

REPORT

VEHICLE

VIN	[REDACTED]	Model Year	[REDACTED]	Body	91	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Mileage (Miles)	[REDACTED]	MDH	[REDACTED]		
Engine	[REDACTED]						
Transmission	[REDACTED]	DFP					
Emmission	[REDACTED]						

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed
Application Group	491 - BODY/[REDACTED]		
[REDACTED]	05E - MODULE, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date	[REDACTED]	Created By	[REDACTED]
		Updated Date	[REDACTED]
		Updated By	[REDACTED]

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Vehicle Scan Report.pdf	CSDAdmin	[REDACTED]

CONTACT

Dealer	[REDACTED]	Dodge Chrysler Jeep	Phone	[REDACTED]
Address	201 W Loop 340			
[REDACTED]	State	TX	ZIP	[REDACTED]
Dealer	County			
Technician TID/SID	Technician Email			
Training Level	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	abs trac light on				
Duplicated	Yes	Repairs Parts and Tests	replaced rr wheel speed sensor and module after following trouble tree		
[REDACTED]	[REDACTED]	DTC3	[REDACTED]	DTC4	[REDACTED]
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	[REDACTED] We are closing the ticket due to not receiving a response within the [REDACTED]. If you are still in need of repair guidance, please reopen the [REDACTED]. If the vehicle has been fixed, please note what fixed the vehicle and [REDACTED] ticket. Thank You. [REDACTED]
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs trac light on		[REDACTED]
[REDACTED]	Hello [REDACTED]. Are there any upgrades or modifications to this vehicle? I would suggest swapping the left and right circuits at the module for testing. Thank you for using [REDACTED] please let me know if I can assist you further. [REDACTED]		[REDACTED]
Dealer States	no up grades and only [REDACTED]		[REDACTED]
[REDACTED]	Thanks for the update [REDACTED]. Let me know what you find after swapping the circuits for testing. Please keep me updated and thank you for using [REDACTED]		[REDACTED]
Dealer States	when I swaped wires at module all faults changed to left side		[REDACTED]
[REDACTED]	Thanks for the update [REDACTED]. That would indicate that you have a circuit problem with the right rear circuit. Based on your test I would recommend inspecting the terminals for proper fit or a wiring failure. You could also just overlay a new circuit. Please keep me updated and thank you for using [REDACTED]		[REDACTED]
[REDACTED]	Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the [REDACTED]. If no response is received within the [REDACTED] we will close the case. You can reopen this ticket if it is closed and further guidance is needed. Thank you for using [REDACTED]		[REDACTED]

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Chet, We are closing the ticket due to not receiving a response within the last 48 [REDACTED]. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. [REDACTED]		[REDACTED]

REPORT

VEHICLE

VIN	[REDACTED]	Model Year	[REDACTED]	Body	RAM 2500 ST CREW CAB 4X4
Built Date	[REDACTED]	Mileage (Miles)	[REDACTED]	MDH	[REDACTED]
Engine	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Transmission	[REDACTED]	DFP	[REDACTED]	[REDACTED]	[REDACTED]
Emission	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed
Application Group	491 - BODY/ [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	SENSOR, (ANY)	[REDACTED]
Primary System	BRAKES	Sub System	[REDACTED] - ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date	[REDACTED]	Created By	[REDACTED]
		Updated Date	[REDACTED]
		Updated By	[REDACTED]

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
printCustomReport.pdf	CSDAdmin	[REDACTED]

CONTACT

Dealer	[REDACTED]	Phone	[REDACTED]
Address	[REDACTED]	State	[REDACTED]
		ZIP	[REDACTED]
Dealer	[REDACTED]	County	[REDACTED]
Technician TID/SID	[REDACTED]	Technician Email	[REDACTED]
Training Level	[REDACTED]	Contact Via SMS	[REDACTED]
		Contact Via Email	[REDACTED]

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	AS LIGHT ON AND [REDACTED] INOP				
Duplicated	Yes	Repairs Parts and Tests	TESTED WIRING FROM RIGHT FRONT WHEEL SPEED SENSOR TO THE ABS MODULE CONNECTOR. THERE WAS [REDACTED] OF RESISTANCE ON [REDACTED] WIRES. WHEEL SPEED SENSOR WAS REPLACED. ABS MODULE WAS REPALCED. LEFT AND RIGHT WHEEL SPEED SENSORS WERE CONNECTED TO OPPOSITE SIDES WITH JUMPER WIRE [REDACTED] AND TESTED. WHILE ON THE RACK WHEEL SPEED IS SEEN WITH WITECH. WHEN VEHICLE IS SET ON THE GROUND AND BACKED OUT OF THE RACK AND THEN PULLED FORWARD THE LIGHT COMES BACK ON.		
DTC1	C0034D-1	DTC2	[REDACTED]	DTC3	[REDACTED]
Information Sent					
Scan Tool Software Version	[REDACTED]	Last Search	[REDACTED]	Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	AS LIGHT ON AND [REDACTED] INOP		[REDACTED]
Agent States	[REDACTED], Please attach a scan report to this case-[REDACTED] require this anytime dtc codes are reported-Thanks. Was the right front tone ring inspected and did the concern travel when you swapped wiring side to side? Any free play or damage noted in the rf of this vehicle-any modifications ? Please let us know, [REDACTED].		[REDACTED]
Agent States	[REDACTED], Sorry the scan report did not attach to this case-please try again or send it to my e-mail [REDACTED] Thanks. Also please provide answers to the questions previously asked. Thanks again [REDACTED].		[REDACTED]
Dealer States	scan report attached		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
██████████	██████████, thanks for speaking with us ██████████. We reviewed repair history and attempted repairs to this point. We recommend you to replace ██████████ right front wheel speed sensor circuits including new terminal ends. Then clear the codes and road test the vehicle while monitoring wheel speed data with the scan tool. Let us know your results, ██████████.		██████████
Dealer States	no mods, have inspected tone wheel and no visual problems, also ran wires to swap sensor signals from left to right and dtc still sets on the rh side. also dtc still sets when jumper wires ran straight from sensor to the module, completely bypassing the factory harness		██████████
██████████	██████████ Have you replaced these two circuits and tested the vehicle yet? Please let us know, Thanks		██████████
██████████	Agent called and spoke to the service department and asked for the tech to reply to this case when he returns from a road test, ██████████.		██████████
██████████	REPLACED WIRES FROM THE ABS MODULE TO THE RIGHT FRONT ABS SENSOR.		██████████

REPORT

VEHICLE

VIN		Model Year		Body		CREW CAB 4X4
Built Date		Mileage (Miles)	8	MDH		
Engine	ETK	ETK				
Transmission						
Emmission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	05E - MODULE, (ANY)		
Primary System	- BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)

CONTACT

Dealer		Rothrock Chrysler Jeep Dodge	Phone	
Address				
		State	PA	ZIP
		County		
Technician		Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	traction control light remains on				
Duplicated	Yes	Repairs Parts and Tests	replaced brake pedal sensor and verified wires and connectors are in good condition		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-In	No
				RO Number	

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer	traction control light remains on		
Agent	Hello. With the brake pedal sensor not pressed should read. What is your value? confirm the BPP sensor is mounted correctly, (not sitting flush)		
Agent	put your foot under the brake pedal and lift to see if the voltage will lower to .9-. It is possible if the switch is mounted correctly the bracket may be bent causing this concern.		
Dealer	I also tried to re calibrate BPP. Cleared DTCs and the value went up to		
Dealer	the value is. The BPP was double checked and mounted correctly		
Agent	compare this voltage reading with a like vehicle, may need to slightly bent the tab to achieve.		
Dealer	the voltage stayed the same while performing this step		
Agent	You stated the BPP sensor reads the same in any position? Is this on a donor vehicle also? It should change with the pedal pressed and released.		
Dealer	voltage remains the same through out brake pedal travel regardless of bbp sensor position		
Agent	I attempted to call and left you a message with my direct line to call back. ext Thanks,		
Dealer	the donor vehicle being compared operated normally while the vehicle with the issue had the voltage remain the same through out the pedal travel		

Dealer/Agent	Detail	Modified By	Last Modified Date
██████████	Spoke with ██████████ and he states he replaced the ██████████ sensor with no results. Per the diagnosis states to replace the abs module. Advised to first inspect the connector and pin fit at the abs module, inline connector ██████████ and the sensor suggest to also perform a voltage drop on the ██████████, ██████████, ██████████ to be ██████████. If all proves good proceed with the abs module per the diagnostic flow chart. ██████████		██████████
██████████	██████████, Please provide an update. If parts are on order or the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 48 ██████████. If no response is received we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks. ██████████		██████████
██████████	██████████, Due to parts being on order I am closing this ticket. If further assistance is required after the installation of the part please request to re open this ticket. Thank you. ██████████		██████████
Dealer States	The ABS module is ordered and will be here by the beginning of ██████████		██████████
██████████	Your welcome ██████████ ██████████		██████████
Dealer States	thank you for the help.		██████████
Dealer States	After replacing the ABS module following prior steps for the last concern, I can not receive communication to the ABS module. I made sure it was plugged in properly and also checked connection to the module, fuses and grounds ██████████		██████████
██████████	██████████, You stated you replaced the abs module and now have cannot communicate with the new module ? Suggest to verify power, ground and bus all present also inspect connector and pin fit to be secure. ██████████		██████████
██████████	██████████, Please provide me the original part number of the abs module and the new part number which you installed. also provide the results of testing for power, ground and bus voltages. ██████████		██████████
██████████	Writer called dealer. Writer was told ██████████ was not available. Writer will try later.		██████████
██████████	Writer called dealer. The call ended in the service department's voicemail. If guidance is needed please update the ticket. If the vehicle is fixed please note what repaired the vehicle and close the ticket. Thank you.		██████████
██████████	██████████, We are closing the ticket due to not receiving a response within the last 48 ██████████. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You. ██████████		██████████

REPORT

VEHICLE

VIN		Model Year		Body	92		LARAMIE CREW CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK		ETK				
Transmission			DEG				
Emmission							

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/ - MODULE, (ANY)		
Primary System	ELECTRICAL System MODULES	Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Phone	
		State	
		ZIP	
Dealer Zone	63	County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	CUSTOMER STATES ABS LIGHT IS ON				
Duplicated	Yes	Repairs Parts and Tests	TESTED CIRCUITS AND B2 FROM ABS MODULE CONNECTOR TO RIGHT REAR WHEEL SPEED SENSOR CONNECTOR		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Thanks for the update . You can close this ticket out on your end. You have 15 days to re open ticket.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CUSTOMER STATES ABS LIGHT IS ON		
	Please resubmit this ticket to the primary group . Be sure to fill out all necessary forms and reports and then attach them to the ticket		
Dealer States	STAR RETURNED TO CHANGE TO PROPER AGENT		
	Talk to on the phone. Tech stated that the Right Rear Wheel Speed Sensor , showing while driving. Let swap circuits at the ABS module to see if the code follow.		
Dealer States	Swapped circuits at ABS module, Code went to left rear wheel speed sensor, swapped back came back to right rear. I thought about this test, and I personally don't get the point of it. If the circuit is bad, it would definitely follow, but at the same time, if the module is bad, it will also follow. After this test, I disconnected rear wheel speed sensors, and back probed the module, and tested for voltage on , no voltage, has battery voltage. This tells me the module is damaged. If I am wrong, please explain. Thank you,		
	Thanks for the update , you are correct. If you check power/ground, circuit and pin fit at B2 circuits, and the other three circuits have power. I'm including the fronts as well. Sound like a shorted module.		
Dealer States	Ordered module, has to come from		
	Thanks for the update .		
	, did the part come in. If so did it fix your concern?		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	NO PART YET, CUSTOMER IS TO RETURN WHEN PART SHOWS UP		████████
Agent States	Thanks for the update ██████. You can close this ticket out on your end. You have 15 days to re open ticket. ██████		████████

REPORT

VEHICLE

VIN		Model Year		Body	RAM	CREW CAB
Built Date		Mileage (Miles)		MDH		
Engine	ETK	ETK				
Transmission		DF2				
Emission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	- SENSOR, (ANY)		
Primary System	- BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Phone	
Address			
City		State	
		ZIP	
		County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	ABS LIGHT IS ON				
Duplicated	Yes	Repairs Parts and Tests	REPLACE L/R WHEEL SPEED SENSOR...FOUND NO DIAG PROCEEDURE FRO		
Information Sent					
Scan Tool Software Version		Last Connect Search		Vehicle Off Road or Tow-in	No

RESOLUTION

Description	Contacted dealer for update - no advisor available to provide any info after several attempts. We are closing the ticket due to not receiving a response within the you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	ABS LIGHT IS ON		
	Called Dealer, Spoke with Technician will switch left ABS sensor circuits with right ABS sensor circuits and see how responds will update results.		
	Called Dealer, Spoke with SA, was not available, Will return call,		
	Contacted dealer for update - no advisor available to provide any info. is this vehicle still at the dealer? If so, could you please resubmit with repair info. If the vehicle is no longer there we ask that you close out this ticket with repair information as well. Thank you		
	Contacted dealer for update - no advisor available to provide any info after several attempts. We are closing the ticket due to not receiving a response within the you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You.		

REPORT

VEHICLE

VIN		Model Year	20	Body	81					CAB 4X4
Built Date		Mileage (Miles)		MDH						
Engine	ETK	ETK								
Transmission										
Emmission										

GENERAL

STAR Case ID		Case Status	Closed
Application Group	BODY/		
	- MASTER CYLINDER,		
Primary System	S	Sub System	HYDRAULIC/MECHANICAL
		of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	FADE		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Phone	
Address	395 W Herndon Ave		
City	Clovis	State	CA
		ZIP	
Dealer		County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	brake pedal will go all the way to floor at times.				
Duplicated	Yes	Repairs Parts and Tests	none		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	possible causes for a spongy pedal or a pedal that goes to the floor are, brake fluid leak, air in the brake system, internal master cylinder issue, or brake hoses that flex instead of holding pressure. With the engine off pump the brake pedal until all vacuum reserve in the booster is depleted. Press and hold the brake pedal under light foot pressure. The pedal should hold firm. If the pedal falls away, there may be an external leak or the master cylinder is faulty (internal leakage). Let me know what you find. Thank you.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	brake pedal will go all the way to floor at times.		
	possible causes for a spongy pedal or a pedal that goes to the floor are, brake fluid leak, air in the brake system, internal master cylinder issue, or brake hoses that flex instead of holding pressure. With the engine off pump the brake pedal until all vacuum reserve in the booster is depleted. Press and hold the brake pedal under light foot pressure. The pedal should hold firm. If the pedal falls away, there may be an external leak or the master cylinder is faulty (internal leakage). Let me know what you find. Thank you.		
	more information from customer. Technician requests closure		

REPORT

VEHICLE

VIN	[REDACTED]	Model Year	20	Body	91	RAM 2500 ST CREW CAB 4X4
Built Date	[REDACTED]	Mileage (Miles)	[REDACTED]	MDH	[REDACTED]	
Engine	[REDACTED]					
Transmission	[REDACTED]	DFP				
Emission	[REDACTED]					

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed
Application Group	- ELECTRICAL [REDACTED]		
	- CONNECTOR		
Primary System	- ELECTRICAL	Sub System	- WIRING HARNESS
Customer Complaint / Reason for contact	INTERMITTENT OPERATION		
Created Date	[REDACTED]	Created By	[REDACTED]
		Updated Date	[REDACTED]
		Updated By	[REDACTED]
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
[REDACTED] Vehicle Scan Report.pdf	CSDAdmin	[REDACTED]
[REDACTED] Configuration Report.pdf	CSDAdmin	[REDACTED]
[REDACTED] Vehicle Scan Report [REDACTED]	CSDAdmin	[REDACTED]

CONTACT

Dealer	[REDACTED]	[REDACTED]	of	Phone	[REDACTED]
Address	1260 North Center Avenue				
City	Somerset	State	PA	ZIP	[REDACTED]
Dealer Zone	35	County			
Technician TID/SID	[REDACTED]	Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	when hitting bumps dash lights flash on and off,tire light flashes 4x4 and abs trac lamp flash				
Duplicated	Yes	Repairs Parts and Tests	scan codes u0140-00 [REDACTED] u0001-00 all stored tech check all plugs and connectors at fuse box tipm pcm abs check grounds pulled dash checked connectors at cluster and rf module		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Hi [REDACTED], thanks for the update and info. I have no idea who your S/M may have talked to in engineering. That is a completely different department and building than I'm in. Since he has already made contact with them, I would refer to him for the next step. You can also call the business center to request a T/A to come out and assist but that may already be in the works if engineering has been contacted. [REDACTED]
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	when hitting bumps dash lights flash on and off,tire light flashes 4x4 and abs trac lamp flash		[REDACTED]
Agent States	[REDACTED] please attach vehicle scan and configuration reports to this ticket. Also, are there any aftermarket accessories installed in this vehicle? Also, please perform a loss of comms while going through a good wiggle test of all harnesses and connectors and be sure to check the grounds near the hood hinges. Also, be sure to check the grounds around the seats and under carpet near the seats. Keep me posted thanks, [REDACTED]		[REDACTED]
Dealer States	found [REDACTED] loose tightened bolt checked [REDACTED] a tight. with truck started in park turn [REDACTED] switch to [REDACTED] and active codes abs- [REDACTED] dtcm- [REDACTED] [REDACTED] truck off turn to run position codes go stored		[REDACTED]
Agent States	[REDACTED] please attach vehicle scan and configuration reports to this ticket. Also, did you remove the ground and clean it and the mounting surface? Have you load tested that ground? If not please do [REDACTED] and see if the codes go away. Keep me posted thanks, [REDACTED]		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
	have not heard from you in a and just checking to see if we have had any progress with this vehicle? Please advise thanks.		
Dealer States	need email address to send report		
	Hi is out and I'm assisting with his cases using witech II, we prefer that you attach the reports to the case directly. If not, or you are unable to, please send the reports to and let me know when completed.		
Dealer States	reports sent		
	Hi Sorry for the delay, very busy here . I have received the reports, thank you. After reviewing the info and running some cross checks I found tat this system uses that we have seen many concerns with, the ground circuit and the inline connector. Lets access the ground connection at the dash brace behind the cluster and verify its clean and tight and that the other end at the T-case switch pin 5 shows less than resistance to any other known good ground. If its ok, go to the connector next and check for water intrusion, corrosion, bent or loose pin fits and repair as needed. Because the vehicle is s w, its likely a pin fit concern or loose . Let me know what you find, we'll go from there.		
Dealer States	CHECKED ALL CONNECTORS AND OHM OUT RESTIANCE CHECKED FOR LOOSE PINS AND CORRSION EVERY THING GOOD		
	O thanks for the info and checking those. I'm not seeing any other indicators to point me in a different direction at this time. We could have a shift motor shorting internally and taking the DTCM down but I have no proof at this time. We're going t ad the concern active so we can test things		
Dealer States	OK WE ARE ACTIVE AND RECHECKING THE TEST TAKES US BACK TO A INTERMITTANT PROBLEM		
	thanks for the heads up. If you road test the vehicle over bumps while watching the topology screen, can you see any module that's going red or by itself?		
Dealer States	on the road test no modules went red. testing the wires from dtcm to t-case motor module connected and the t-case motor disconnected have with the motor connected key on scan tool reading volts.by doing the diag test says to replace the dtcm,already replaced module and still showing same codes. additional codes set on road test		
	thanks for the info. Since the module didn't make a difference, and the has checked out along with the power and grounds to the DTCM, the next most likely cause for the concern would be the shift motor. Lets replace it and retest to see what happens.		
Dealer States	REPLACED SHIFT MOTOR AND MODULE STILL THERE ONLY WHEN HITTING BUMPS		
	O thanks for that info. If the concern is duplicating over bumps, you have a loose connection there someplace. Lets verify the ground to the DTCM isn't loose or dropping out		
Dealer States	we disconnected front axle motor and concerns still present we disconnect dtcm low tire light off but 4x4 service still on NOTE we have put on truck and 4x4 shift motor		
	Hi Thanks for the info. Does the code still come back when the concern duplicates over bumps?		
Dealer States			
	O thanks. Those codes are not in the original scan reports sent in. Which modules are setting those new codes? Please attach another scan report showing the details if possible.		
Dealer States	sent report		
	thanks for the report and info. When you use the T-case switch to change the T-case modes, do all modes work from to ETC...?		
Dealer States	WITH NO LIGHTS ON IT WILL WORK ONCE SERVICE COMES ON IT STICKS IN WONT COME OUT UNTIL TURN KEY OFF AND PUT INTO AND RESTART		
Dealer States	I PUT MY OWN SID IN CAN WE CHANGE IT TO WINNING		
Dealer States	I PUT MY OWN SID IN CAN WE CHANGE IT TO WINNING		
Dealer States	I PUT MY OWN SID IN CAN WE CHANGE IT TO WINNING		
	Hi Thanks for the info. The diagnostics state there are on here and since the shift motor and module have been replaced, the T-case is the last remaining cause. I don't think that's correct based on what your seeing there. All signs are pointing at an open to the DTCM circuits. Lets add jumper from battery negative to the DTCM C2 pin D, from battery positive to , and from fuse 77 in the PDC to the DTCM C1 pin 4 and see if the concern stops happening over bumps. If it does, disconnect jumper at a time and try to duplicate to see which circuit makes a difference. If there is no change with the jumpers in place, I suggest going back to the star connector and checking the connection there to be sure the DTCM's bus connection isn't getting lost. Let me know what happens		
	Hi , I just wanted to check in and see how things are going. Are there any updates to report on the vehicle? If no response is given this ticket will be closed.		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	hello waiting on engineer to call us about truck per our service manager, he is out of dealership for [REDACTED] days , can someone let us know what we are doing with truck		
Agent States	Hi [REDACTED], thanks for the update and info. I have no idea who your S/M may have talked to in engineering. That is a completely different department and building than I'm in. Since he has already made contact with them, I would refer to him for the next step. You can also call the business center to request a T/A to come out and assist but that may already be in the works if engineering has been contacted. [REDACTED]		[REDACTED]

REPORT

VEHICLE

VIN		Model Year		Body	RAM 3500 ST CREW CAB 4X4
Built Date		Mileage (Miles)		MDH	
Engine	ETK	ETK			
Transmission		DF2			
Emmission					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	- VALVE, (ANY)		
Primary System	TRANSAXLE - AUTO	Sub System	- AUTOMATIC
Customer Complaint / Reason for contact	MIL ON	Area of Failure	ERRATIC SHIFTS
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
	CSDAdmin	
	CSDAdmin	
	CSDAdmin	
	CSDAdmin	

CONTACT

		Ram	Phone	
Address	433 E North Ave			
	State		ZIP	
Zone	51	County		
Technician TID/SID		Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Traction light on check engine on				
Duplicated	Yes	Repairs Parts and Tests	scan and clear codes- codes remain active. Visual check of ABS connector and check fuses. I would like to confirm ICU replacement or just ABS module replacement.		
				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	141510

RESOLUTION

Description Thanks for the update Close the case out for me. Have a good weekend!

WARRANTY CLAIMS

CLAIM#	CREATED DATE		DATE RECIEVED	STATUS
				PAID
				REJECTED
				PAID
				REJECTED
				SUSPENDED
				PAID
				REJECTED
		0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	Traction light on check engine on		[REDACTED]
[REDACTED]	Hi [REDACTED] For these [REDACTED], just replace the ABS module first, clear DTCs and retest operation. Regards, [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hi [REDACTED] unfortunately the new module has same the same code [REDACTED] with more active codes. It will not clear and it will not initialize. I attached new scan and config. reports.		[REDACTED]
[REDACTED]	Hi [REDACTED] For this failure it is necessary to replace [REDACTED] the Anti-lock Brake System (ABS) Module and the Hydraulic [REDACTED] Unit (HCU) as a complete unit. This is known as the [REDACTED] (ICU). This will be the next step. Regards, [REDACTED]		[REDACTED]
[REDACTED]	waiting for parts		[REDACTED]
Dealer [REDACTED]	Hi [REDACTED] Installed the ICU [REDACTED] and the ABS module on Topology is red- unresponsive. [REDACTED] our shop foreman told me we had similar issue [REDACTED] with another [REDACTED]. That time he replaced [REDACTED]s and finally ABS module fixed it.		[REDACTED]
[REDACTED]	Hi [REDACTED] I have had this happen before. Before you order another ICU, make sure that the components have good power and ground and check the CAN voltage, pos & neg. If these are correct, then order another ICU assembly. Regards, [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hi [REDACTED] just want to [REDACTED] check for my service manager, that we need to get another ICU assembly. Here are my, I believe good voltage specs: Pin #3 Can C+ [REDACTED] Pin #18Can C- [REDACTED] Pin [REDACTED] (battery voltage) Pin [REDACTED] or 0ohms		[REDACTED]
[REDACTED]	Hi [REDACTED] These voltage readings are in specs. I would recheck the CAN circuits and make sure that there are no loose pins in any of the connectors. If they are good, get another ICU [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hi, we decided to get ABS module from new vehicle on our lot. It worked, no more codes. The ICU had a ABS module with a different part number [REDACTED] one that worked is [REDACTED]		[REDACTED]
[REDACTED]	Thanks for the update [REDACTED]. Close the case out for me. Have a good weekend! [REDACTED]		[REDACTED]
[REDACTED]	Hydraulic control unit and ABS module from another vehicle. New ICU must have had either malfunctioning ABS module or wrong part number.		[REDACTED]

REPORT

VEHICLE

VIN		Model Year		Body	91	RAM		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH				
Engine								
Transmission		DFP						
Emmission								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	- SENSOR, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)

CONTACT

Dealer	A M Maus & Son Inc	Phone	
Address			
	State	ZIP	
	County		
Technician		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	abs light				
Duplicated	Yes	Repairs Parts and Tests	load tested power and grounds replace abs module		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last	Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description We are requesting a scan and configure report to be attached to this case and an update on this repair-please let us know,

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs light		
Agent States	Thanks for calling in. We requested a scan and configure report to be attached to this case-thanks. We asked you to check the wiring at the abs connector and test ground circuits to the neg battery post with the pos battery cable removed-ohms readings requested. module replacement may be needed again if no wiring issues found this needs to be done with a new hcu as well,		
Agent States	We are requesting a scan and configure report to be attached to this case and an update on this repair-please let us know,		
Agent States	pushed out pin in abs module		

REPORT

VEHICLE

VIN		Model Year	20	Body	92	RAM		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH				
Engine	ETK	ETK						
Transmission								
Emission								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
		(ANY)	
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES
		Area of Failure	UNCODABLE (WRITE IN ECC) CASE)
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Freeze Frame Report.pdf	CSDAdmin	
ECU Details Report.pdf	CSDAdmin	
Vehicle Scan Report.pdf	CSDAdmin	
Config Report.pdf	CSDAdmin	

CONTACT

Dealer		Ram of		Phone	
Address					
		State	WA	ZIP	
Dealer Zone	70	County			
Technician TID/SID		Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	E LIGHT WARNING LIGHT IS ON, ALL LIGHTS WORK, ABS LIGHT COMES ON AND OFF INTERMITTENTLY-HAD MOPAR PULSE PROGRAM INSTALLED AT ANOTHER DEALER.ALOS VEHICLE DIED WHILE DRIVING, WNET INTO LIMP MODE,STARTED VEHICLE BACK UP-NOW DRIVES NORMAL				
Duplicated	Yes	Repairs Parts and Tests	CHECK DTCS ROAD TEST		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Hello, Thanks for the update, Just to clarify, The trailer brake system can come factory installed which this vehicle sales codes shows it is factory, or a mopar accessories add on. Mopar accessories provides software update for added accessories. Did the customer tell you the system was added? Please let me know,
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	E LIGHT WARNING LIGHT IS ON, ALL LIGHTS WORK, ABS LIGHT COMES ON AND OFF INTERMITTENTLY-HAD MOPAR PULSE PROGRAM INSTALLED AT ANOTHER DEALER.ALOS VEHICLE DIED WHILE DRIVING, WNET INTO LIMP MODE,STARTED VEHICLE BACK UP-NOW DRIVES NORMAL		
Agent States	Hello, My name is, I will assist you with this ticket. I suggest you disconnect any add on accessories and retest system. Please update when you can, Thank you,		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	NO ADD ONS THAT I CAN SEE, DO YOU KNOW IF THIS MOPAR BRAKE PULSE PROGRAM IS A FLASH OR ADD ON???		████████
Agent States	Hello █████ Thanks for the update, Just to clarify, The trailer brake system can come factory installed which this vehicle sales codes shows it is factory, or a mopar accessories add on. Mopar accessories provides software update for added accessories. Did the customer tell you the system was added? Please let me know, █████		████████
Agent States	CUSTOMER TOOK VEHICLE-WAS ANGRY Technician requested closure, █████		████████

REPORT

VEHICLE

VIN	[REDACTED]	Model Year	20	Body	91	[REDACTED]	ST CREW CAB 4X4
Built Date	[REDACTED]	Mileage (Miles)	[REDACTED]	MDH	[REDACTED]		
Engine	[REDACTED]						
Transmission	[REDACTED]	DFP					
Emission	[REDACTED]						

GENERAL

STAR Case ID	[REDACTED]	Case Status	Closed
Application Group	[REDACTED] - ELECTRICAL CORE		
Component Group	[REDACTED] - REPAIR		
Primary System	08 - ELECTRICAL	Sub System	[REDACTED] - WIRING HARNESS
Customer Complaint / Reason for contact	FLASHING/BLINKING		
Created Date	[REDACTED]	Created By	[REDACTED]
		Updated Date	[REDACTED]
		Updated By	[REDACTED]

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
printCustomReport [REDACTED]	CSDAdmin	[REDACTED]
[REDACTED]R scan report.pdf	CSDAdmin	[REDACTED]

CONTACT

Dealer	[REDACTED]	Phone	[REDACTED]
Address	[REDACTED]		
	Newburgh	ZIP	[REDACTED]
	County		
Technician	[REDACTED]	Technician Email	[REDACTED]
Training Level	[REDACTED]	Contact Via SMS	[REDACTED]
		Contact Via Email	[REDACTED]

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	customer states lights come on dash, guages drop out				
Duplicated	Yes	Repairs Parts and Tests	.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
		RO Number	[REDACTED]		

RESOLUTION

Description Thanks for the update, [REDACTED]. I will resubmit this information to [REDACTED] for review. [REDACTED]

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states lights come on dash, guages drop out		[REDACTED]
[REDACTED]	[REDACTED] Are there any aftermarket or MOPAR accessories installed? You have many modules reporting loss of communication with the ABS module. The ABS has stored communication faults. The lost communication is most likely not the result of a power or ground loss. Reference CAN C BUS SYSTEM in the wiring diagram application. Inspect circuits [REDACTED] and [REDACTED] from the CONNECTOR-STAR CAN C DASH to the MODULE-ANTI-LOCK BRAKES. Perform a pin drag test on all connectors in these two circuits, including the INLINE-DASH/ENGINE/TRANSMISSION connector. I could find no related cases with the same concern. Let me know what you find. Thank you, [REDACTED]		[REDACTED]
[REDACTED]	It might be fixed, time will tell, I spliced the bus wires together and eliminated the inline-dash/engine/transmission connector, and changed the location of the connector in the star connector and verified the pins, I will re-open the case if it comes back		[REDACTED]
Dealer States	Looks like the same condition is occurring		[REDACTED]
[REDACTED]	[REDACTED] I recommend overlaying circuits [REDACTED] and [REDACTED] from the ABS to the STAR connector. Replace the pins at the ABS and STAR connector for these circuits.		[REDACTED]
[REDACTED]	havent done the repair yet		[REDACTED]
Dealer States	I just found the problem with this vehicle and thought I would update the case, the pin in cavity 18 of the Abs connector wasn't seated fully into the connector, that is the [REDACTED] BUS circuit, i pushed it back in until it		[REDACTED]

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	clicked into place, and we now should be good. thanks for your help		
██████████	Thanks for the update, ██████████. I will resubmit this information to ██████████ for review.-██████████		██████████
██████████	fixed the bus wire. cavity 18 of the Abs connector wasn't seated fully into the connector, that is the BUS circuit.		██████████

REPORT

VEHICLE

VIN		Model Year		Body	RAM	CREW CAB CHASSIS
Built Date		Mileage (Miles)		MDH		
Engine	ETK	ETK				
Transmission		DF2				
Emission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL CORE		
	- REPAIR		
Primary System	- ELECTRICAL	Sub System	- WIRING HARNESS
Customer Complaint / Reason for contact	INTERMITTENT OPERATION		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Sawicki Motor Sales Inc	Phone	
		State	ZIP	
Dealer Zone	51	County		
Technician TID/SID		Technician Email		
Training Level		Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	while driving abs and trac and engine lights came on				
Duplicated	Yes	Repairs Parts and Tests	checked wire harness and connectors		
		DTC3	u11b9	DTC4	u0212
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	OK, if you are satisfied that it will not duplicate, return it to the customer. If it should go active while he is driving, see if he can bring it to you without cycling the ignition switch off. -
-------------	--

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Modified Date
Dealer States	while driving abs and trac and engine lights came on		
	Hi I have not found anything conclusive for the . You can send the scan report to . Let me know if anything shows up on the checks. If you are unable to duplicate the concern, you may have to drive it some. Clear the faults since we have them on a scan report, so we know what set. -		
Dealer States	when I got off the phone with you I cleared codes and test drove. did not act up. going to try it later too. I lost scan report when cleared codes. I thought you did not want the report. I did ask for the email address when I talked to you. sorry for the miss communication		
	That's OK, I did kind of mix that up. Let me know if you can duplicate it. I know you have some time in it already, and it may not show up right now. Is the customer local? -		
Dealer States	yes		
	If you can't duplicate it, and inspection of the harness did not reveal a short, then you may want to return it as NTF for now and let him drive it. CAN C can short and will not result in a die out. Have you checked the 2 CAN C STAR connectors to see if there is an issue there?		
Dealer States	they look good.		
	OK, if you are satisfied that it will not duplicate, return it to the customer. If it should go active while he is driving, see if he can bring it to you without cycling the ignition switch off. -		
	can't get it to act up		

REPORT

VEHICLE

VIN		Model Year	20	Body	91		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK		ETK				
Transmission			DEG				
Emission			Emissions				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	- SENSOR, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
	CSDAdmin	
	CSDAdmin	

CONTACT

Dealer		Phone	
Address			
	State	NC	ZIP
	County		
Technician		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	abs trac light comes on				
Duplicated	Yes	Repairs Parts and Tests	replaced abs module and right front sensor ohm wiring from sensor to module		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Hello [REDACTED] Thanks for the update, Let's switch the right and left front ABS circuits at the ABS connector. We need to see how this effects the speed sensor DTC, Thank you, Please update when you can, [REDACTED]
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs trac light comes on		
Dealer States	getting codes [REDACTED]		
Agent States	Hello [REDACTED], Please submit a vehicle scan and configuration, Thank you, [REDACTED]		
Dealer States	here you go		
Agent States	Hello [REDACTED] Thanks for the update, Let's switch the right and left front ABS circuits at the ABS connector. We need to see how this effects the speed sensor DTC, Thank you, Please update when you can, [REDACTED]		
Agent States	fw, Technician requested closure, [REDACTED]		

REPORT

VEHICLE

VIN		Model Year		Body		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH		
Engine	ETK	ETK				
Transmission						
Emmission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
Component Group	- SENSOR, (ANY)		
Primary System	BRAKES	Sub System	ELECTRICAL
Customer Complaint / Reason for contact	PEDAL PULSATES	Area of Failure	INTERNAL DEFECT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
GRANTNTF.pdf	CSDAdmin	

CONTACT

Dealer		Phone	
Address			
City		State	OR
		ZIP	
Dealer		County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	CUSTOMER STATES THE AND TRCTION CONTROL LIGHTS COME ON INTERMITTENTLY. PER CUSTOMER THE LIGHT COMES ON MOSTLY WHEN HE HAS TRAVEL TAILER HOOKED TO VEHICLE.				
Duplicated	No	Repairs Parts and Tests	NO REPAIRS		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No		

RESOLUTION

Description	Hello , if you are able I would like you to attach a current scan report with the s. Then I would suggest we see if we can get the trailer to duplicate the concern. Thank you,
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	CUSTOMER STATES THE AND TRCTION CONTROL LIGHTS COME ON INTERMITTENTLY. PER CUSTOMER THE LIGHT COMES ON MOSTLY WHEN HE HAS TRAVEL TAILER HOOKED TO VEHICLE.		
Agent States	Please resubmit this ticket to the primary group Anti-Lock Brake System. Be sure to fill out all (necessary forms and reports) and then attach them to the ticket		
Dealer States	I DONT HAVE ADDL INF AT THIS TIME AND I DID SUBMIT THIS TO ANTI LOCK BRAKES		
Agent States	Hello , are there any aftermarket components or modifications on the vehicle? Are there any active or stored 's at this time. I suggest we check the wheel speed sensors with witech and verify that they are operating correctly. Then I suggest we see if we can get the trailer to see if we can duplicate the concern. Thank you,		
Dealer States	NO AFTERMARKET PARTS STORED CODES , & . SPEED SENSOR WAS OPERATING CORRECTLY AT TIME OF INSPECTION. PLEASE ADVISE IF TRAILER IS NECESSARY		
Agent States	Hello , if you are able I would like you to attach a current scan report with the s. Then I would suggest we see if we can get the trailer to duplicate the concern. Thank you,		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	OK. [REDACTED] GOING TO CLOSE THIS REQUEST. THE CUSTOMER HAD TO PICK UP HIS VEHICLE TO TOW HIS TRAILER. I WILL REOPEN CASE WHEN CUSTOMER IS ABLE		[REDACTED]
Agent States	VEHICLE LEFT DEALERSHIP Technician requested closure.		[REDACTED]

REPORT

VEHICLE

VIN		Model Year		Body	RAM	CREW CAB 4X4
Built Date		Mileage (Miles)	5	MDH		
Engine	ETK	ETK				
Transmission		DF2				
Emmission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
Component Group	- SENSOR, (ANY)		
Primary System	- BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan	CSDAdmin	
Configuration	CSDAdmin	

CONTACT

Dealer		Phone	
Address			
	State	MO	ZIP
Dealer Zone	74	County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	brake lights are on				
Duplicated	Yes	Repairs Parts and Tests	took apart the inline chassis transmission connector and made sure of pin retention and fit		
DTC1				DTC4	
Information Sent					
Scan Tool Software Version	Last Connect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	We are closing the ticket due to not receiving a response within the last 48 hours. If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You.
-------------	---

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	brake lights are on		
	Technician called for assistance, stated the ABS light came on during the PDI, found poor terminal contact at the transmission connector, tighten contact and stated the DTC are setting active, will submit a vehicle scan and configuration,		
Dealer States	REPORTS ARE ATTACHED		
	Spoke with and he states in inspected the circuits for the left and right rear sensors with no results. Advised to swap a known good sensor for the left rear and verify results. If no change lets start with the left rear and run overlay circuits pin to pin from the abs module to the sensor eliminating the original circuits and the inline connector and verify results.		
	Thanks for calling in. We reviewed testing to this point. We had you verify ground circuits at the abs module to the neg battery post you reported OHMs -pass. Next test circuits b1-b2-b3-b4 from the abs module to the wheel speed sensors -load test and resistance test-let us know your findings, Thanks Allen.		
	Spoke with and he states he ran an overlay circuit for the B3 and B4 but stated he did not eliminate the original circuit and no results, while on the phone he stated he ran a voltage drop on the B1,		

Dealer/Agent	Detail	Modified By	Last Modified Date
	B4 from the module to the sensor and 3 is the only circuit which would light his test bulb. While on the phone he disconnected the inline connector and reconnected and now has complete circuits. Advise to reconnect the module, and sensors and verify if the codes are now stored.		
Agent States	, Please provide an update, If this vehicle is repaired or not at the dealership please close this ticket, If parts are on order please provide the part number, description and ETA of the part. Thank you,		
Agent States	We are closing the ticket due to not receiving a response within the last 48 . If you are still in need of repair guidance, please reopen the ticket. If the vehicle has been fixed, please note what fixed the vehicle and close the ticket. Thank You.		

REPORT

VEHICLE

VIN		Model Year	20	Body	91		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK	ETK					
Transmission							
Emmission							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	21Z - OVERDRIVE CLUTCHES		
Primary System		Sub System	
	- TRANSAXLE - AUTO	- AUTOMATIC	Area of Failure
Customer Complaint / Reason for contact	WON'T ENGAGE PROPERLY		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Auto Trans Diag Form.pdf	CSDAdmin	
Vehicle Scan Report.pdf	CSDAdmin	

CONTACT

Dealer		Ram	Phone
Address			
	State	CO	
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	speedometer is not working. check engine light is on along with abs, traction control, throttle control light.				
Duplicated	Yes	Repairs Parts and Tests	deleted codes, test drove: coming to a stop and then taking off again vehicle felt like it was in neutral and then shifted into real hard, did that about 3 times and then the check engine light came on and case was set active.		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Sorry for the delay not in Nice find on the Over running clutch. If you have a lot of debris in the pan then we should replace the torque converter and inspect the pump bushings and valve body for debris. If you don't have excessive debris just replaced what you find.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	speedometer is not working. check engine light is on along with abs, traction control, throttle control light.		
	Like we talked about on the phone lets go ahead and check the connector for any water intrusion or a loose connector on the solenoid pack. Lets make sure that all the lock tabs are firmly and correctly connected and inserted.		
Dealer States	little more info from customer: he was pulling a trailer to a lake and all of a sudden the cluster went Christmas tree. he also said that he had trouble with the transfer case shifting into. back to diagnosis and repair, inspected connector found pin (male pin) was bent up. bent the pin back to normal position and performed a Quick learn then test drove again. did the same thing as before and the same code set.		
	Thanks for the update. Please send a scan report of the vehicle to further assist in diagnosis.		
Dealer States	I attached the scan report		

Dealer/Agent	Detail	Modified By	Last Modified Date
██████████	I am not seeing the scan report attached on my side. Please reattach it and save it to the ticket/case or email it to me at ██████████ > ██████ <		██████████
Dealer States	it must not of uploaded, should be there now.		██████████
██████████	thanks, I did receive it. I ran it over with my master consultant. Lets remove the output speed sensor and inspect the end for debris. If debris is present lets drop the pan and inspect it for excessive debris. > ██████ <		██████████
Dealer States	removed output speed sensor and found metallic debris, removed pan and found small pieces of metal along with some metallic debris.		██████████
██████████	lets go ahead with opening the transmission, inspecting and replacing anything that looks bad. Follow the ██████ on this transmission rebuild. If we exceed the ██████ then a remanufactured transmission must be used first. If no remanufactured transmission is available then, a new transmission can be used. Let us know what you find. > ██████ <		██████████
██████████	lets go ahead with opening the transmission, inspecting and replacing anything that looks bad. Follow the ██████ on this transmission rebuild. If we exceed the ██████ then a remanufactured transmission must be used first. If no remanufactured transmission is available then, a new transmission can be used. Let us know what you find. > ██████ <		██████████
Dealer States	removed and performed tear down, found overrunning clutch has failed. will not rotate either direction. going to replace L/R assembly.		██████████
Dealer States	should I replace the valve body, front pump, and torque converter also???		██████████
██████████	.		██████████
██████████	sorry for the delay ██████ not in ██████ Nice find on the Over running clutch. If you have a lot of debris in the pan then we should replace the torque converter and inspect the pump bushings and valve body for debris. If you don't have excessive debris just replaced what you find. ██████		██████████
██████████	replaced ██████-way clutch, valve body, front pump, and torque converter.		██████████

REPORT

VEHICLE

VIN		Model Year	20	Body	91	RAM		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH				
Engine								
Transmission		DFP						
Emission		Emissions						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	910 - MODULE, FUEL PUMP		
Primary System		- FUEL DELIVERY SYSTEM -	Area of Failure
	PERFORMANCE	System	GAS / DIESEL
Customer Complaint / Reason for contact	INTERNAL DEFECT		
	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Phone	
Address			
	State	MA	ZIP
Dealer Zone	32	County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	0
Initial Concern	Service Advisor [redacted] CEL light is on and ABS light came on		
Duplicated	Repairs Parts and Tests		
DTC1	DTC2	DTC3	DTC4
Information Sent			
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No
		RO Number	

RESOLUTION

Description Called dealer back on [redacted] at [redacted] [redacted] stated vehicle was fixed and returned back to the customer. I am closing the case. [redacted]

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	[redacted] Service Advisor [redacted] CEL light is on and ABS light came on		[redacted]
[redacted]	Called dealer and got general VM for service. I left VM to contact me with an update on this customers vehicle. [redacted]		[redacted]
[redacted]	Spoke with [redacted]. He stated technician found an issue with the fuel pump. Part is on order and it should be at the dealer in [redacted]. I gave him my direct line to have technician contact me for technical assistance. [redacted]		[redacted]
[redacted]	Called dealer back on [redacted] [redacted] stated vehicle was fixed and returned back to the customer. I am closing the case. [redacted]		[redacted]

REPORT

VEHICLE

Model Year	20	Body	91
Built Date		Mileage (Miles)	MDH
Engine	EZC	HEMI VVT Engine	
Transmission		Automatic 66RFE Transmission	
Emission	50 State Emissions		

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL		
	- MODULE, (ANY)		
Primary System	- ELECTRICAL	- ELECTRONIC CONTROL	Area of Failure
	System	MODULES	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Number 2		
Screenshot_0814-111750.jpg		
-Modified Creating		
Screenshot_0814-110332.jpg		
latest report, with pcm blue and no comm.pdf		
number four report vin		

CONTACT

Dealer		Ram	Ph
Address			
City	State	LA	ZIP
	County		
Technician TID/SID	Technician Email		
Training Level	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	lights in dash flash, oil pressure shows 0, heat gauge goes to hot, at runs for or then stops acting up				
Duplicated	Yes	Repairs Parts and Tests	I have checked the comm wires, ok. I have checked power and grounds to pcm, ok. I have inspect related connectors for pin push out and spread, ok, no issues were found. The pcm will lose comm intermitantly after the engine is started for about then stops and works fine. I replaced the pcm amd programed. new pcm has same issue. please help, can the star connector cause this?		
DTC1	u0100-00			DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description Thanks for the update. Yes if you could attach to this ticket that would always be helpful. Thanks.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	lights in dash flash, oil pressure shows 0, heat gauge goes to hot, a [REDACTED] crank, runs for [REDACTED] or [REDACTED] then stops acting up		[REDACTED]
[REDACTED]	[REDACTED] called in. I advised him to ATTACH a vehicle scan and a configuration report to this ticket and let me know when they have been attached. [REDACTED]		[REDACTED]
Dealer States	I attached the reports as required		[REDACTED]
[REDACTED]	Please test the battery with the [REDACTED]. If ok please REMOVE, clean, and inspect all major powers and grounds and torque them back to spec (including wheel well and trans to body grounds, battery cables, PDC cables, engine to chassis and chassis ground points). Then re-evaluate the concern. If the DTC U113E return, I would focus on it. [REDACTED]		[REDACTED]
Dealer States	I checked battery with gr8, passed. I checked all grounds and powers, release and tighten trans and body grounds, battery cables, all checked ok. [REDACTED] the abs module is showing red, no modules are flagging any codes, no comm codes present [REDACTED]. Only symptom [REDACTED] is ABS is not showing active on buss		[REDACTED]
Dealer States	[REDACTED] shows up, the prndl blinks at [REDACTED], no codes set.		[REDACTED]
[REDACTED]	Please attach a new scan report for review. [REDACTED]		[REDACTED]
Dealer States	report sent, this is after a [REDACTED] test drive, abs is still showing red in topology, no codes setting		[REDACTED]
[REDACTED]	Hello [REDACTED]. Please try disconnecting and switching to a different [REDACTED] and pod and see if the issue is still present. [REDACTED]		[REDACTED]
Dealer States	oK, I CONNECTED SEPERATE POD, USED SEPERATE COMPUTER, SAME RESULT, abs SHOWS RED, NO CODES IN ANY OTHER MODULES		[REDACTED]
[REDACTED]	Hello [REDACTED]. Can you click on the ABS module and access its data and commands? [REDACTED]		[REDACTED]
Dealer States	nO. IT SHOWS AS UNRESPONSIVE. CAN'T DO ANY FUNCTIONS IN abs MODULE		[REDACTED]
Dealer States	Also, if I disconnect ABS from star connector, then modules set no comm codes.		[REDACTED]
[REDACTED]	Hello [REDACTED]. Please contact [REDACTED] and see if they can resolve the issue for you. This seems like a scan tool concern at this point. [REDACTED]		[REDACTED]
Dealer States	This only truck that has his issue [REDACTED]. I have used the pod several [REDACTED] [REDACTED] and no other trucks or cars give this issue. If you think it will help, I will try, but seems like waste of time to me		[REDACTED]
[REDACTED]	Yes please try. Nothing else makes sense if the vehicle is throwing no codes and operates correctly. [REDACTED]		[REDACTED]
Dealer States	Ok, here's the latest, I let unit sit since [REDACTED], it's now ambient temp, the ABS is online, and it's only module with dtc set stored, [REDACTED] attaching latest ecm scan report now, so very odd, I have done nothing but let unit cool down.		[REDACTED]
[REDACTED]	Hello [REDACTED]. Please load test the power and ground circuits to the ABS module using a headlight bulb. Allow the wires to get a little warm and see if they drop out. Then tighten all pins at the ABS module connector and let me know what happens. [REDACTED]		[REDACTED]
Dealer States	Ok, unit sat over weekend [REDACTED] I started it and the PRNDL went to blinking, then went out completely, set all these codes, I will attack the Intelligent battery sensor code [REDACTED] I think.		[REDACTED]
Dealer States	I send new scan report, please look at))		[REDACTED]
Dealer States	Also, while it was acting up, I could plug and unplug the pod, this made it act up [REDACTED] I did it, then everything started working normally again.		[REDACTED]
Dealer States	[REDACTED] more clue that just happened, I stared the unit, it ran [REDACTED] and died, then restarted, now running ok, but PCM is off buss in topology, ABS is on, with codes.		[REDACTED]
Dealer States	Ok, now PCM is on buss, it's blue and I cn't communicate with it, It also says this when I click on it, Unidentified: PCM is unidentified. Information necessary to identify and to interact with this ECU is missing. A report has been automatically submitted to the [REDACTED] troubleshooting team and a resolution will be included in the next release. NO ACTION IS NECESSARY ON YOUR PART.		[REDACTED]
[REDACTED]	Hello [REDACTED]. Another tech on another vehicle just notified me of that message as well. I suggest you contact [REDACTED] at this point to see what they can do about that message and getting your [REDACTED] working correctly so we don't start diagnosing false issues. [REDACTED]		[REDACTED]
Dealer States	contacted [REDACTED], they checked remotely, no issues with app. The unit is now back to original issue, when [REDACTED] started, the pcm goes off line intermitatly, for [REDACTED] then everything goes normal. I will check all connectors and circuits again at this point,. Maybe some corrupt data on the bus from another module?		[REDACTED]
[REDACTED]	That may be possible. Check the wiring then let me know. Then we can start looking into the modules. [REDACTED]		[REDACTED]
Dealer States	Finally found the issue, it was corrupt data on the bus, I looked under dash again, had to look far up and found a gps pod connected to dlc wires via a wire jumper, it looked completely normal underdash, till I followed the wires up, I took it out of system and now all systems normal, test drive successful. Thanks for the help on this)		[REDACTED]

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	DO YOU WANT A PHOTO OF THIS GPS POD? FOR REFERENCE? IT'S A STATE TRUCK, PARKS AND WILDLIFE, I THINK THEY PUT THESE IN ALL THEIR TRUCKS. MAY SEE IT AGAIN [REDACTED]		[REDACTED]
[REDACTED]	Thanks for the update. Yes if you could attach [REDACTED]e to this ticket that would always be helpful. Thanks, [REDACTED]		[REDACTED]
Dealer States	do you have email I can send to? the file is to large to attach here.		[REDACTED]
Dealer States	Ok, I resized and attached, closing request now		[REDACTED]
[REDACTED]	Tech states: replaced pcm, no change in syptoms, rechecked all circuits, found a GPS pod plugged into DLC. removed pod and issue went away. corrupt data on bus from pod		[REDACTED]

REPORT

VEHICLE

VIN		Model Year		Body	91		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK		ETK				
Transmission							
Emmission							

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ELECTRICAL CORE		
Group	, (ANY)		
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	INTERMITTENT OPERATION		
Created Date		Created By	
Updated Date		Updated By	
Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
MCWHORTER3.pdf		

CONTACT

Dealer		Ram	Phone	
Address				
State	MS	ZIP		
County				
Technician TID/SID	Technician Email			
Training Level	Contact Via SMS	Contact Via Email		

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	mil on has message for service throttle body and abs light on				
Duplicated	Yes	Repairs Parts and Tests	it came in Wednesday pulled codes found like . Cleared codes drive they didn't come back. He said it did it again , I pulled codes same codes. I send you a attach of codes		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	101000

RESOLUTION

Description	Outbound call to dealer. Was transferred to service and placed on hold with no answer. , I am closing this ticket. If additional assistance is needed, this ticket can be reopened within
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					PAID
					PAID
					PAID
			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	mil on has message for service throttle body and abs light on		[REDACTED]
[REDACTED]	[REDACTED], Please attach a configuration report. Are there any aftermarket or Mopar accessories installed on the vehicle? The DTCs indicate a loss of [REDACTED] communication, which can be caused by a faulty module, [REDACTED] C circuit shorted to power or ground, or the [REDACTED] C circuits shorted together. It is recommended to test the [REDACTED] with the concern present to determine what is happening [REDACTED]		[REDACTED]
Dealer [REDACTED]	no accessories. really the only time this thing does it is running down the road. Everything is stored when it gets here		[REDACTED]
[REDACTED]	[REDACTED] We can monitor the [REDACTED] voltages while duplicating the concern to see what is happening. -		[REDACTED]
[REDACTED]	[REDACTED], Please provide an update [REDACTED]		[REDACTED]
Dealer [REDACTED]	drove it [REDACTED] and it did it [REDACTED] for [REDACTED] going down the road at 70 mph . can - was at [REDACTED] and can + was at 2.1		[REDACTED]
[REDACTED]	[REDACTED], Please attach a configuration report. Do the same DTCs return after duplicating the concern? -		[REDACTED]
Dealer [REDACTED]	SAME CODES		[REDACTED]
[REDACTED]	[REDACTED] With the battery disconnected, what is the resistance between the [REDACTED] C circuits? [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED] Since the [REDACTED] voltages and resistance are correct, it will be necessary to disconnect the CAN C modules one at a time while the concern is present to determine which module is causing the loss of communication. [REDACTED]		[REDACTED]
Dealer [REDACTED]	that going to b fun to do because it only does it at highway speeds for just a few seconds.		[REDACTED]
[REDACTED]	[REDACTED], It is understandably difficult to test for this concern, however, with the voltages and resistance remaining normal with the concern present, a faulty module would be the most likely cause of the concern. The only way to determine which module is causing the loss of communication is to disconnect the modules one at a time until communication is restored. [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED], Please provide an update [REDACTED]		[REDACTED]
Dealer [REDACTED]	with module you want to start with, it doesn't do it b a few seconds		[REDACTED]
[REDACTED]	[REDACTED] The modules can be disconnected from the [REDACTED] C in any order for testing. [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED], Please provide an update [REDACTED]		[REDACTED]
Dealer [REDACTED]	been off sick. going to see what I can do [REDACTED]y .		[REDACTED]
[REDACTED]	[REDACTED] Thank you for the update [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED], Please provide an update [REDACTED]		[REDACTED]
[REDACTED]	Outbound call to dealer. Was transferred to service and placed on hold [REDACTED] with no answer. [REDACTED], I am closing this ticket. If additional assistance is needed, this ticket can be reopened within [REDACTED] - [REDACTED]		[REDACTED]
Dealer [REDACTED]	replaced abs module and he's been drive it sense Monday with no problem .all we can do is see what happens		[REDACTED]
[REDACTED]	replaced abs module Technician Closure Requested		[REDACTED]

REPORT

VEHICLE

VIN		Model Year		Body		MEGA CAB 4X4
Built Date		Mileage (Miles)		MDH		
Engine	ETK	ETK				
Transmission						
Emission	50 State Emissions					

GENERAL

STAR Case ID		Case Status	Closed			
Application Group	491 - BODY/ (ANY)					
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	UNCODABLE (WRITE IN FCCI CASE)	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

CONTACT

Dealer		Address	
State		ZIP	
Dealer Zone	66	County	
Technician		Technician Email	
Training Level		Contact Via SMS	
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	abs light on				
Duplicated	Yes	Repairs Parts and Tests	replaced abs module. still active		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
RO Number					

RESOLUTION

Description	I had called the dealership to get an update on the vehicle. I had got a hold of service advisor had said the was out on a test drive. looked up the vehicle for me and said the vehicle was gone and was fixed. I had asked for to have update the case or close out since the vehicle is done and not at the dealership. Thank you for using FCA star,
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs light on		
	Hello . Can you please attach a vehicle scan and configuration report to the ticket? Was the ABS module the only thing replaced? Was the HCU replaced as well? Have you gone there the connectors and harness of the ABS module to make sure pin fit issues or corrosion is not present? Have you checked connector for pin fit issues or corrosion? Is there any after market or MOPAR accessories attach to the vehicle. Have you checked all powers and grounds going to the ABS module? What is the part number of the new ABS module? Please advise,		
	heard from you in a few days, is this case completed? If so please close out the ticket. If you need further assistance please e-mail or call. Thanks,		
	I had called the dealership to get an update on the vehicle. I had got a hold of service advisor had said the was out on a test drive. looked up the vehicle for me and said the vehicle was gone and was fixed. I had asked for to have update the case or close out since the vehicle is done and not at the dealership. Thank you for using FCA star,		
	1		

REPORT

VEHICLE

VIN		Model Year		Body	92		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK		ETK				
Transmission	1877		DF2				
Emission	50 State Emissions						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/SENSOR, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf	CSDAdmin	
Vehicle Scan Report.pdf	CSDAdmin	

CONTACT

Dealer		Moss Bros.		Ram	Phone	
Address	1100 South E Street					
City		State	CA	ZIP		
Dealer		County				
Technician TID/SID		Technician Email				
Training Level		Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	ABS AND TRACTION LAMP ON. AND				
Duplicated	Yes	Repairs Parts and Tests	LAST VISIT IN FLOW CHART DIRECTED TO REPLACE LEFT REAR WHEEL SPEED SENSOR THEN LAMP CAME BACK ON WHILE ON ROAD TEST AND FLOW CHART DIRECTED TO REPLACE ABS MODULE. WHEN MODULE WAS REPLACED LAMPS STAYED OFF. VEHICLE IS NOW BACK WITH SAME CONCERNS		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Thanks for speaking with us and for all the testing you have performed to this point. We are requesting you to overlay b3 and b4 from the abs module to the left rear wheel speed sensor. Please let us know your results, Please attach the requested reports.
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	ABS AND TRACTION LAMP ON. AND		
Agent States	Please provide a scan and a configure report attach to this case- requires this any time dtc codes are involved-Thanks. Lets look closely at that left rear sensor tone wheel first look inside for metal debris-looseness-cracks. Next lets perform circuit testing from the abs module to the sensor make sure they are not shorted to each other or ground-tap and wiggle while testing. Let us know your test results and inspection results. Any questions you have let us know,		
Dealer States	INSPECTED WHEEL AND APPEARS TO BE OK. SWAPPED SENSORS LEFT TO RIGHT WITH THEM STILL PLUGGED IN TO THE HARNESS IN SAME LOCATION AND STILL SETS ALL THE SAME S SO THAT ELIMINATES THE WHEEL. ARE STORED DROVE VEHICLE AND LIGHT HAS NO COME BACK ON YET. THIS IS EXTREMELY INTERMITTENT. ALL WHEEL SPEEDS ARE MATCHING		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████. Thanks for speaking with us ██████ and for all the testing you have performed to this point. We are requesting you to overlay ██████ b3 and b4 from the abs module to the left rear wheel speed sensor. Please let us know your results, Thanks ██████ Please attach the requested reports.		██████
Dealer States	FOUND B3 CIRCUIT RUBBED THROUGH ON TRANS CASE. REPAIRED WIRING. VEHICLE IS REPAIRED AND FIXED. THANKS		██████
Agent States	REPAIRED B3 CIRCUIT DG/YL LEFT REAR SPEED SENSOR -. WIRE RUBBED THROUGH ON BACK SIDE OF TRANS CASE		██████

REPORT

VEHICLE

VIN		Model Year		Body	CREW CAB 4X4
Built Date		Mileage (Miles)		MDH	
Engine	ETK	ETK			
Transmission					
Emmission					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	(ANY)		
Primary System	08 - ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES
Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
scan	CSDAdmin	
	CSDAdmin	

CONTACT

Dealer		Ram	Phone
Address	401 Duncan Hill Rd		
State	NC	ZIP	
County			
Technician	Technician Email		
Training Level	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	2
Initial Concern	abs and traction control lights are on				
Duplicated	Yes	Repairs Parts and Tests	vehicle came in with 3 stored codes in the abs... wiring checked good...diag led to wss replacement. replaced and customer brought it back...same codes. next step in diag led to abs module replacement. replaced. test drove with no codes. customer brought vehicle back...same could the hub be the root cause.		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Thanks for the reports let check the tone ring on the hub. Also let swap RF WSS circuit to the LF WSS circuit at the ABS connect to see if the code follow. Check power/ground, circuits, pin fit at the ABS etc.?
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs and traction control lights are on		
Agent States	, vehicle lifted aftermarket wheel/tires? Can you send me a vehicle scan & configure report & attach it to the ticket.		
Dealer States	reports attached. vehicle is completely stock		
Agent States	Thanks for the reports let check the tone ring on the hub. Also let swap RF WSS circuit to the LF WSS circuit at the ABS connect to see if the code follow. Check power/ground, circuits, pin fit at the ABS etc.?		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	found small amount of play in hub...replaced...test drove. no codes returned		████████
Agent States	hub replacement		████████

REPORT

VEHICLE

Model Year		Body	RAM	CREW CAB 4X4
Built Date		Mileage (Miles)		MDH
Engine	ETK		ETK	
Transmission				
Emmission				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	SENSOR, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)

CONTACT

Dealer		Phone	
Address	2925	Way N	
City		State	WA
		ZIP	
Dealer		County	
Technician		Technician Email	
Training Level		Contact Via SMS	
		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	3	Days In Shop	2
Initial Concern	on				
Duplicated	Yes	Repairs Parts and Tests	ECU replaced rt speed sensor replaced, tone wheel replaced. Further testing shows open circuit b7 b6 from module to inline/dash harness connector at firewall to right axle disconnect as well as wire color and pins match but are open. Is there another connector or module in circuit or can we overlay a circuit directly to rt frt wheel spd. sensor to test.		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description outstanding -good repair, have a great week,

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	on		
Agent States	Thanks for speaking with us. we spoke about Overlaying the b6 and b7 circuits as a evenly matched twisted pair (Let us know your results and any questions you have- also please attach a scan report to this case.,		
Dealer States	Overlay harness made with 1 twist per inch installed problem resolved.		
Agent States	outstanding -good repair, have a great week		

REPORT

VEHICLE

VIN		Model Year	20	Body	62	REG CAB 4X4
Built Date		Mileage (Miles)		MDH		
Engine	ETK	ETK				
Transmission						
Emission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	- MODULE, (ANY)		
Primary System	ELECTRICAL	- ELECTRONIC CONTROL SYSTEM MODULES	Area of Failure
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
	CSDAdmin	

CONTACT

Dealer		Phone	
Address			
	State	MO	ZIP
Dealer Zone	51	County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	abs and traction control light keeps coming on codes stored for right front wheel speed sensor out of range				
Duplicated	Yes	Repairs Parts and Tests	right front wheel speed sensor		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last	Search	Vehicle Off Road or Tow-in	No	7

RESOLUTION

Description Great job Due to the vehicle being repaired and operating as designed I will close this ticket. Thank you, W

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs and traction control light keeps coming on codes stored for right front wheel speed sensor out of range		
Agent States	Hello . Please attach a vehicle scan and configuration reports to this ticket, let me know when sent.		
Dealer States	i attached the scan report thanks		
Dealer States	SCAN REPORT IS UPLOADED		
Agent States	Thanks for attaching the report . There are no codes displayed on the report ? You stated there was a stored code RIGHT FRONT WHEEL SPEED SENSOR - CIRCUIT CURRENT OUT OF RANGE is this correct ? If yes suggest to inspect the connector and pin fit for the B6 and B7 circuits at the ABS module pins at the inline connector pins 5 and 2, inline connector 3 and 2, and at the sensor pins 1 and 2. Lets perform a (pin drag test) with the terminal removed from the connector and verify results.		
Dealer States	yes the out of range was stored but the codes were cleared and after driving they will come back active and then stored so its pretty innermittin but i will perform the drag test and keep u posted on my results		
Agent States	Thanks for the update . Let me know your results.		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	after doing the pin drag test all terminals are in good shape no signs of damage and no bent or broke pins at sensor or module		████████
████████	Spoke with ██████ and he states he can get the concern to be present but no abs light comes on and when the key is turned of and back on there is a stored code ██████ advises to swap the sensors left to right and verify if the concern travels and let me know. If not for a test lets swap the left front and the right front circuits at the ABS module and verify if the concern also travels to the left and if yes the concern is within the circuit and the module is eliminated as a possibility. ██████		████████
Dealer States	hey ██████ performed the swap test of the sensors and same code was present i also started to look around again at the harrness and found a connector that runs around the back side of engine took the connector lose and found bent pin inside connector, it was the b6 DG/white wire the connects to right front wheel speed sensor i repaired the pin and test drove ██████ and codes are no longer present		████████
████████	Great job ██████ Due to the vehicle being repaired and operating as designed I will close this ticket. Thank you, ██████		████████
Dealer States	thanks for your help ██████		████████
████████	found bent pin in junction connector behind engine on the drakgreen/white wire b6 for right front wheel speed sensor, repaired pin and no codes are issues, technician requested closure. ██████		████████

REPORT

VEHICLE

VIN		Model Year		Body	81	RAM			MEGA CAB 4X4
Built Date		Mileage (Miles)		MDH					
Engine	ETK		ETK						
Transmission			DF2						
Emmission									

GENERAL

STAR Case ID		Case Status	Closed
Application Group	BODY/		
Component Group	- SENSOR, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
DUPLICATE1_		
duli2.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level		Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	abs and traction control lights turn on with check engine light				
Duplicated	Yes	Repairs Parts and Tests	last visit vehicle had the LF wheel speed sensor replace. all codes go to store after cycle of key.		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description: Please provide an update on this case-let us know what you need, Thanks

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					PAID
			200		PAID
			200		REJECTED
					PAID

#	CREATED DATE		DATE RECEIVED	STATUS
				REJECTED
				SUSPENDED
				PAID
				REJECTED
				SUSPENDED
				PAID
				PAID
				PAID
				PAID
				PAID
				REJECTED
				SUSPENDED
				PAID
			0	PAID

CONVERSATION (S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer	abs and traction control lights turn on with check engine light		
	Thanks for including the reports with this case. Lets try this over lay to the left front wheel speed sensor from the abs module with new terminal ends if you can. If not use the old ones but make sure they are checked closely and tightened. clear codes and road test-let us know your results,		
Dealer	I over lay the harness from the LF wheel speed sensor to the abs module test drove the vehicle on city streets to be able to stop and go and at this time the concern has been corrected is there anything else you recommend me to do or inspect before letting the customer take is vehicle back. customer is going to pull a trailer I need to make sure his brakes are working thank you		
	Thanks for your reply and repair. You got this all systems go and extra long road test as well. Well done-we are closing this case -have a great week end		
Dealer	thank you sir for the help..		
Agent	over lay LF wheel speed sensor to abs module		
Dealer	we over lay the harness to the lf wheel sensor. last visit we test drove the vehicle for and everything was working good. customer took the vehicle and vehicle it the same concern ill send you the new configuration scan and freeze frame se if that will help us		
	Let look at the left frt wheel speed tone ring closely-remove the sensor and use a bore scope to look for debris in the tone wheel teeth-look for cracks as well. let us know what you see here, Thanks		
Dealer	I REMOVE THE WHEEL SPEED SENSOR AND FOUND THE TONE RING FULL OF BEARING GEASE THAT COVER HAVE OF THE TEETH AND THE SENSOR. ALSO FOUN GREASE IN THE CENTER OF THE TEETH EVERY ONE OF THEM I WOULD THINK THAT ALL THE GREASE WILL SEND BAD SIGNAL TO THE ABS.		
	Normally we find air gap(tone wheel-looseness) or wiring issues to cause this dtc code. Since wiring has been replaced the tone wheel issue is what remains. Please repair and road test to verify. let us know any questions you have,		
Dealer	clean the tone wheel when for a test drive the lf wheel speed sensor in not reading check the sensor resistance and found good also check the over lay wires and are also good at this point there is no signal coming out the abs module		
	Thanks for speaking with us. We reviewed testing to this point and are requesting you to test at the abs module. We are requesting the ground circuits to be tested to the negative battery posts with the positive battery cables removed-OHMs readings requested. Then verify all power supply circuits to the module and make sure they match. Let us know your findings , Thanks		
Dealer	INSPECT AND 45 AND CHECK THE RESISTANCE TO THE NEGATIVE POST ON THE BATTERY AND FOUND GOOD REISTANCE. CHECK MY POWER TO THE ABS MODULE AND FOUND GOOD POWER ALSO RE INPECT THE PIN 13 AND 12 ANDFOUND GOOD RESISTANCE .03 AND .04 ON THE LF WHEEL HARNESS TO THE ABS MODULE		
	Thanks for reviewing testing results-all pass to this point. We recommend to replace the abs module and let us know your results,		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████. Please provide an update on this case-let us know what you need, ██████.		██████
Dealer States	when replace the abs module the vehicle has drives good at this time and no more codes or lights on the cluster		██████
Agent States	replace the abs module		██████

REPORT

VEHICLE

VIN		Model Year	20	Body	RAM	MEGA CAB 4X4
Built Date		Mileage (Miles)		MDH		
Engine	ETK	ETK				
Transmission						
Emmission						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL CORE		
Component Group	- CONNECTOR		
Primary System	- ELECTRICAL	Sub System	- WIRING HARNESS
Customer Complaint / Reason for contact	INTERMITTENT OPERATION		
Created Date		Created By	
Updated Date		Updated By	

CONTACT

Dealer		Phone	
Address			
City	State	TX	ZIP
	County		
Technician TID/SID	Technician Email		
Training Level	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	abs light on / 4x4 inop				
Duplicated	Yes	Repairs Parts and Tests	I found a/c dripping in right front wheel speed sensor. I relocated to inner fender. I found the axle locker full of a/c drippings. Damaged locker and connector. Any quick fixes or good repairs. Like wrapping the a/c lines? I'm not the only one seeing this I'm sure. Thanks for looking C		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description Thank you for the update.

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	abs light on / 4x4 inop		
	Are there any aftermarket or MOPAR accessories installed? I can find no related cases with this concern. Does the A/C system pass a performance test? Confirm tubes are routed according to factory design by comparing to another vehicle. Confirm equal amount of condensation on like vehicle. Let me know the results. Thank you,		
Dealer States	Hi This on is doing the same thing. I'm going to take a hose with a bend and divert the water away from the components. I'll keep in touch.		
	Thank you for the update.		
	breather hose from a RS. over the drain port and tie strap to harness on frame		

REPORT

VEHICLE

VIN		Model Year		Body	91		CREW CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK	ETK					
Transmission		DEG					
Emission							

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	05E - MODULE, (ANY)		
Primary System	BRAKES	Sub System	ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Dodge Ram	Phone	
Address				
City		State	NC	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	ABS LIGHT ON AND TRAC LIGHT				
Duplicated	Yes	Repairs Parts and Tests	HCU		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Called () to assist with this ABS communication issue. It appears that the HCU fits multiple years and the module is year specific. Since we have no numbers on the module that came with the ICU, we may have the wrong module on that unit. The correct number for the model years is () will see if his parts guys have () in stock and get back to me with his results. ()
-------------	--

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	ABS LIGHT ON AND TRAC LIGHT		()
()	() called in for assistance with this ABS DTC that had the ICU replaced following the service information. The code is still coming back. Now the module is red on the topology. We are checking the power, grounds and pin fit at the module. () is the number on the box. Asked him to use the () Terminal Test Lead Kit to check the pin tension (drag) on the terminals at the ABS module. If those are found to be in good working order, we will be checking our CAN C voltage at pin 3 & () will call me back with what he finds. ()		()
Dealer States	can c () and () terminals have right tension		()
()	() I couldn't hear the voicemail very well and heard the wrong ph () number. I'm going to over this case with my support guys () and call you back after. Good night. ()		()
()	Called () to assist with this ABS communication issue. It appears that the HCU fits multiple years and the module is year specific. Since we have no numbers on the module that came with the ICU, we may have the wrong module on that unit. The correct number for the () model years is () will see if his parts guys have () in stock and get back to me with his results. ()		()
()	had to install year specific abs module. the hcu unit that parts orders is not year specific. needs to change how to order for correct year HCU. This has been handed off to my support group to have the catalog updated. () Technician requested closure.		()

REPORT

VEHICLE

VIN		Model Year		Body	91		CAB 4X4
Built Date		Mileage (Miles)		MDH			
Engine	ETK	ETK					
Transmission							
Emission	50 State Emissions						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	- CALIPER, DISC BRAKE		
Primary System	BRAKES	Sub System	05D - HYDRAULIC/MECHANICAL
		Area of Failure	UNCODABLE (WRITE IN ECCI CASE)
Customer Complaint / Reason for contact			
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
NTF Check Sheet	CSDAdmin	

CONTACT

Dealer		City		Phone	
Address					
City	Lampasas	State	TX	ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	2
Initial Concern	customer states vehicle traction control light came on and front brakes locked up. noise from front end when this happened				
Duplicated	No	Repairs Parts and Tests	abs test, wheel barings, tires , front end,		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
		RO Number			

RESOLUTION

Description	I believe we are going to have to get more information from the customer or have them come down and get the vehicle to act up for them. They will not be able to get mad at you if they cannot get the vehicle to act up and we cannot fix what is not broke. You could also release the vehicle to your customer and have them return when the issue is more frequent. Let me know what you think. Thanks.
-------------	---

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer states vehicle traction control light came on and front brakes locked up. noise from front end when this happened		
	Are there any aftermarket accessories or modifications on this vehicle? The front brakes applied without any pedal input? What kind of noise did the customer say they heard? Let me know. Thanks.		
Dealer States	its completely stock nothing done to it at all. the customer said it was a grinding noise. feels like the right front brake was locking up.		
	When comparing the , do you see any differences in them (scoring, bluing, pitting or grooving)? You have stated that this concern has not returned. Take the vehicle out for a quick test drive, hitting the brakes hard a few then check the rotor surface temperature with a digital pyrometer (Laser temp gun). Let me know what the rotor temperatures are. Thanks		
Dealer States	I took it down smooth roads and bumpy roads hitting the brakes all the time. the customer states that when this happens the pedal is firm and not moving down. their is no scoring no hot spots nothing its like the abs is telling it that their is wheel slippage and commanding it to lock that wheel up. im lost.		
	At this point, toss the keys to a porter or hourly guy and have them continue trying to get this concern to happen again. We will need to duplicate this concern to properly diagnose it. You cannot		

Dealer/Agent	Detail	Modified By	Last Modified Date
	repair that which is not broke. What were the rotor temperatures during your last road test? Did your customer says whether there were any certain conditions present every time this occurred or is it completely random? Let me know. Thanks [REDACTED]		
Dealer States	will do thanks		[REDACTED]
[REDACTED]	Let me know what you find [REDACTED] Thank you. [REDACTED]		[REDACTED]
Dealer States	still not able to produce the customers concern		[REDACTED]
[REDACTED]	[REDACTED] I believe we are going to have to get more information from the customer or have them come down and get the vehicle to act up for them. They will not be able to get mad at you if they cannot get the vehicle to act up and we cannot fix what is not broke. You could also release the vehicle to your customer and have them return when the issue is more frequent. Let me know what you think. Thanks. [REDACTED]		[REDACTED]
[REDACTED]	not able to duplicate Technician requested closure.		[REDACTED]
[REDACTED]	not able to duplicate Technician requested closure.		[REDACTED]

REPORT

VEHICLE

VIN		Model Year		Body		RAM		SLT CREW CAB
Built Date	05	Mileage (Miles)		MDH				
Engine	ETK	ETK						
Transmission								
Emission								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	491 - BODY/		
	05E - MODULE, (ANY)		
Primary System	BRAKES	Sub System	- ELECTRICAL
Customer Complaint / Reason for contact	ABS/ESP LIGHT ON		
Created Date		Created By	
		Updated Date	
		Updated By	
Area of Failure	UNCODABLE (WRITE IN ECCI CASE)		

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
CONFIG REPORT	CSDAdmin	
SCAN REPORT	CSDAdmin	

CONTACT

Dealer		Friendly		Jeep Ram O	Phone	
Address						
	State		ZIP			
Dealer	County					
Technician TID/SID	Technician Email					
Training Level	Contact Via SMS		Contact Via Email			

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	customer came in with abs light on and no , park sensor lights are on				
Duplicated	Yes	Repairs Parts and Tests	performed diagnostics for dtc's set and tests indicated bad abs module. Parts ordered a Hydraulic control unit which came with the module on it. plugged it in and the system can not communicate with abs module. plug the old one back in and it can communicate but has the same issue		
DTC1		DTC2		DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	Yes		

RESOLUTION

Description Thank you for the update and keep us posted of your results. Thanks,

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	customer came in with abs light on and no , park sensor lights are on		
Agent States	Hello Can you please attach a vehicle scan and configuration report to the ticket? Can you also give me the part number of the ABS/HCU unit that you installed on the vehicle? From what I can see you can get the ABS module separate form the HCU. Please advise.		
Dealer States	Do you want a scan and config report with the original ABS module installed or the new one?		
Agent States	I will take the reports with the new ABS module installed. Do you also have the part number of the unit that was installed as well? Please advise.		
Dealer States	REPORTS ATTACHED		
Dealer States	PART THE PARTS COUNTER GUY ORDERED A HYDRAULIC UNIT ON ACCIDENT		

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