21/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 2,634      |

|                |         |               |        |             |        |                   |         |
|----------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Expense</b> |         |               |        |             |        |                   |         |
| <b>Labor</b>   | \$73.77 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$73.77 |

|                |       |             |  |             |    |        |
|----------------|-------|-------------|--|-------------|----|--------|
| <b>Code</b>    | 27066 | <b>Name</b> |  | <b>Zone</b> | 74 | DENVER |
| <b>Address</b> |       |             |  |             |    |        |

| Condition Code | LOP      | LOP Desc                                                                                                  | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-----------------------------------------------------------------------------------------------------------|--------------|--------------|-------------|-----------|---------------|-------------|--------------|-------------|
| B              | 181986AA | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram               | RF           |              |             |           |               |             |              | \$29.51     |
| A              | 18901695 | Module, Integrated Dual Charging (IDCM) ; Module, Integrated Dual Charging (IDCM) - Inspect and Reprogram | RF           |              |             |           |               |             |              | \$44.26     |

**Customer Concern:**  
PERFORM RRT PERFORM RRT

**Cause:**  
tsb 08-040-22 tsb 08-042-22

**Correction:**  
18901695 - 18901695 181986AA - 181986AA

**Technical Notes:**  
NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2020                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 08/24/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 10/26/2020 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/21/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 18,904     |

|                |          |               |            |             |          |                   |            |
|----------------|----------|---------------|------------|-------------|----------|-------------------|------------|
| <b>Expense</b> |          |               |            |             |          |                   |            |
| <b>Labor</b>   | \$483.23 | <b>Sublet</b> | \$1,756.11 | <b>Part</b> | \$950.00 | <b>Total Paid</b> | \$3,189.34 |

|                |                                    |             |                             |             |    |          |
|----------------|------------------------------------|-------------|-----------------------------|-------------|----|----------|
| <b>Code</b>    | 23170                              | <b>Name</b> | BROWN'S JEEP CHRYSLER DODGE | <b>Zone</b> | 32 | NEW YORK |
| <b>Address</b> | 483 ROUTE 112, PATCHOGUE, NY 11772 |             |                             |             |    |          |

| 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 | 68438720AA  | HEATER    | 1             | X           | 1245.33      | \$349.92    |
| A              | 07130104 | Electric heater ; Heater, electric coolant - PHEV                                                          | 58           | INTERNAL DEFECT | 68163848AB  | ANTIFREEZ | 1             |             | 30.05        | \$349.92    |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                 | 68438720AA  | HEATER    | 1             | X           | 1245.33      | \$83.32     |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                 | 68163848AB  | ANTIFREEZ | 1             |             | 30.05        | \$83.32     |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                                                                    |              |                 | 68438720AA  | HEATER    | 1             | X           | 1245.33      | \$0.00      |
| A              | 85LOAN00 | Loaner Car ; Loaner Car                                                                                    |              |                 | 68163848AB  | ANTIFREEZ | 1             |             | 30.05        | \$0.00      |
| A              | 95400142 | Loaner Car ; High Line Vehicles                                                                            |              |                 | 68438720AA  | HEATER    | 1             | X           | 1245.33      | \$950.00    |
| A              | 95400142 | Loaner Car ; High Line Vehicles                                                                            |              |                 | 68163848AB  | ANTIFREEZ | 1             |             | 30.05        | \$950.00    |
| B              | 08080301 | Cable, Electric Vehicle Charging ; Cable, Charging - BEV/PHEV                                              | 58           | INTERNAL DEFECT | 05062107AC  | CABLE     | 1             | X           | 480.73       | \$49.99     |

### Customer Concern:

NA

### Cause:

NA

### Correction:

NA

### Technical Notes:

PART NUMBER 68438720AA STAR ORDER 7684\*\* TRANSPORTATION. ++++++ TECHNICIAN TIME FOR JOB G PUNCHED ON JOB B . J1; CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON. CAUSE: INTERNAL COOLANT HEATER FAULT. TROUBLE CODE P0E15 STORED. STAR TICKET [REDACTED] TECHNICIAN FOUND DIAGNOSTIC TROUBLE CODE P0E15. COOLANT FULL. ACTUATE HIGH TEMPERATURE PUMP. HAS FLOW. TEST WIRING PER SERVICE LIBRARY F749, Z917 OK. HCP ECH LOCKED PERMANENT. ORDERED ECH. STAR CASE [REDACTED] REPLACED COOLANT HEATER ASSEMBLY AND TOP OFF COOLANT. RUN PUMP AND BLEED HEATER. NOW ALL OK. J2; CUSTOMER REPORTS REPORTS LEVEL 1 CHARGER INOPERATIVE. CAUSE: INTERNAL SHORT BATTERY CHARGER CABLE. VEHICLE WILL NOT CHARGE USING 110V CHARGER AT ALL. INDICATOR LIGHTS WILL ALL LIGHT THEN GO OUT AND OBCM CHARGING STATEREADS NOT CONNECTED. 220 V CHARGER WILL HAVE ALL LIGHTS LIGHT UP AND THEN GO OUT AFTER 30 SECONDS. THERE ARE NO CODES. TEST WIRING CHARGE PORT TO OBCM. ALL WIRES ARE .01 OHMS OK AND GROUND READS .01 OHMS OK. REPLACED CHARGING PORT (993690). NOW 220 V CHARGER IS WORKING PROPERLY. 110-VOLT CHARGER STILL DOES THE SAME CONDITION AS BEFORE. CHARGER ON ORDER. TECHNICIAN REMOVED AND REPLACED CHARGER.

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 12/16/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 03/01/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/21/2022 |
| Claim Status | Paid         | Mileage         | 21,131     |

|         |            |        |            |      |          |            |            |
|---------|------------|--------|------------|------|----------|------------|------------|
| Expense |            |        |            |      |          |            |            |
| Labor   | \$1,064.22 | Sublet | \$7,764.15 | Part | \$160.00 | Total Paid | \$8,988.37 |

|         |                                    |      |                              |      |    |             |
|---------|------------------------------------|------|------------------------------|------|----|-------------|
| Code    | 64302                              | Name | CENTRAL VALLEY CHRYSLER JEEP | Zone | 71 | LOS ANGELES |
| Address | 4460 N MCHENRY , MODESTO, CA 95356 |      |                              |      |    |             |

| 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 | 68490840AB  | .8MM PART | 1             | X           | 7764.15      | \$1,064.22  |
| A              | 95400141 | Loaner Car ; Standard Line Vehicles                                                                                  |              |                                | 68490840AB  | .8MM PART | 1             | X           | 7764.15      | \$160.00    |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                             |
|------------|------------|-------|------------------------|---------------|---------------------------------------------|
| VIN        |            | Year  | 2022                   | Body          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| Build Date | 03/23/2022 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                         |

|              |                         |                 |            |
|--------------|-------------------------|-----------------|------------|
| Claim #      | PREPNV                  | In Service Date | 04/25/2022 |
| Claim Type   | K - Road Ready (PREPNV) | Repair Date     | 04/22/2022 |
| Claim Status | Paid                    | Mileage         | 0          |

|         |          |        |        |      |        |            |          |
|---------|----------|--------|--------|------|--------|------------|----------|
| Expense |          |        |        |      |        |            |          |
| Labor   | \$191.54 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$191.54 |

|         |                                         |      |                               |      |    |        |
|---------|-----------------------------------------|------|-------------------------------|------|----|--------|
| Code    | 60395                                   | Name | TRI-LAKES CHRYSLER DODGE JEEP | Zone | 74 | DENVER |
| Address | 180 STATE HIGHWAY F , BRANSON, MO 65616 |      |                               |      |    |        |

| Condition Code | LOP      | LOP Desc                                  | Failure Code | Failure Desc     | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-------------------------------------------|--------------|------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 85900040 | Road Ready ; Basic Prep                   | NU           | NEW VEHICLE PREP |             |           |               |             |              | \$143.66    |
| A              | 8590005R | Road Ready ; Road Test                    |              |                  |             |           |               |             |              | \$23.94     |
| A              | 85900067 | Road Ready ; Surround View Camera         |              |                  |             |           |               |             |              | \$11.97     |
| A              | 85900068 | Road Ready ; Uconnect Theater DVD/Blu-ray |              |                  |             |           |               |             |              | \$11.97     |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                            |
|------------|------------|-------|------------------------|---------------|--------------------------------------------|
| VIN        |            | Year  | 2022                   | Body          | RUES53 - CHRYSLER PACIFICA HYBRID PINNACLE |
| Build Date | 04/04/2022 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                        |

|              |                         |                 |            |
|--------------|-------------------------|-----------------|------------|
| Claim #      | PREPNV                  | In Service Date | 04/26/2022 |
| Claim Type   | K - Road Ready (PREPNV) | Repair Date     | 04/25/2022 |
| Claim Status | Paid                    | Mileage         | 0          |

|         |          |        |        |      |        |            |          |
|---------|----------|--------|--------|------|--------|------------|----------|
| Expense |          |        |        |      |        |            |          |
| Labor   | \$194.08 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$194.08 |

|         |                                        |      |                |      |    |        |
|---------|----------------------------------------|------|----------------|------|----|--------|
| Code    | 45006                                  | Name | ALL STAR DODGE | Zone | 63 | DALLAS |
| Address | 4600 CANYON DRIVE , AMARILLO, TX 79109 |      |                |      |    |        |

| Condition Code | LOP      | LOP Desc                                  | Failure Code | Failure Desc     | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|-------------------------------------------|--------------|------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 85900040 | Road Ready ; Basic Prep                   | NU           | NEW VEHICLE PREP |             |           |               |             |              | \$145.56    |
| A              | 8590005R | Road Ready ; Road Test                    |              |                  |             |           |               |             |              | \$24.26     |
| A              | 85900067 | Road Ready ; Surround View Camera         |              |                  |             |           |               |             |              | \$12.13     |
| A              | 85900068 | Road Ready ; Uconnect Theater DVD/Blu-ray |              |                  |             |           |               |             |              | \$12.13     |

Customer Concern:  
NA

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                             |
|-------------------|------------|--------------|------------------------|----------------------|---------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| <b>Build Date</b> | 12/11/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                         |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 04/30/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/25/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 11,908     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$80.80 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$80.80 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                          |             |                 |             |    |          |
|----------------|------------------------------------------|-------------|-----------------|-------------|----|----------|
| <b>Code</b>    | 61661                                    | <b>Name</b> | FOSS MOTORS INC | <b>Zone</b> | 32 | NEW YORK |
| <b>Address</b> | 133 PORTSMOUTH AVENUE , EXETER, NH 03833 |             |                 |             |    |          |

| Condition Code | LOP      | LOP Desc                                                                                    | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 181906GH | Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$40.40     |
| B              | 181986AC | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram | RF           |                       |             |           |               |             |              | \$40.40     |

### Customer Concern:

CHECK ENGINE LIGHT IS ON CUSTOMER STATES CHECK ENGINE LIGHT CAME ON, EVIC READ CHECK CHARGING AS WELL AS PUT SHIFTER INTO DRIVE VEHICLE STARTED TO DECELERATE FROM HIGHWAY SPEEDS REPROGRAM HCP AND AHCP

### Cause:

NA

### Correction:

DRB SCAN: U0100-00 LOST COMMUNICATION WITH ECM/PCM, POA43-00 DRIVE MOTOR A POSITION SENSOR CIRCUIT INTERMITTENT, U1818-00 LOST COMMUNICATION WITH ECM/PCM ON D-PT CAN. POWER DOWN HYBRID SYSTEM TO CHECK CONNECTIONS AT THE PIM- GOOD, FOUND AVAILABLE SOFTWARE UPDATE TO POWER TRAIN CONTROL MODULE, HYBRID CONTROL PROCESSOR AND AUXILIARY HYBRID CONTROL PROCESSOR, CLEAR CODES AND TEST DROVE FOR 5 MILES-NO LIGHTS RETURNED, SYSTEM WORKING AS DESIGNED AT THIS TIME.

### Technical Notes:

NA

## Warranty Claim Report

### Vehicle Information

|            |            |       |                        |               |                                           |
|------------|------------|-------|------------------------|---------------|-------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| Build Date | 12/16/2020 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                       |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 01/13/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/26/2022 |
| Claim Status | Paid         | Mileage         | 13,987     |

### Expense

|       |          |        |          |      |        |            |          |
|-------|----------|--------|----------|------|--------|------------|----------|
| Labor | \$127.42 | Sublet | \$198.65 | Part | \$0.00 | Total Paid | \$326.07 |
|-------|----------|--------|----------|------|--------|------------|----------|

|         |       |      |      |    |        |
|---------|-------|------|------|----|--------|
| Code    | 60666 | Name | Zone | 74 | DENVER |
| Address |       |      |      |    |        |

| Condition Code | LOP      | LOP Desc                                                               | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|------------------------------------------------------------------------|--------------|--------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08193103 | Module, power sliding door/liftgate ; Power sliding door-Right or left | 18           | CIRCUIT OPEN | 68460327AE  | SENSOR    | 1             | X           | 198.65       | \$127.42    |

### Customer Concern:

General Concern [CUSTOMER STATES ENGINE LIGHT IS ON, NEED TO PERFORM SOFTWARE UPDATE FOR HYBRID COOLANT HEATER AND OPEN STAR CASE IF THAT DOES NOT FIX ISSUE] General Concern #2 [CUSTOMER STATES LEFT DOOR SENSOR INOP, WARNING ON DASH, SOP SENSOR HERE] Customer requested to have Multi Point Inspection performed this visit TIRES ARE GOOD AT THIS TIME 7/32 OR GREATER Complimentary PrecisionCare powered by Clorox Total 360 Vehicle Sanitization

### Cause:

E E PERFORMED MULTI POINT INSPECTION

### Correction:

13987 no software update available, starcase s2208000041, ech permanently locked, needs to be replaced, has been ordered. (print out of hcp data attached) General Concern [CUSTOMER STATES ENGINE LIGHT IS ON, NEED TO PERFORM SOFTWARE UPDATE FOR HYBRID COOLANT HEATER AND OPEN STAR CASE IF THAT DOES NOT FIX ISSUE] C/S 13987 replaced left hands free sensor (per starcase) right side replaced on previous repair. test drove, confirmed wash under vehicle message did not return, and confirmed hands free opening working. 0.9 hrs General Concern #2 [CUSTOMER STATES LEFT DOOR SENSOR INOP, WARNING ON DASH, SOP SENSOR HERE] C/S 13987 completed inspection Customer requested to have Multi Point Inspection performed this visit BRAKES GREEN OK AT THIS TIME BATTERY CONDITION GOOD AT THIS TIME Customer requested to have Multi Point Inspection performed this visit BRAKES GREEN OK AT THIS TIME BATTERY CONDITION GOOD AT THIS TIME TIRES ARE GOOD AT THIS TIME 7/32 OR GREATER Complimentary PrecisionCare powered by Clorox Total 360 Vehicle Sanitization

### Technical Notes:

NA

Warranty Claim Report

Vehicle Information

|            |            |       |                        |               |                                             |
|------------|------------|-------|------------------------|---------------|---------------------------------------------|
| VIN        |            | Year  | 2021                   | Body          | RUEH53 - CHRYSLER PACIFICA HYBRID TOURING L |
| Build Date | 02/05/2021 | Plant | WINDSOR ASSEMBLY PLANT | Coverage Code | 561                                         |

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 04/23/2021 |
| Claim Type   | W - Warranty | Repair Date     | 04/27/2022 |
| Claim Status | Paid         | Mileage         | 18,325     |

|         |          |        |        |      |        |            |          |
|---------|----------|--------|--------|------|--------|------------|----------|
| Expense |          |        |        |      |        |            |          |
| Labor   | \$163.86 | Sublet | \$0.00 | Part | \$0.00 | Total Paid | \$163.86 |

|         |                                        |      |                             |      |    |        |
|---------|----------------------------------------|------|-----------------------------|------|----|--------|
| Code    | 67899                                  | Name | PRESTIGE CHRYSLER-DODGE-INC | Zone | 74 | DENVER |
| Address | 200 ALPINE STREET , LONGMONT, CO 80501 |      |                             |      |    |        |

| Condition Code | LOP      | LOP Desc                                                                                                      | Failure Code | Failure Desc          | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------------------------------------------------------------------------|--------------|-----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| C              | 181906ED | Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram                   | RF           |                       |             |           |               |             |              | \$44.69     |
| B              | 181986AC | Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram                   | RF           |                       |             |           |               |             |              | \$44.69     |
| A              | 18809596 | Module, Adaptive Cruise Control ; Module, Adaptive Cruise Control - Reprogram and Perform Calibration Routine | CC           | SENDING UNITS/SENSORS |             |           |               |             |              | \$74.48     |

Customer Concern:  
DIAGNOSIS ELECTRICAL SYSTEM RRT21062 RRT21063 MULTIPOINT INSPECTION.

Cause:  
NA

Correction:  
NA

Technical Notes:  
NA

## Warranty Claim Report

### Vehicle Information

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

|              |              |                 |            |
|--------------|--------------|-----------------|------------|
| Claim #      |              | In Service Date | 11/16/2018 |
| Claim Type   | W - Warranty | Repair Date     | 04/28/2022 |
| Claim Status | Paid         | Mileage         | 23,904     |

### Expense

|       |         |        |         |      |          |            |          |
|-------|---------|--------|---------|------|----------|------------|----------|
| Labor | \$56.53 | Sublet | \$28.75 | Part | \$105.00 | Total Paid | \$190.28 |
|-------|---------|--------|---------|------|----------|------------|----------|

|         |                                        |      |                               |      |    |         |
|---------|----------------------------------------|------|-------------------------------|------|----|---------|
| Code    | 43084                                  | Name | BIG O DODGE OF GREENVILLE INC | Zone | 66 | ORLANDO |
| Address | 2645 LAURENS RD , GREENVILLE, SC 29606 |      |                               |      |    |         |

| Condition Code | LOP      | LOP Desc                                    | Failure Code | Failure Desc | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|---------------------------------------------|--------------|--------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08602401 | Hub, media center - SD/USB - auxiliary port | 18           | CIRCUIT OPEN | 68229840AB  | USB       | 1             | X           | 28.75        | \$56.53     |
| A              | 95400142 | Loaner Car ; High Line Vehicles             |              |              | 68229840AB  | USB       | 1             | X           | 28.75        | \$105.00    |

### Customer Concern:

Customer states car play and no phone will connect (Body Sys temsTrim Concern Non-Electrical) Customer states gas cap button fell in to door (Battery Conc ern) Customer states clear key sense back to factory (Body System sTrim Concern Non-Electrical) rental

### Cause:

tech confirmed customers complaint found usb outlet failed test no audio internal failure in usb port tech confirmed customers complaint found gas cap button came loose

### Correction:

tech removed and replaced usb port vehicle is operating as designed at this time tech repositioned fuel door button vehicle is operating as designed at this time tech cleared pin in key sense

### Technical Notes:

HAD TO RESET MODULE

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2019                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 10/24/2018 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 11/16/2018 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/28/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 23,904     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$56.53 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$56.53 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                        |             |                               |             |    |         |
|----------------|----------------------------------------|-------------|-------------------------------|-------------|----|---------|
| <b>Code</b>    | 43084                                  | <b>Name</b> | BIG O DODGE OF GREENVILLE INC | <b>Zone</b> | 66 | ORLANDO |
| <b>Address</b> | 2645 LAURENS RD , GREENVILLE, SC 29606 |             |                               |             |    |         |

| Condition Code | LOP      | LOP Desc                           | Failure Code | Failure Desc         | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|------------------------------------|--------------|----------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08804000 | Switch, electric fuel door release |              |                      |             |           |               |             |              | \$56.53     |
| A              | 08804001 | Switch, electric fuel door release | 51           | IMPROPERLY INSTALLED |             |           |               |             |              | \$0.00      |

### Customer Concern:

Customer states car play and no phone will connect (Body Sys temsTrim Concern Non-Electrical) Customer states gas cap button fell in to door (Battery Conc ern) Customer states clear key sense back to factory (Body System sTrim Concern Non-Electrical) rental

### Cause:

tech confirmed customers complaint found usb outlet failed test no audio internal failure in usb port tech confirmed customers complaint found gas cap button came loose

### Correction:

tech removed and replaced usb port vehicle is operating as designed at this time tech repositioned fuel door button vehicle is operating as designed at this time tech cleared pin in key sense

### Technical Notes:

HAD TO RESET MODULE

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2019                   | <b>Body</b>          | RUES53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 10/24/2018 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 11/16/2018 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/28/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 23,904     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$42.40 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$42.40 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                        |             |                               |             |    |         |
|----------------|----------------------------------------|-------------|-------------------------------|-------------|----|---------|
| <b>Code</b>    | 43084                                  | <b>Name</b> | BIG O DODGE OF GREENVILLE INC | <b>Zone</b> | 66 | ORLANDO |
| <b>Address</b> | 2645 LAURENS RD , GREENVILLE, SC 29606 |             |                               |             |    |         |

| Condition Code | LOP      | LOP Desc                                                                                                   | Failure Code | Failure Desc      | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|------------------------------------------------------------------------------------------------------------|--------------|-------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08197401 | Keyless Ignition Node (KIN) ; Ignition switch                                                              | UP           | UNABLE TO PROGRAM |             |           |               |             |              | \$0.00      |
| A              | 85410000 | Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation. |              |                   |             |           |               |             |              | \$42.40     |

### Customer Concern:

Customer states car play and no phone will connect (Body Sys temsTrim Concern Non-Electrical) Customer states gas cap button fell in to door (Battery Conc ern) Customer states clear key sense back to factory (Body System sTrim Concern Non-Electrical) rental

### Cause:

tech confirmed customers complaint found usb outlet failed test no audio internal failure in usb port tech confirmed customers complaint found gas cap button came loose

### Correction:

tech removed and replaced usb port vehicle is operating as designed at this time tech repositioned fuel door button vehicle is operating as designed at this time tech cleared pin in key sense

### Technical Notes:

HAD TO RESET MODULE

## Warranty Claim Report

### Vehicle Information

|                   |            |              |                        |                      |                                           |
|-------------------|------------|--------------|------------------------|----------------------|-------------------------------------------|
| <b>VIN</b>        |            | <b>Year</b>  | 2021                   | <b>Body</b>          | RUET53 - CHRYSLER PACIFICA HYBRID LIMITED |
| <b>Build Date</b> | 12/11/2020 | <b>Plant</b> | WINDSOR ASSEMBLY PLANT | <b>Coverage Code</b> | 561                                       |

|                     |              |                        |            |
|---------------------|--------------|------------------------|------------|
| <b>Claim #</b>      |              | <b>In Service Date</b> | 03/22/2021 |
| <b>Claim Type</b>   | W - Warranty | <b>Repair Date</b>     | 04/28/2022 |
| <b>Claim Status</b> | Paid         | <b>Mileage</b>         | 17,057     |

### Expense

|              |         |               |        |             |        |                   |         |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|
| <b>Labor</b> | \$55.42 | <b>Sublet</b> | \$0.00 | <b>Part</b> | \$0.00 | <b>Total Paid</b> | \$55.42 |
|--------------|---------|---------------|--------|-------------|--------|-------------------|---------|

|                |                                             |             |                                  |             |    |             |
|----------------|---------------------------------------------|-------------|----------------------------------|-------------|----|-------------|
| <b>Code</b>    | 60459                                       | <b>Name</b> | PUENTE HILLS CHRYSLER DODGE JEEP | <b>Zone</b> | 71 | LOS ANGELES |
| <b>Address</b> | 17280 GALE AVE , CITY OF INDUSTRY, CA 91748 |             |                                  |             |    |             |

| Condition Code | LOP      | LOP Desc                                         | Failure Code | Failure Desc                   | Part Number | Part Name | Part Quantity | Part Failed | Part Expense | LOP Expense |
|----------------|----------|--------------------------------------------------|--------------|--------------------------------|-------------|-----------|---------------|-------------|--------------|-------------|
| A              | 08525200 | Actuator/Drive Unit, Power liftgate motor engage | UC           | UNCODABLE (NARRATIVE REQUIRED) |             |           |               |             |              | \$55.42     |

### Customer Concern:

Engine Light [CUSTOMER STATES CHECKENGINE LIGHT IS ON PLEASE ADVISE] Multi-point inspection (according to maintenance interval)

### Cause:

MIL

### Correction:

17057 MIL NO LIGHT ON AT THE TIME OF ARRIVAL PERFORMED A VEHICLE SCAN FOUND A STORE DTC ECU--CODE--DESCRIPTION--STATUS HCP--P0A43-00--Drive Motor "A" Position Sensor Circuit Intermittent--Stored INSPECTED HCP CONNECTOR AND TEST DROVE VEHICLE OPEN STAR CASE Case submitted successfully Engine Light ELECTRICAL REPAIR Multi-point inspection (according to maintenance interval) PERFORM MULTIPLE POINT VEHICLE INSPECTION AS PER CUSTOMER AUTHORIZATION (\$34.95 VALUE)

### Technical Notes:

INTERMITTENT INSP HCP CONNECTOR AND TEST DROVE CASE 1011117 DTC P0A43-00 DRIVE MOTOR A POSITION SENSOR CIRCUIT

This investigation document contains the first fifty pages. You may request the full version through [NHTSA.ODI.CED@dot.gov](mailto:NHTSA.ODI.CED@dot.gov). Requests are answered as resources allow and in the order they are received.