

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D	[REDACTED]	LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	US	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY [REDACTED]
[REDACTED]	PRV	[REDACTED]	RED	[REDACTED]	[REDACTED]	[REDACTED]	COAT
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	[REDACTED]
Transmission	D	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	11	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	[REDACTED] B
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]

**Complaint:** (Multi-point inspection according to maintenance interval) CUSTOMER STATES ABS/TRACTION CONTROL LIGHT CALIPER LEAKING REAR PASSENGER SIDE PLEASE C&A RENTAL SUBLET

**Cause:** MULTI-POINT INSPECTION RIGHT REAR AXLE BEARING SEIZED ONTO AXLE HOUSING RENTAL SUBLET

**Correction:** PERFORMED MULTI-POINT INSPECTION REPLACED REAR AXLE HOUSING AND REPLACED ALL REAR AXLE BEARINGS AND SEALS,REPLACED REAR AXLE HUB AND BACKING PLATE BECAUSE OF RIGHT REAR HUB BEARING BEING SEIZED REPLACED LEFT HUB HOUSING AND REAR BRAKE PADS.FILLED WITH FLUID AND TEST DROVE.NO FURTHER PROBLEMS AT THIS RIME RENTAL SUBLET

**LOP Information**

LOP	LOP Description
[REDACTED]	Wheels ; Rear Bearing/Hub/Seal ; Bearing, rear wheel ; [REDACTED] axles-Inner & Outer-[REDACTED]-Right or left-Replace
[REDACTED]	Wheels ; Rear Bearing/Hub/Seal ; Bearing, rear wheel ; [REDACTED] axles-Inner & Outer-[REDACTED]-Right or left-Replace
[REDACTED]	Rear Axle ; Differential ; Bearings, differential side ; [REDACTED] axles
[REDACTED]	Rear Axle ; Differential ; Bearings, pinion ; Bearings, pinion - All axles - Replace
[REDACTED]	Rear Axle ; Axle Assembly ; Axle / Differential, assembly, Rear ; [REDACTED] or [REDACTED]
[REDACTED]	Rear Axle ; Axle Shaft ; Shaft, Rear Axle ; [REDACTED] axles-right
[REDACTED]	Rear Axle ; Axle Housing ; Housing, rear axle ; [REDACTED] or [REDACTED]

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AB	HOUSING -REAR AXLE	1		No	
[REDACTED]-AA	SEAL -DRIVE PINION	1		No	
[REDACTED]-AB	LUBRICANT-GEAR	4		No	
[REDACTED]-AB	ROTOR -BRAKE	1		No	
[REDACTED]-AA	BEARING -DIFFERENTIAL SIDE	2		No	
[REDACTED]-AA	BEARING -DRIVE PINION	1		No	
[REDACTED]-AA	PAD KIT -REAR DISC BRAKE	1		No	
[REDACTED]-AA	HUB -WHEEL	2		No	
[REDACTED]-AE	PLATE -PARKING BRAKE	1		No	
[REDACTED]-AA	SPACER -DRIVE PINION BEARING	1		No	
[REDACTED]-AA	GASKET -REAR COVER	1		No	
[REDACTED]-AB	SHAFT -AXLE REAR	1		No	
[REDACTED]-AA	NUT -HUB NUT	1		No	
[REDACTED]-AA	SEAL -DRIVE PINION	1		No	
[REDACTED]-AB	NUT -PINION	1		No	
[REDACTED]-AA	WASHER -PINION	1		No	
[REDACTED]-AA	BEARING -WHEEL	2		No	
[REDACTED]-AC	SEAL -WHEEL BEARING	2		No	
[REDACTED]-AA	BEARING -WHEEL	1		No	
[REDACTED]-AC	GASKET -AXLE SHAFT	2		No	
[REDACTED]-AA	NUT -WHEEL BEARING ADJ NUT	1		No	
[REDACTED]-AB	NUT -BEARING ADJUSTING	1		No	
[REDACTED]-AD	SENSOR -WHEEL SPEED	1		No	
[REDACTED]	BEARING -DRIVE PINION	1		No	
[REDACTED]	HOUSING -REAR AXLE	1		No	[REDACTED]
[REDACTED]	SEAL -DRIVE PINION	1		No	[REDACTED]
[REDACTED]	LUBRICANT-GEAR	4		No	[REDACTED]
[REDACTED]	ROTOR -BRAKE	1		No	[REDACTED]
[REDACTED]	BEARING -DIFFERENTIAL SIDE	2		No	[REDACTED]
[REDACTED]	BEARING -DRIVE PINION	1		No	[REDACTED]

	REAR DISC BRAKE	1		No	
	HUB -WHEEL	2		No	
	PLATE -PARKING BRAKE	1		No	
	SPACER -DRIVE PINION BEARING	1		No	
	GASKET -REAR COVER	1		No	
	SHAFT -AXLE REAR	1		No	
	NUT -HUB NUT	1		No	
	SEAL -DRIVE PINION	1		No	
	WASHER -PINION	1		No	
	BEARING -WHEEL	2		No	
	SEAL -WHEEL BEARING	2		No	
	BEARING -WHEEL	1		No	
	GASKET -AXLE SHAFT	2		No	
	NUT -WHEEL BEARING ADJ NUT	1		No	
	NUT -BEARING ADJUSTING	1		No	
	SENSOR -WHEEL SPEED	1		No	
	BEARING -DRIVE PINION	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	RAM	[REDACTED]	POWER WAGON CREW CAB
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	<b>Plant</b>	[REDACTED]	8475	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)						
<b>Engine</b>	ESA	[REDACTED]	MID DUTY HEMI MDS	[REDACTED]	<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION	[REDACTED]	<b>Serial #</b>	[REDACTED]		

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]		<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]		<b>Advisor</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Address</b>	[REDACTED]							
<b>City</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** ESSENTIAL CARE LOF FOUR WHEEL TIRE ROTATION. MULTIPOINT INSPECTION.

**Cause:**

**Correction:**

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]			No	
[REDACTED]	FILTER - [REDACTED]	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	SLT	CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT					
Engine	ETK	[REDACTED]	CUMMINS TURBO DIESEL ENGINE	Serial #	F234803515		
Transmission	[REDACTED]	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	JEEP RAM	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES HORN CONCERNS~ C/S DOOR PASS FRONT DOOR HAS WIND NOISE AT [REDACTED] C/S THE FRONT DASH HAS A PART WARPED UP IN THE FRONT DASH SEEA DISOR WHERE THE TEPM SENSOR THE STREERING WHEEL IS OFF CENTER ITS OFF TO THE LEFT WHEN TRUCK WHEELS ARE STRAIGHT FULL VEHICLE INSPECTION C/S FRONT GRILL HAS OXIDATION ON ALL RTHE FRILL LEVELS SEE ADVISOR RENTAL IS PROVIDED AS A COURTESY [REDACTED] ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN [REDACTED] OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF [REDACTED]

**Cause:** [REDACTED] HAS NO POWER IN THE PDC AFTERMARKET STUBBY ANTENNA CAUSING NOISE COMPLETED

**Correction:** [REDACTED] HAS NO POWER IN THE PDC ORDERED NEW PDC. VEHICLE DAIGNOSTIC COMPLETED BY 12202 AND RECHECK [REDACTED] FOUND FEED CIRCUIT INTERNAL TO [REDACTED] 42 FOR HORN SHORTED INTERNALLY. R&R PDC AND PERFORMED VALIDATION TEST. FOUND POWER NOW AVAILABLE AT PDC [REDACTED] CONNECTOR. FOUND HORN INOP. SOP HORN Center, power distribution PDC - Test and Replace (2 - Skilled) [REDACTED] AFTERMARKET STUBBY ANTENNA CAUSING NOISE RECOMMEND REINSTALLING FACTORY ANTENNA MAINTENANCE SERVICE [REDACTED] ORDERED DASH SPEAKER GRILLE MAINTENANCE SERVICE DRIVEABILITY FULL VEHICLE INSPECTION [REDACTED] SOP IN INSTALLED NEW GRILL Grille/insert, radiator -Replace Complete (0 - LowSkilled) GRILLE, RADIATOR-Replace (C) RENTAL IS PROVIDED AS A COURTESY [REDACTED] ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN [REDACTED] OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF [REDACTED] RENTAL/ [REDACTED] RENTAL IS PROVIDED AS A COURTESY [REDACTED] ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN [REDACTED] OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF [REDACTED] SUBLET REPAIRS

LOP Information is not available

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	PDC -INTELLIGENT POWER	1		No	
[REDACTED]	HORN - [REDACTED]	0		No	
[REDACTED]	GRILLE -RADIATOR	1		No	
[REDACTED]	[REDACTED]-RAM HEAD	0		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	[REDACTED]	LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	Market	U [REDACTED]	Plant	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT					
Engine	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE		Serial #	[REDACTED]	
Transmission	DF2	[REDACTED]	AUTO AISIN AS69RC HD TRANS		Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report Version	10	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER HAS ACCIDENTALLY PUT [REDACTED] OF [REDACTED] IN DIESEL SYSTEM. TRUCK WAS STARTED AND RAN UNTIL IT SHUT OFF. PERFORM 23 POINT INSPECTION FRONT CENTER CAP MISSING-REPLACE CUSTOMER STATES ABS LIGHT ON. ADD ON LINE [REDACTED] CUSTOMER STATES TIRE LIGHT IS ON ADD ON LINE [REDACTED]

**Cause:** [REDACTED] THROUGH FUEL SYSTEM-TOOK SAMPLE AT FRONT WATER DRAIN, [REDACTED] INTO INJECTORS LR BACK UP LENS BROKEN [REDACTED] RF WHEEL SPEED SENSOR OUT OF RANGE IN SYSTEM

**Correction:** REPLACE FUEL FILL NECK,FUEL TANK AND MODULE,FUEL LINES, REAR FUEL FILTER AND MOUNT,REPLACE FUEL LINES TO ENGINE MOUNT FILTER,REPLACE ENGINE MOUNT FILTER AND MOUNT,REPLACE HIGH PRESSURE PUMP AND LINES,FUEL RAIL,FUEL LINES,CONNECTOR TUBES,INJECTORS,CLEAN HEAD PASSAGES,ADD FRESH FUEL AND CLEANER,START AND DRIVE,NORMAL OPERATION AT THIS TIME INSPECT REPLACE LF WHEEL CENTER CAP FOUND NO SIGNS OF SPLIT, CUT, OR TORN WIRING IN SYSTEM. SHORTED WIRING TOGETHER AT WHEEL SPEED SENSOR FOUND CODE TO GO STORED AND SHORT TO GROUND CODE TO COME ON ACTIVE. PER DIAGNOSIS REPLACED WHEEL SPEED SENSOR FOR INTERNAL SHORT , PERFORMED ABS INITIALIZATION AFTER REPAIR WAS MADE. FOUND CODE TO GO AWAY. TEST DROVE VEHICLE AFTER REPAIR WAS MADE FOUND CODE TO COME BACK ON. VEHICLE HAS NEW WHEEL SPEED SENSOR IN SYSTEM. MEASURED RESISTANCE FROM ABS MODULE TO WHEEL SPEED SENSOR FOUND BOTH WIRES WITH GR/YE AND GR/WH TRACER WIRES TO BE BELOW [REDACTED] EVEN WHEN WIGGLE TESTING WIRING. PER DIAGNOSIS FOUND INTERNAL SHORT IN ABS MODULE .REPLACED MODULE WITH NEW AND PERFORMED ABS INITIALIZATION . TEST DROVE VEHICLE PERFORMANCE GOOD AT THIS TIME. SSET AIR PRESSURE TO CORRECT SETTINGS AND DROVE NO TIRE LIGHT ON AT THIS TIME.

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped
[REDACTED]	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; front-right

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AA	INJECTOR -FUEL	2		No	
[REDACTED]-AC	PUMP -FUEL INJECTION	2		No	
[REDACTED]		15		No	
[REDACTED]-AA	CONNECTOR-INJECTOR	6		No	
[REDACTED]-AB	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AA	TUBE -FUEL	1		No	
[REDACTED]-AC	FILTER -FUEL	1		No	
[REDACTED]-AB	SENSOR -ANTI LOCK BRAKES	1		No	
[REDACTED]-AA	TUBE -FUEL VAPOR	1		No	
[REDACTED]-AA	TUBE -FUEL SUPPLY	1		No	
[REDACTED]-AA	MANIFOLD -FUEL	1		No	
[REDACTED]-AB	LUBRICANT-DIESEL FUEL	1		No	
[REDACTED]-AA	TUBE -FUEL	1		No	
[REDACTED]-AC	TUBE -FUEL RETURN	1		No	
[REDACTED]-AD	TUBE -FUEL SUPPLY	1		No	
[REDACTED]-AB	HOUSING -FUEL FILTER	1		No	
[REDACTED]-AB	TANK -FUEL	1		No	
[REDACTED]-AA	CAP -WHEEL CENTER	1		No	
[REDACTED]-AA	BRACKET -FUEL FILTER	1		No	
[REDACTED]-AA	TUBE -FUEL	1		No	
[REDACTED]-AA	TUBE -FUEL	1		No	
[REDACTED]-AA	TUBE -FUEL	1		No	
[REDACTED]-AA	TUBE -FUEL INJECTOR SUPPLY	2		No	
[REDACTED]	TUBE -FUEL INJECTOR SUPPLY	1		No	
[REDACTED]	TUBE -FUEL TRANSFER	1		No	
[REDACTED]	TUBE -FUEL INJECTOR SUPPLY	1		No	

AA	TUBE -FUEL INJECTOR SUPPLY	2		No	
AA	SCREW -BANJO CONNECTOR	1		No	
AA	CONNECTOR-FUEL LINE	1		No	
AA	WASHER -FUEL LINE BANJO	10		No	
AA	TUBE -FUEL FILLER	1		No	
	RETAINER -FUEL LINE	1		No	
AA	MODULE -FUEL PUMP LEVEL UNIT	1		No	
	SCREW -BANJO	4		No	
	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
	SENSOR -ANTI LOCK BRAKES	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	[REDACTED]	LONGHORN CREW CAB
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	Plant	[REDACTED]	[REDACTED]	ASSEMBLY [REDACTED]
BRIGHT WHITE CLEAR COAT							
Engine	ETK	6 7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	D [REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	[REDACTED]	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Dealer	[REDACTED]	CHRYSLER					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Perform DTC Inspection Multi-point inspection (according to maintenance interval) z-(DMS Appt. Feed) Line 1 [CUSTOMER STATES ABS AND TRACTION CONTROL WARNING LIGHTS ARE ON , DIAGNOSE AND ADVISE] COMPLIMENTARY CAR WASH. VALUE OF [REDACTED]. REPLACE ABS MODULE AND HYDRAULIC UNITS BASED ON DIAGNOSIS AND SUPPORT FROM STAR

**Cause:** F DIAGNOSE AND REPLACE HYDRAULIC AND ELECTRIC ABS CONTROL MODULES AND BLEED BRAKES MOPAR WARRANTY SEE RO [REDACTED], DATED [REDACTED], MILEAGE 35

**Correction:** [REDACTED] check scan report Perform DTC Inspection CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, PLEASE CHECK & ADVISE [REDACTED] note tires are low and would recommend replacement soon if not now. Multi-point inspection (according to maintenance interval) PERFORM MULTIPOINT INSPECTION [REDACTED] scanned codes found c0020-01 abs pump motor general electrical failure. as per the attached diag sheet the abs AND hcu must be replaced as a pair, [REDACTED] were recently replaced for the same code. contacted STAR for assistance 9 case [REDACTED] attached) agent recommended replacing the abs connectors a weak connection can cause this code to return. connector repair NOT available as of yet connector is part of the transmission harness which was ordered and replaced, code still active ordered and installed new hcu and abs module, pressure bleed brakes with scan tool and pressure bleeding apparatus which required [REDACTED] of brake fluid to eliminate all air in brake system and calibrated abs module. road tested codes did not return Wiring harness, transmission - Test and Replace Automatic transmission (2 - Skilled) COMPLIMENTARY CAR WASH. VALUE OF [REDACTED] MOPAR WARRANTY REPLACEMENT OF HYDRAULIC ANTI LOCK BRAKE CONTROL UNIT AND ANTI LOCK BRAKE CONTROL MODULE , BLEED BRAKE SYSTEM, CLEAR CODES AND ROAD TEST WHEN DONE .SEE RO [REDACTED], DATED [REDACTED], [REDACTED] Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) LOP [REDACTED] TIME 2 MODULE , ABS BRAK

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU [REDACTED]); All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	WIRING -TRANSMISSION	1		No	
[REDACTED]	FLUID -BRAKE	5		No	
[REDACTED]	FLUID -BRAKE	5		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	ASSEMBLY	[REDACTED]
<b>Color</b>	[REDACTED]	[REDACTED] O (SILVER)					
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]	
<b>Transmission</b>	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	<b>Serial #</b>	[REDACTED]	

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	818	[REDACTED]					[REDACTED]
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]	

**Complaint:** CUSTOMER STATES SERVICE [REDACTED] LIGHT ON AND ABS LIGHT ON (B ody Mechanical) (Multi-point inspection according to maintenance interval)

**Cause:** STORED CODE [REDACTED] AND [REDACTED] PERFORM INSPECTION

**Correction:** THE TRUCK HAD [REDACTED] SINCE THE OCCURENCE AND IT WAS NOT ACTIVE AT THIS TIME. RESET CODES AND TEST DROVE AND COULD NOT REPRODUCE CONCERN SEE ATTACHED SHEET FOR RESULT OF INSPECTION

**LOP Information is not available**

**Part Information is not available**

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED] CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D	[REDACTED] AUTOMATIC	[REDACTED] TRANSMISSION	<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer Address</b>	414 FRED & RUTH ZIGLER MEMORIA						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** C/S HE NEEDS TOW MIRRORS PROGRAMMED PERFORM MULTIPOINT INSPECTION

**Cause:**

**Correction:** Multipoint Inspection All

**LOP Information is not available**

**Part Information is not available**

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	<b>CREW CAB</b>	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	<b>Plant</b>	[REDACTED]	ASSEMBLY PLANT
<b>Color</b>	PRV	[REDACTED]					
<b>Engine</b>	[REDACTED]	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D6	6-	AUTOMATIC	[REDACTED]	TRANSMISSION	<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	5	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	050507	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]					
<b>Dealer Address</b>	2412 N JEFFERSON WAY						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	IA	[REDACTED]			

**Complaint:** CUSTOMER STATES THE ABS LIGHT IS ON PLEASE CHECK AND ADVISE (Brake System Concern) (Multi-point inspection according to maintenance interval)

**Cause:** DIAG FOUND [REDACTED] FOUND NO TSBS FOLLOWED FLOW CHART FOUND ABS MODULE HAS ALL POWERS AND GROUNDS LOAD TESTED [REDACTED] AND [REDACTED] GROUNDS ALL TERMINALS ARE TIGHT TOO NEED TO REPLACE THE ABS MODULE ?

**Correction:** REPLACED AND PROGRAMMED THE ABS MODULE. ERASED DTCS AND TEST DROVE. NO DTCS RETURNED. ALL OK AT THIS TIME PERFORMED [REDACTED] VEHICLE SYTEMS INSPECTION.

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D2000	[REDACTED]	SLT	[REDACTED]	CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	<b>Plant</b>	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PXR	BLACK							
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	D67	[REDACTED] AUTOMATIC [REDACTED] TRANSMISSION				<b>Serial #</b>	[REDACTED]		

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Ca</b>	[REDACTED]	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>Advisor</b>	SA [REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	JEEP	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	[REDACTED]							
<b>Dealer City</b>	[REDACTED]	[REDACTED]	[REDACTED]	<b>State</b>	MO	[REDACTED]	<b>Zip</b>	[REDACTED]

**Complaint:** BODY ELECTRICAL FLASH FLASH

**Cause:**

**Correction:** REPLACED RIGHT REAR WHEEL SPEED SENSOR. CLEARED

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	SENSOR -WHEEL SPEED	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	[REDACTED]	D (SILVER)			
<b>Engine</b>	[REDACTED]	[REDACTED]	MID DUTY HEMI MDS ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION		<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]					
<b>Dealer Address</b>	840 S HARBOR CITY BLVD						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES WHEN FUELING, PUMP KEEPS SHUTTING OFF AS IF TANK IS FULL, AND FUEL SPITS BACK OUT. NO WARNING LIGHTS ON. ACTIVE DTCS: [REDACTED] AND [REDACTED] - TPMS STORED DTCS: [REDACTED] - LOST COM W. TRAILER BRAKE CONT MOD MULTI-POINT INSPECTION - FREE WITH ANY OTHER SERVICE

**Cause:** VERIFIED CUSTOMER CONCERN CUSTOMER AUTHORIZED FUEL AFTER FUELING, TANK TOO FULL TO COMPLETE TESTING

**Correction:** CUSTOMER TO RETURN WHEN TANK IS [REDACTED] FULL OR LOWER.

**LOP Information is not available**

**Part Information is not available**

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED] CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)			
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	[REDACTED]	AUTOMATIC 68RFE TRANSMISSION		<b>Serial #</b>	[REDACTED]

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	[REDACTED]	0	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>A</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]							
<b>Dealer Address</b>	[REDACTED]							
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]		

**Complaint:** Multi-point inspection (according to maintenance interval) Change diesel engine oil and filter(synthetic oil may be required based on geographic location)

**Cause:**

**Correction:** Multi-point inspection (according to maintenanceinterval) PERFORM [REDACTED] MAINTENANCE INSPECTION Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) CUSTOMER REQUESTS DIESEL ENGINE LUBE, OIL, AND FILTER USING DIESEL ENGINE OIL SPECIFIC TO THE ENGINE. OIL FILTER\_ DRAIN PLUG\_ OIL LEVEL\_ NO LEAKS\_ WASHER FLUID\_ OIL LIFE RESET\_ NEW OIL CHANGE STICKER\_ NO PRINTS\_

**LOP Information is not available**

<b>[REDACTED] Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	OIL - [REDACTED] BULK [REDACTED]			No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	RAM	[REDACTED]	SLT CREW CAB	[REDACTED]	
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ASSEMBLY PLANT	
<b>Color</b>	PXR	BLACK								
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]			
<b>Transmission</b>	[REDACTED]	[REDACTED] AUTOMATIC		[REDACTED] TRANSMISSION		<b>Serial #</b>	[REDACTED]			

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]	
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	[REDACTED]	<b>Mileage</b>	[REDACTED]	
<b>MDH</b>	062215	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>Advisor</b>	[REDACTED]	
<b>Address</b>	1205 MOTOR CITY DR								
<b>City</b>	[REDACTED]	<b>State</b>	CO	<b>Zip</b>	[REDACTED]				

**Complaint:** REPLACE FUEL FILTER ELEMENT PLEASE PERFORM COMPLIMENTARY MULTI-POINT INSPECTION CUSTOMER STATES PARKING SENSOR WARNING MESSAGE HAS COME ON DASH PLEASE CHECK AND ADVISE

**Cause:** PERFORMED MULTI-POINT INSPECTION found no codes system was turned off pushed the button on the center stack and the system started operating as designed

**Correction:** removed and replaced the chassis filter and the engine mounted filter COMPLETED INSPECTION. PLEASE SEE INSPECTION REPORT FOR DETAILS. no further action taken.

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]-AB	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]-AA	FILTER -FUEL	1		No	

Repair Order Detailed Report # [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	US	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	CUMMINS TURBO DIESEL ENGINE		Serial #	[REDACTED]
Transmission	[REDACTED]	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION		Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca	[REDACTED]		Mileage	[REDACTED]
MDH	031515	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	[REDACTED]
Address	1024 S STEMMONS FWY							
City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: WHEELS TIRES EXPRESS LANE 6.7 DIESEL [REDACTED] AND FILTER VEHICLE MULTI POINT INSPECTION INCLUDES CHANG [REDACTED] AND FILTER WITH [REDACTED] OF I HAVE TESTED YOUR VEHICLE TO VERIFY THAT YOUR CON PREFERRED METHOD OF CONTACT

Cause:

Correction [REDACTED]

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]			No	
[REDACTED]	FILTER -ENGINE [REDACTED]	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	SLT	CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F234803515	
Transmission	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C:	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	A	[REDACTED]
[REDACTED] JEEP RAM								
Address	[REDACTED]							[REDACTED]
City	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** WIND NOISE WHEN DRIVING PUSH RECIRC DOOR BUTTON 2X WIND NOISE GOES AWAY RIDE DISTURBANCE AT [REDACTED] ROAD FORCE BALANCE THE TIRES FULL VEHICLE INSPECTION DASH PANEL BY WINDSHIELD S O P PART WARPED REPALCE C/S NO HORN INSTALL PDC SOP PART ON COLD START [REDACTED] ABS TRACTION CONTROL WARNINGS COME UP ON DASH SEE VIDEO ADVISO HAS O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY SHOP LEADER WITH MILEAGE OUTAFTER ROAD TEST. TECH # NPF SOP OR REPEAT VISIT RENTAL IS PROVIDED AS A COURTESY OF [REDACTED] ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN [REDACTED] OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE

**Cause** [REDACTED] AT 9, [REDACTED] COMPLETED [REDACTED] 11

**Correction:** [REDACTED] A/T 9, [REDACTED] 3.3 PERFORMED TEST DRIVE VERIFICATION ON HIGH WAY. AND FOUND WIND NOISE COMING FROM PASSENGER SIDE BEHIND DASH. PERFORMED [REDACTED] OF RECIRCULATION DOOR AND FOUND CHANGE AT TIME. AFTER [REDACTED] DRIVE PERFORMED ACTUATOR CALIBRATION TEST AND FOUND VEHICLE PASSED TEST. PERFORME [REDACTED] DRIVE AND FOUND CONSTANT NOISE AFTER CALIBRATION. REMOVE BLOWER MOTOR AND INSPECTED RECIR DOOR AND FOUND NOT CLOSING PROPERLY, DOOR PIVOT POINT BROKEN. REPLACED [REDACTED] RECIRCULATION DOOR AND ACTUATOR DUE TO OVER LONG TRAVEL TIME. REMOVED AND INSTALLED DASH. PERFORMED ACTUATOR CALIBRATION TEST AND PERFORMED VERIFICATION TEST. PERFORME [REDACTED] TEST DRIVE AND FOUND NOISE G [REDACTED]. Actuator, recirculation door - Test and Replace (2 - Skilled) DIAGNOSTIC TIME MOTOR, FRESH AIR RECIRCULATION - Test and replace (B) DIAGNOSTIC TIME [REDACTED] FORCE ALL [REDACTED] FROMT RIGHT FRONT OUT OF SPEC. UNABLE TO PINPOINT MATCH R&R TIRE. FOUND VIBRATION G [REDACTED] AFTER REPAIR MAINTENANCE SERVICE [REDACTED] NEW VEHICLE FULL VEHICLE INSPECTION [REDACTED] REPLACED TRIM PANEL WARP IN CENTER OF DASH. SWAPPED OVER LIGHT SENSOR FROM [REDACTED] TRIM TO ANOTHER. REPAIR COMPLETED Grille/cover, speaker - Replace Instr

**LOP Information**

LOP	LOP Description
[REDACTED]	Air Conditioning & Heater ; Blower Motor/Actuator/Condenser Fan ; Actuator, recirculation door
[REDACTED]	Electrical System ; Horn/Siren ; Horn ; [REDACTED] or [REDACTED]
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU [REDACTED]) ; All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	ACTUATOR -A C AND HEATER	1		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	HOUSING -AIR INLET	1		No	
[REDACTED]	HORN -N [REDACTED]	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	SENSOR -BRAKE PEDAL	0		No	
[REDACTED]	FLUID -BRAKE	3		No	
[REDACTED]	GRILLE -SPEAKER	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	D (SILVER)				
<b>Engine</b>	[REDACTED]	MID DUTY HEMI MDS ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	DFP	AUTOMATIC 66RFE TRANSMISSION			<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	3	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	111717	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]					
<b>Dealer Address</b>	840 S HARBOR CITY BLVD						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]	

**Complaint:** CUSTOMER STATES PUMP KEEPS SHUTTING OFF WHEN FUELING TRUCK. AT LAST SERVICE, WAS TOLD TO RETURN WITH TRUCK 1/2 TANK FULL OR LESS FOR FURTHER TESTING MULTI-[REDACTED] INSPECTION - FREE WITH ANY OTHER SERVICE

**Cause:** INSPECTED [REDACTED] [REDACTED] LINES FOR OBSTRUCTION [REDACTED] LIN [REDACTED] RE CLEAR INSPECTED ESIM SWITCH-OPERATES NORMAL INSPECTED [REDACTED] [REDACTED] CANISTERS AND VENT-OK ATTEMPTED TO FILL - FUEL TANK FILLED AS IT SHOULD PUMP NOZZLE DID NOT SHUT OFF POSSIBLE INTERMITTENT CONTROL VALVE IN TANK RECOMMEND REASSESSMENT WHEN OCCURENCE FREQUENCY IS HIGHER ALSO RECOMMEND CUSTOMER TO UTILIZE DIFFERENT FUEL STATIONS

**Correction:** CUSTOMER TO RETURN IF PROBLEM PERSISTS

**LOP Information is not available**

**Part Information is not available**

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	LONGHORN MEGA CAB 4X4
<b>Built Date</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PWQ	[REDACTED]	WHITE	[REDACTED]	[REDACTED]	
<b>Engine</b>	ETK	[REDACTED]	6.7L I6 CUMMINS TURBO DIESEL ENGINE	<b>Serial #</b>	[REDACTED]	
<b>Transmission</b>	DF2	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	<b>Serial #</b> [REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	[REDACTED]	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	1101 EAST OMAHA						[REDACTED]
<b>Dealer City</b>	[REDACTED]	<b>State</b>	SD	<b>Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES ABS LIGHT CAME ON WHEN HE PUT THE VEHICLE IN REVERSE AFTER RUNNING IN RAIN - THEN [REDACTED] WERE DISPLAYED - SERV AIR SUSPENSION - SERV [REDACTED] SYSTEM - EXHAUST [REDACTED] INTERMITTENTLY COMES ON ON ITS OWN - WAS AT [REDACTED] AND THEY COULDN'T DIAG - SENT THE CUSTOMER HERE - CHECK AND ADVISE DIAGNOSTICS CHARGE OF [REDACTED] TO BE PAID BY CUSTOMER DOES NOT INCLUDE REPAIR TIME OR PARTS REQUIRED FOR REPAIR NON REFUNDABLE & EXCLUDES ELECTRICAL DIAG OR DIAG [REDACTED]

**Cause:** VEHICLE CAME IN WITH SERVICE LIGHT ON AND NOT SHIFTING UP SCANNED VEHICLE AND FOUND THERE WAS NO COMMUNICATION WITH THE TCM, ABS, DOSING MODULE AND THE DRIVE TRAIN CONTROL MODULE CHECKING THE TERMINATING OHM OF THE BUS SYSTEM AND FOUND IT WAS AT [REDACTED] WHICH TESTED GOOD CHECKED THE BUS WIRES AND FOUND BOTH SIDE [REDACTED] AND THE OTHER IS [REDACTED] WHICH SHOULD GOOD BUS STARTED TO DISCONNECT MODULE AND FOUND THAT THAT AFTER YOU DISCONNECT THE TCM THE BUS SYSTEM CAME BACK ON

**Correction:** INSTALLED NEW TRANSMISSION MODULE TEST THE BUS NETWORK AND FOUND A DIF PATTERN WITH THE SCOPE HOOKED UP. CHECKED ALL POWER AND GROUNDS, CONTINUITY AND CONNECTIONS. NO PROBLEM FOUND ORDERED [REDACTED] COMPLETED DIAGNOSTICS FOR CUSTOMER CONCERNS

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, Transmission Control ; [REDACTED] diesel w/ AISIN [REDACTED] Auto Trans

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] AA	MODULE -TRANSMISSION CONTROL	1		No	
[REDACTED]	MODULE -TRANSMISSION CONTROL	1		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	DR	<b>CAB CHASSIS</b>	4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	<b>TRUCK ASSEMBLY PLANT</b>	[REDACTED]
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]	
<b>Transmission</b>	[REDACTED]	AUTO AISIN	[REDACTED]	TRANS	<b>Serial #</b>	[REDACTED]	

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C:</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A</b>	[REDACTED]
<b>Address</b>	[REDACTED]						
<b>City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** CUSTOMER STATES THAT THERE IS A HEAVY VIBRATION WHILE DRIVING. SOP

**Cause:** PERFORMED DIAGNOSTICS RELATED TO THE REAR AXLE

**Correction:** DUPLICATED CONCERN FOUND MISSING WEIGHTS ON THE [REDACTED] DRIVESHAFT. REPLACED DIRVESHAFT AND VERIFIED REPAIRS  
CUSTOMER REQUESTS DIAGNOSTICS RELATED TO THE REAR AXLE.

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	SHAFT -DRIVE	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	<b>CREW CAB</b>	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	<b>Plant</b>	8475	TRUCK ASSEMBLY PLANT	
<b>Color</b>	PXR	BLACK					
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]	
<b>Transmission</b>	[REDACTED]	AUTOMATIC			<b>Serial #</b>	[REDACTED]	

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	68
<b>Address</b>	[REDACTED]						
<b>City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** CUSTOMER REQUESTS DIESEL OIL & FILTER CHANGE [REDACTED] ( [REDACTED] LANCE-) PERFORM [REDACTED] INSPECTION CHECK TIRE CONDITION,FLUID LEVELS,BELTS AND HOSES AND BRAKES. CUST TO RETURN WHEN CAN DROP OFF FOR FURTHER DIAG ON ABS CODES AND RECALL PEFORM [REDACTED] LANCE-) CUSTOM REQUEST CHANGE DIESEL FUEL FILTER NEW MODEL 6.7L [REDACTED] PER FILTER FRONT [REDACTED] DEAVYN-) CUSTOM REQUEST CHANGE DIESEL FUEL FILTER NEW MODEL 6.7L [REDACTED] PER FILTER REAR ( [REDACTED] DEAVYN-) CUSTOMER REQUESTS TIRE ROTATION SET TIRE PRESSURES AND MONITOR SYSTEMS INSPECT TIRE WEAR & CONDITION TIRE ROTATION ( [REDACTED] LANCE-)

**Cause:**

**Correction:**

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	OIL - [REDACTED]	2		No	
[REDACTED]	OIL - [REDACTED]	2		No	
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	LONGHORN CREW CAB
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	ASSEMBLY PLANT
<b>Color</b>	PXR	BLACK				
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	ME	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Customer States Noise concern...when turning at all speeds the steering wheel oscillates please check and advise Perform Complimentary Multi-point Inspection Customer request perform [REDACTED] State Inspection-NO Charge to customer- Vehicle purchased with [REDACTED]s

**Cause:**

**Correction:** replaced right front axle joint road tested and all is working as designed Completed multipoint inspection. See attached inspection form for more details. Completed [REDACTED] State inspectionTECH ID: [REDACTED]: PASSES

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	JOINT [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
	[REDACTED]	Color	BLACK			
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	D55	AUTOMATIC TRANSMISSION			Serial #	[REDACTED]
Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A
Dealer	[REDACTED]	JEEP				
Dealer Address	9975 N W 12TH STREET					
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]

**Complaint:** General Concern #1 [Customer States CHECK ENGINE LIGHT ON] CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO [REDACTED]. CUSTOMER MUST RETURN WITHIN [REDACTED] UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. \_\_\_\_\_

**Cause:** [REDACTED] NOX SENSOR 1/1 PERFORMANCE

**Correction:** [REDACTED] REMOVE NOX SENSOR 1/1 CHECK FOR CONTAMINANTS PASS INSPECTION REPROGRAM PCM FOR CODE P22001 DIAGNOSTIC TIME Module, Engine Control (ECM) - Reprogram Module, Engine Control (ECM) - Reprogram, Quicklearn [REDACTED] Only (A/T) (1 - Semi-Skilled) DIAGNOSTIC TIME CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO [REDACTED]. CUSTOMER MUST RETURN WITHIN [REDACTED] UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. \_\_\_\_\_ ENT RAC CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO [REDACTED]. CUSTOMER MUST RETURN WITHIN [REDACTED] UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. \_\_\_\_\_ SUBLET REPAIRS

**LOP Information is not available**

**Part Information is not available**



**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D [REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ASSEMBLY [REDACTED]
		BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETK	6 7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D [REDACTED]	AUTOMATIC 68RFE TRANSMISSION			<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0		<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]		<b>A</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]						
<b>Dealer Address</b>	HIGHWAY 51 SOUTH OF I-55							
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Customer states OPEN RECALL [REDACTED] D [REDACTED] TAILGATE LATCH Customer states ABS LIGHT IS ON CHECK AND ADVISE Customer states MOUNT AND BALANCE 6 NEW TIRES CUTOMER FURNISHING TIRES Customer States PARK ASSIST MESSAGE KEEPS COMING ON CHECK AND ADVISE

**Cause:**

**Correction:** INSTALLED BUMPER. RR HCU AND ABS MODULE. FILLED AND MANUALLY BLED SYSTEM. PERFORMED ABS BLEED. PERFORMED RELEARNS, RESETS, FOR ABS, BRAKE PEDAL ETC. LIGHT IS GONE NOW. TEST DROVE OK. 1 [REDACTED] BRAKE FLUID. MOUNTED AND BALANCE [REDACTED] CUSTOMER STATED TO PUT WHILE LETTER OUT. PUT WHITE OUT ON 4 OF THEM SO FRONT TIRES COULD BE ROTATED TO REAR. SOME OF THE SERVICES THAT MAY BE DUE IS LOF, TRANS SERVICE, DIFF SERVICES, CCV FILTER, FUEL FILTERS, EGR AND COOLER CLEANING.

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]		2		No	
[REDACTED]	ACTUATOR -STOP BLOCK	1		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]		3		No	
[REDACTED]	SCREW -TAPPING HEX HEAD	2		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	LONGHORN CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	US	[REDACTED]	ASSEMBLY	[REDACTED]
Color	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE	[REDACTED]	Serial #	[REDACTED]	[REDACTED]	[REDACTED]
Transmission	D [REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	[REDACTED]	Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	050422	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DODGE RAM FIAT O			
Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
City	ONTARIO	[REDACTED]	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]

**Complaint:** Multi-point inspection (according to maintenance interval) Rotate tires Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [Synthetic] General Concern #1 [CUSTOMER STATESTHAT THE VEHICLE WILL NOT START ATTIMES EVEN WHEN WARM. GLOW PLUG WARMING LIGHT COMES ON. PLEASE CHECK AND ADVISE.] General Concern #1 [CUSTOMER STATESTHAT THE MAPS IS UP TO DATE. PLEASECHECK AND ADVISE.] General Concern #2 [REDACTED] STATES THAT THEY WILL PROVIDE [REDACTED] OF RENTAL FOR CUSTOMER AT [REDACTED] AGENTS NAMES [REDACTED] PHONE NUMBE [REDACTED] EXT [REDACTED] CASE NUMBER IS [REDACTED] General Concern #2 [CUSTOMER STATESTHAT THE VEHICLE WILL NOT GET OUT OF PARK AT TIMES AT START UP WHEN COLD. IF YOU PUMP THE BRAKE IT WILLCOME OUT OF PARK. PLEASE CHECK AND ADVISE.] RENTAL

**Cause:**

**Correction:** [REDACTED] Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUEST FREE MULTI-POINT INSPECTION (EXPRESS SERVICE) [REDACTED] ROTATE [REDACTED] E Rotate tires CUSTOMER REQUEST TIRE ROTATION AND MULTI POINT INSPECTION (EXPRESS SERVICE) [REDACTED] L.O.F 30 [REDACTED] Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [Synthetic] CUSTOMER REQUEST 6.7 DIESEL OIL AND FILTER CHANGE [REDACTED] UNABLE TO DUPLICATE CUSTOMER CONCERN100 TEST DROVE TRUCK, TRUCK IS STARTING EVERTIME, HOT AND COLD STARTS, NO CODES ORUPDATES IN SYSTEM, INSPECT FOR EXTERNAL FUELLEAKS NO LEAKS. ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TOVERIFY CUSTOMER'S COMPLAINT, CHECKED BY SERVICE ADVISOR ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S COMPLAINT, CHECKED BY SERVICE ADVISOR [REDACTED] CUST REQUEST [REDACTED] ARE UPDATED ONLINEBY CUSTOMER PLEASE SEE YOUR SERVICE ADVISOR TO SCHEDULE ANOTHER VISIT FOR A FUTURE DATE. REFER ALL LINES [REDACTED] UNABLE TO DUPLICATE CONCERN 100POSITIVE PRESSURE ON BRAKE PEDAL THEN SHIFTINTO DESIRED GEAR. OPERATING PROPERLY [REDACTED] TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TOVERIFY

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No	[REDACTED]
[REDACTED]	FILTER -ENGINE OIL	1	[REDACTED]	No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	DJ [REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D [REDACTED]	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION		<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	5302 S DIVISION ST						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	OK	<b>Zip</b>	[REDACTED]		

**Complaint:** CUSTOMER STATES THE ABS LIGHT IS ON EXPRESS LANE FREE MULTI-POINT INSPECTION

**Cause:** [REDACTED]-1d COMPLETED INSPECTION

**Correction:** [REDACTED] found dtc [REDACTED]-1d right rear wheel speed circuit current out of range. tested for short to ground and voltage and no faults found, continuity tested b1 circuit and found ol between inline chassis connector and abs sensor. no pinch or crimps found, still showing ol. tested from abs module to chassis connector and found [REDACTED] b2 and b1 pins 44 and 43 at the abs connector. reran [REDACTED] b1 and b2 circuits from chassis connector to right rear abs connector, retested and found [REDACTED] on [REDACTED] wires. connected and road tested, abs light back on, replaced module as last step per si. no dtc returned, all systems working as designed. abs module lop [REDACTED] 6.7 equipped lop [REDACTED] lop 8540000 [REDACTED] requested for diagnostics and wiring repairs completed. DIAG TIME DIESEL EQUIPPED MODULE/CONTROL, ANTI-LOCK BRAKE-Replace (A) EVAP DIESEL EQUIPPED MODULE/CONTROL, ANTI-LOCK BRAKE-Replace (A) EXPRESS LANE FREE MULTI-POINT INSPECTION

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D [REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PWQ	[REDACTED]	WHITE	[REDACTED]	[REDACTED]	[REDACTED]
<b>Engine</b>	ETK	[REDACTED]	6.7L I6 CUMMINS TURBO DIESEL ENGINE	<b>Serial #</b>	[REDACTED]	[REDACTED]
<b>Transmission</b>	DF2	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	<b>Serial #</b> [REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C:</b>	[REDACTED]	<b>Mileage</b>	694
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A:</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	16501 S DIXIE HWY						[REDACTED]
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Multi-point inspection (according to maintenance interval) Body Systems/Trim Concern [Non-Electrical] [Customer States services electrical bra systems is coming on dash] General Concern #1 [Customer Statescar feels like rear brakes are not released] PLEASE REMOVE ALL PERSONAL ITEMS FROM VEHICLE [REDACTED] IS NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

**Cause:** F F

**Correction:** [REDACTED] PERFORMED A VEHICLE INSPECTION Multi-point inspection (according to maintenanceinterval) FREE VEHICLE CHECKUP [REDACTED] ABS LIGHT ON SCAN THE VEHICLE ANDPULLED DTC [REDACTED] ABS PUMP MOTOR CONTROLGENERAL FAILURE. PERFORMED THE DIAGNOSTICWORK SHEET AND EVERYTHING CHECKED OUT GOOD,CONTACTED STAR CREATING A STAR CASE [REDACTED]. WAS TOLD TO CHECK ALL POWER ANDGROUNDS THAT LEAD TO THIS MODULE CHECKED ALLPOWER AND GROUND EVEN CHASSIS GROUND ALLGOOD, CLEARED DTC'S AND TEST DROVE THEVEHICLE FO [REDACTED]. NO PARTS WERE REPLACEDRELEASED THE VEHICLE TO THE CUSTOMER. CONTACTED STAR. CHECK ALLPOWER AND GROUNDS THAT LEAD TO THIS MODULE TRIM RELATED TO LINE B ADJUSTMENTS PLEASE REMOVE ALL PERSONAL ITEMS FROM VEHICLE [REDACTED] IS NOT RESPONSIBLE FOR ITEMSLEFT IN VEHICLE PLEASE REMOVE ALL PERSONAL ITEMS FROM VEHICLE [REDACTED] IS NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

**LOP Information is not available**

**Part Information is not available**

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D	<b>RAM</b>	[REDACTED]	<b>CREW CAB 4X4</b>
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>ASSEMBLY</b>
<b>Color</b>	PXR	<b>BLACK</b>						
<b>Engine</b>	EZC	[REDACTED]	HEMI VVT ENGINE	<b>Serial #</b>	[REDACTED]			
<b>Transmission</b>	DFP	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	<b>Serial #</b>	[REDACTED]	

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C:</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	042908	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]				
<b>Dealer Address</b>	[REDACTED]	[REDACTED]	[REDACTED]				
<b>Dealer City</b>	[REDACTED]	[REDACTED]	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]

**Complaint:** CUST STATES ABS/TRAC LIGHT ON CHECKAND ADVISE MULTI POINT VEHICLE INSPECTION

**Cause:**

**Correction:** Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) DIAGNOSTIC TIME DIAGNOSTIC TIME MULTI POINT VEHICLE INSPECTION

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	PUSH PIN -NONE	4		No	
[REDACTED]	FLUID -BRAKE	3		No	

Repair Order Detailed Report # [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D	[REDACTED]	MEGA CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE		Serial #	[REDACTED]		
Transmission	D	AUTOMATIC		Serial #	[REDACTED]		

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]		Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		A	3
Dealer	[REDACTED]							
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]			State	SD		Zip	[REDACTED]

**Complaint:** MOUNT & BALANCE 4 TIRES Front-Wheel Alignment Multi-point inspection (according to maintenance interval) CARRY OUT WEATHER TECH FLOOR [REDACTED]

**Cause:** performed front wheel alignment

**Correction:** MOUNT & BALANCE 4 [REDACTED] performed front wheel alignment [REDACTED] Alignment FRONT WHEEL ALIGNMENT Multi-point inspection (according to maintenanceinterval) WORLD CLASS INSPECTION CARRY OUT PARTS---NO LABOR

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]			No	
[REDACTED]	[REDACTED]			No	
[REDACTED]	[REDACTED]			No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	DJ [REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PXR	BLACK				
Engine	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	[REDACTED]	[REDACTED]	AUTOMATIC	TRANSMISSION	Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Ac	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	9975 N W 12TH STREET						[REDACTED]
Dealer City	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT [REDACTED] [REDACTED] CUSTOMER MUST RETURN WITHIN [REDACTED] UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. Indicator/Warning Lights Concern [Customer States abs and traction light start flashing] [REDACTED] [REDACTED]

**Cause:** [REDACTED] - ABS Pump Motor Control-General Electrical Failure

**Correction:** CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT [REDACTED] [REDACTED] CUSTOMER MUST RETURN WITHIN [REDACTED] UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.

CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT [REDACTED] [REDACTED] CUSTOMER MUST RETURN WITHIN [REDACTED] UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES. 01ABSStored - ABS Pump MotorControl-General Electrical Failure CHECKABS CONNECTOR AND HARNESS PASS INSPECTION, REPLACE ABS MODULE AND HYDRAULIC UNIT , BLEED [REDACTED] S PERFORM ABS INITIATION ERASE CODEDROVE VEHICLE DIAGNOSTIC TIME Control unit, Brake anti-lock hydraulic (HCU)- Replace All others (3 -Highly Skilled) Module, anti-lock brake control - Test and Replace All others (2 - Skilled) Module, anti-lock brake control [REDACTED] diesel equipped DIAGNOSTIC TIME CONTROL UNIT, [REDACTED] ANTI-LOCK HYDRAULIC-Replace (A) MODULE/CONTROL, ANTI-LOCK [REDACTED]-Replace (A) [REDACTED] ENT [REDACTED] [REDACTED] SUBLET REPAIRS

**LOP Information is not available**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK [REDACTED] SYSTEM	1		No	
[REDACTED]	CONTROL -ANTI LOCK [REDACTED] SYSTEM	1		No	
[REDACTED]	FLUID - [REDACTED]	4		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	REG CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	US	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT					
Engine	ESA	[REDACTED]	V8 MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]		
Transmission	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION	Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	15
[REDACTED]							
Address							
City							
State							
Zip							

**Complaint:** GAS LUBE, OIL AND FILTER RESET OIL CHANGE LIGHT LOF COMPLET [REDACTED] PERFORM RECALL [REDACTED] SAFETY RECALL [REDACTED] TAILGATE LATCH\*\* FLATBE [REDACTED] CUSTOMER STATES TRAILER IS PLUGGED IN IT BLOW S FUSE ON TRUCK. FUSES LOOK GOOD. NEED TO CHECK TRAILER. [REDACTED] CUSTOMER REQUESTS WE FIX DRIVERS SIDE FRONT M UD FLAP. REATTACHED MUDFLAP BY USING BIGGER SCREW [REDACTED] CUSTOMER STATES ON INITIAL START UP IT RUNS F UNNY TILL WARMED UP. FOUND [REDACTED] FILTER TO BE DIRTY. REPLACED SEE IF THAT HELPS [REDACTED]

**Cause:**

**Correction:**

LOP Information is not available

[REDACTED] Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	FILTER - [REDACTED]	1		No	
[REDACTED]	OIL - [REDACTED]			No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	<b>Plant</b>	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
<b>Color</b>	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)							
<b>Engine</b>	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	D6	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			<b>Serial #</b>	[REDACTED]		

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	[REDACTED]	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]		<b>Advisor</b>	[REDACTED] D
<b>Dealer</b>	[REDACTED]							
<b>Dealer Address</b>	750	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Zip</b>	[REDACTED]

**Complaint:** BODY ELECTRICAL ABS LIGHT ON [REDACTED] J-R-F RECALLS [REDACTED] Safety Recall [REDACTED] - Tailgate Latch\*\* [REDACTED] - [REDACTED] TAILGATE LATCH internal labor

**Cause:** Inspected and found HCU (Hydraulic Control Unit) Leaking and found ABM (Antilock Brake Module) faulty

**Correction:** Replaced HCU and ABM. problem fixed Lop-[REDACTED] HCU Lop-[REDACTED] ABM [REDACTED] Diag-[REDACTED] Inspected and installed tailgate latch actuator stopblock. [REDACTED] ZZ .2 [REDACTED] 08 [REDACTED] 15Z R [REDACTED]

**LOP Information**

<b>LOP</b>	<b>LOP Description</b>
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped

**Part(s) Information**

<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	ACTUATOR -STOP BLOCK	1		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	4		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Body</b>	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
<b>Color</b>	PXR	BLACK							
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	[REDACTED]	[REDACTED] AUTOMATIC		[REDACTED] TRANSMISSION		<b>Serial #</b>	[REDACTED]		

<b>Report #</b>	[REDACTED]	<b>System Key</b>	465395747	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	10/22/2019	<b>Category</b>	0	<b>Mileage</b>	23,855
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	11/30/2017	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	5925 E HIGHWAY 100						
<b>Dealer City</b>	[REDACTED] COAST	<b>State</b>	FL	<b>Zip</b>	[REDACTED]		

**Complaint:** (Multi-point inspection according to maintenance interval) [REDACTED] Safety Recall [REDACTED] Tailgate Latch (Recall [REDACTED]) CUSTOMER STATES ABS AND TRACTION CONTROL LIGHT ON

**Cause:** [REDACTED]

**Correction:** COMPLETED INSPECTION COMPLETED [REDACTED] RECALL SOP AND ON NATIONAL BACK ORDER

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]		1		No	
[REDACTED]	ACTUATOR -STOP BLOCK	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]		
Transmission	D67	AUTOMATIC		TRANSMISSION		Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	6	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]	[REDACTED]
Dealer	[REDACTED]	DOUG GRAY	[REDACTED]	DODGE JEEP				
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]	State	OK	Zip	[REDACTED]	[REDACTED]		

**Complaint:** C/S HAD CRUISE SET AT [REDACTED]. THE SPEEDOMETER WAS SHOWING [REDACTED] SERVICE BRAKE SYSTEM MESSAGE IS ON C/S WHEN DRIVING AND COMING INTO A TOWN, THE BRAKES QUIT. CUSTOMER HAD TO [REDACTED] IN SHIFT TO COAST VEHICLE TO STOP C/S WHEN VEHICLE CAME TO STOP, [REDACTED] PANEL QUIT WORKING. WILL FLICKER ON OCCASIONALLY FREE [REDACTED] INSPECTION

**Cause:**

**Correction:** TEST DROVE VEHICLE. ALL VEHICLE SYSTEMS FUNCTIONING CORRECTLY AT THIS TIME SEE LINE #1 SEE LINE #1 SEE LINE #1 SEE LINE #1

LOP Information is not available  
 Part Information is not available

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]		
Transmission	DF2	[REDACTED] AUTO AISIN AS69RC HD TRANS				Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	567
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	3435 E END BLVD S						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Customer States ABS light is on (IndicatorWarning Lights Concern) (Multi-point inspection according to maintenance interval) ABS LIGHT ON

**Cause:** FREE MAINTENANCE INSPECTION

**Correction:** INSPECTED HARNESS AND CONNECTORS. INSTALLED VPF AND ABS MODULE. ALSO INSTALLED A HYRODOLIC CONTROL UNIT PERFORMED BASE BRAKE BLEED PROCEDURE. ALSO PERFORMED ABS BLEED PROCEDURE. ALSO COLABERATED THE BRAKE PEDAL TEST DROVE

**LOP Information**

LOP	LOP Description
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU [REDACTED]); All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AB	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AD	FLUID -BRAKE	2		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	2		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	DJ [REDACTED]	RAM [REDACTED]	SLT CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PXR	BLACK					
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D [REDACTED]	[REDACTED] AUTOMATIC [REDACTED] TRANSMISSION				<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	6	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Ca</b>	[REDACTED]	<b>Mileage</b>	0
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Address</b>	1205 MOTOR CITY DR						
<b>City</b>	[REDACTED]	<b>State</b>	CO	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES CHECK ENGINE LIGHT JUST CAME ON PLEASE CHECK AND ADVISE CUSTOMER STATES MESSAGE FOR SERVICE ELECTRONIC BRAKE SYSTEM AND TRACTION CONTROL LIGHT IS ON PLEASE CHECK AND ADVISE PLEASE PERFORM COMPLIMENTARY MULTI-POINT INSPECTION

**Cause:** PERFORMED MULTI-POINT INSPECTION

**Correction:** COMPLETED INSPECTION. PLEASE SEE INSPECTION REPORT FOR DETAILS.

**LOP Information is not available**

**Part Information is not available**

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X2
Built Date	[REDACTED]	Market	U	US	[REDACTED]	8475 [REDACTED] ASSEMBLY [REDACTED]
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	CUMMINS TURBO DIESEL ENGINE		Serial #	[REDACTED]
Transmission	D [REDACTED]	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION		Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	112210	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Address	[REDACTED]						
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** CUSTOMER STATES THAT THE TRAILER BRAKES ARE NOT WORKING. WHEN PLUGGED IN TRAILER HAS LIGHTS JUST NO BRAKES CHECK AND ADVISE PERFORM VISUAL VEHICLE INSPECTION PER CHECK SHEET, INSPECT AND ADVISE FLUID CONDITION AND LEVELS INSPECT AND ADJUST TIRE PRESSURE TO DOOR PLACARD, IN ADDITION COMPLETION OF THIS ASSURES THAT THE REPAIRS AND SERVICES PERFORMED HAVE BEEN INSPECTED BY A QUALIFIED TECHNICIAN AND SUCCESSFULLY COMPLETED. \*\*\*\*\*RENTAL CAR DURING REPAIRS\*\*\*\*\* OIL AND FILTER CHANGE (DIESEL ENGINE. PERFORM VISUAL INSPECTION AND TOP OFF FLUIDS. A HAZARDOUS WASTE COST RECOVERY FEE IS APPLIED TO THIS SERVICE. ROTATE TIRES ONLY ( [REDACTED]

**Cause:** E E

**Correction:** [REDACTED] CUSTOMER STATES THAT TRAILER BRAKES ARE NOT WORKING WHEN PLUGGED INTO VEHICLE CUSTOMER RETURNING FOR FURTHER DIAG INSPECT ELECTRICAL SYSTEM [REDACTED] PERFORM VISUAL INSPECTION PER CHECK SHEET AIR FILTER DIRTY . [REDACTED] TO WEAR BAR, SOON GOING TO NEED TIRES. PERFORM VISUAL VEHICLE INSPECTION PER CHECK SHEET, INSPECT AND ADVISE FLUID CONDITION AND LEVELS PERFORM VISUAL VEHICLE INSPECTION PER CHECK SHEET, INSPECT AND ADVISE FLUID CONDITION AND LEVELS [REDACTED] TIRE PRESSURE TO DOOR PLACARD SET ALL TIRE PRESSURES TO THE DOOR PLACARD. INSPECT AND ADJUST TIRE PRESSURE TO DOOR PLACARD, IN ADDITION COMPLETION OF THIS ASSURES THAT THE REPAIRS AND SERVICES PERFORMED HAVE BEEN INSPECTED BY A QUALIFIED TECHNICIAN AND SUCCESSFULLY COMPLETED. INSPECT AND ADJUST TIRE PRESSURE TO DOOR PLACARD, IN ADDITION COMPLETION OF THIS ASSURES THAT THE REPAIRS AND SERVICES PERFORMED HAVE BEEN INSPECTED BY A QUALIFIED TECHNICIAN AND SUCCESSFULLY COMPLETED. \*\*\*\*\*RENTAL CAR DURING REPAIRS\*\*\*\*\* RENTAL RENTAL EXTRA HOURS \*\*\*\*\*RENTAL CAR DURING REPAIRS\*\*\*\*\* SUBLET REPAIRS SUBLET REPAIRS [REDACTED] OIL AND FILTER CHANGE PERFORMED MOPAREXPRESS LANE OIL AND FILTER SERVICE. A HAZARDOUS [REDACTED] IS CHARGED FOR THIS SERVICE OIL AND FILTER CHANGE (DIESEL ENGINE. PERFORM VISUAL INSPECTION AND TOP OFF FLUIDS. A HAZARDOUS WASTE COST RECOVERY FEE IS APPLIED TO THIS SERVICE. HAZ [REDACTED] OIL AND FILTER CHANGE

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; [REDACTED] Rental
[REDACTED]	Wheels ; Tire Pressure Monitor ; Sensor, Low Tire Pressure ; One

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	OIL - [REDACTED]			No	
[REDACTED]	FILTER -ENGINE OIL	1		No	
[REDACTED]	SEALER -NONE	0		No	



**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	ASSEMBLY [REDACTED]
Color	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE	[REDACTED]	Serial #	[REDACTED]	[REDACTED]
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES [REDACTED] WILL GO BLACK AND LIGHT BACK UP WHILE DRIVING THE SERVICE [REDACTED] SERVICE ABS MESSAGES COME ON WORSE WHEN DRIVING IN RAIN (Electrical/Non PCM Flashes Concern) (Multi-point inspection according to maintenance interval)

**Cause:** [REDACTED] ABS PUMP MOTOR CONTROL GENERAL FAILURE THE ABS MODULE HAD AN INTERNAL SHORT CIRCUIT CAUSING THE ABS LIGHT TO COME ON PERFORM INSPECTION

**Correction:** REPLACED THE ABS MODULE AND THE HCU AND BLED THE BRAKE SYSTEM AND TESTED OPERATION SEE ATTACHED SHEET FOR RESULT OF INSPECTION

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; RWAL equipped
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AB	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AD	FLUID -BRAKE	3		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	3		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT						
Engine	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	[REDACTED]	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0		Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]						
Dealer Address	[REDACTED]	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** SUBLET MISC MISC

**Cause:**

**Correction:** programmed new key

**LOP Information**

LOP	LOP Description
[REDACTED]	Steering ; Hose/tube/cooler ; Hose, pump pressure ; Hydraulic power steering equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU [REDACTED]) ; All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -POWER STEERING	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	KEY FOB -INTEGRATED KEY FOB	1		No	
[REDACTED]	HOSE -POWER STEERING PRESSURE	1		No	
[REDACTED]	FLUID -BRAKE	3		No	
[REDACTED]	HOSE -POWER STEERING PRESSURE	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	1		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	20[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	US	Plant	SALTILLO TRUCK ASSEMBLY PLANT
Color	[REDACTED]					
Engine	[REDACTED]			Serial #	[REDACTED]	
Transmission	[REDACTED]			Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	052502	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	SUPERIOR DODGE CHRYSLER JEEP					
Dealer Address	EXCHANGE						
Dealer City	[REDACTED]	State	AR	Zip	[REDACTED]		

**Complaint:** z-(DMS Appt. Feed) [REDACTED] [CUSTOMER STATES THE VEH WOULD NOT START BUT IT WOULD CRANK AND IT SMELT LIKE RAW GAS AFTER HOLDING THE GAS PEDAL DOWN IT FINALLY STARTED ADVISE] Multi-point inspection (according to maintenance interval)

**Cause:** INTERNAL SHORT IN THE PCM

**Correction:** [REDACTED] INTERNAL SHORT IN THE PCM VEHICLE ARRIVE BARELY RUNNING AND SMOKING BADLY WITH FUEL SMOKE HAD [REDACTED] AND [REDACTED] PRESENT. FOLLOWING THE DIAGNOSIS FOR THE [REDACTED] I TESTED THE INJECTOR FOR PROPER RESISTANCE AND IT WAS WITHIN THE SPEC OF [REDACTED] TO [REDACTED] WAS AT [REDACTED] CHECKED THE CONNECTOR AND MADE SURE ASD VOLTAGE WAS PRESENT, USING A NOID LIGHT I DETERMINED THAT THE INJECTOR WAS NOT PULSING BUT ON ALL THE TIME. CHECKED THE WIRING BETWEEN THE PCM AND THE INJECTOR FOR SHORTS TO GROUND, SHORTS TO POWER AND SHORTS TO ON ANOTHER ALL TESTED OK, INSPECTED THE PCM CONNECTOR AND WIRING HARNESS AND DETERMINED THE PROBLEM WAS INTERNAL TO THE PCM. REPLACED THE PCM, PROGRAMMED AND COMPLETED ALL RELEARN PROCEDURES, STARTED THE ENGINE WITH THE NOID LIGHT TO BE SURE WE HAD PULSE BEFORE ATTACHING THE INJECTOR, HAD NORMAL PULSE CONNECTED THE INJECTOR, CLEARED ALL CODES AND TEST DROVE TO CLEAR THE RESIDUAL FUEL FROM THE ENGINE AND EXHAUST ALL WORKING TO DESIGN AT THIS TIME z-(DMS Appt. Feed) [REDACTED] [CUSTOMER STATES THE VEH WOULD NOT START BUT IT WOULD CRANK AND IT SMELT LIKE RAW GAS AFTER HOLDING THE GAS PEDAL DOWN IT FINALLY STARTED ADVISE] Multi-point inspection (according to maintenance interval) Perform Courtesy Vehicle Check (FORM)

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; Program new powertrain control module with software
[REDACTED]	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; [REDACTED] engine

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -POWERTRAIN CONTROL	1		No	
[REDACTED]	MODULE -POWERTRAIN CONTROL	1		No	[REDACTED]

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT		
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]		
Transmission	D67	AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]		

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	[REDACTED]	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]							
Dealer Address	[REDACTED]							
Dealer	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: RECALL CHECK

Cause:

Correction: [REDACTED] - Safety Recall [REDACTED] Drag Link Inspect Drag Link Jam [REDACTED] - Nut Torque ([REDACTED]), Front End Alignment [REDACTED] - (Toe Only), Weld Jam Nuts, t; [REDACTED] - Safety Recall [REDACTED] Drag Link Weld Jam Nuts to Adjuster [REDACTED] - ter Needs ABS module. Has internal electrical failure

LOP Information

LOP	LOP Description
[REDACTED]	Steering ; Recall V0x ; Safety Recall [REDACTED] - Drag Link ; Inspect Jam Nut Gap, Torque ([REDACTED] Achieved, Final Torque ([REDACTED]) and Weld Jam Nuts to Adjuster (See Related LOP [REDACTED])
[REDACTED]	Steering ; Recall V0x ; Safety Recall [REDACTED] - Drag Link ; Weld Jam Nuts to Adjuster

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	PROTECTAN-[REDACTED]	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	US	Plant	8475 [REDACTED] ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	D6	AUTOMATIC [REDACTED] TRANSMISSION			Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	03 [REDACTED]
Address		[REDACTED]		State	WY	Zip	[REDACTED]

**Complaint:** CUSTOMER STATES ABS LIGHT ON CODE [REDACTED] TESTED [REDACTED] CIRCUITS B3 & B4 FR SHORT TO GROUND, SHORT TO VOLTAGE & SHORT TO ANOTHER CIRCUIT. NOTHING FOUND. MEASURED RESISTANCE ON CIRCUITS B3 & B4 TO FIND THEM [REDACTED] AT 0.7 [REDACTED]. DIAG STATES TO REPLACE LEFT REAR WHEEL SPEED SENSOR. REMOVED & REPLACED LEFT REAR WHEEL SPEED SENSOR & RETESTED TO FIND DT C STILL ACTIVE. REMOVED & REPLACED LEFT REAR WHEEL SPEED SENSOR CONNECTOR & RETESTED TO FIND DTC STILL ACTIVE. DIAG STATES TO REPLACE ABS MODULE. REMOVED & REPLACED ABS MODULE & RE PROGRAMMED. TESTED FOR DTC AGAIN TO FIND IT ([REDACTED]) CUSTOMER STATES 4X4 LIGHT ON STILL ACTIVE. PERFORMED WIRE OVERLAY FROM ABS MODULE TO THE REAR LEFT WHEEL SPEED SENSOR. RETESTED FOR DTC AGAIN TO FIND CODE [REDACTED] TO BE STORED. TEST DROVE VEHICLE TO VERIFY RE PAIR. WHILE SEARCHING FOR ELECTRICAL FAULTS ON THE REAR ABS, FOUND A SECTION OF HARNESS WHERE [REDACTED] WERE RUBBED INTO & BROKEN BY A HOSE CLAMP ON TOP OF THE FUEL TANK. REMOVED THE BED & REPAIRED ALL [REDACTED]. RE-IN STALLED BED. [REDACTED] CUSTOMER STATES U-JOINT MAYBE BAD CHECKED FOR PLAY IN REAR DRIVE SHAFT. FOUND N [REDACTED]. REMOVED REAR SHAFT & FELT U-JOINTS ON BE NCH. FOUND REAR U-JOINT TO BE SEIZED. REMOVED & REPLACED REAR U-JOINT. TEST DROVE VEHICLE T O VERIFY REPAIR. ([REDACTED]) CUSTOMER REQUESTS NEW FRONT BUMPER BE INSTALLED. REMOVED & REPLACED FRONT BUMPER. FOUND THE BA CKETRY OR FRAME HORNS TO BE TWEAKED. FRONT BU MPER WILL NOT LINE UP PROPERLY. ([REDACTED])

**Cause:**

**Correction:**

**LOP Information**

LOP	LOP Description
[REDACTED]	Body ; Paintless - Dent Repair

**Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	JOINT -N [REDACTED]	1		No	
[REDACTED]	WIRING -2 [REDACTED]	2		No	
[REDACTED]	CLEANER -ELECTRICAL CONTACT	1		No	
[REDACTED]	SENSOR -WHEEL SPEED	1		No	
[REDACTED]	RETAINER -BLACK ELECTRICAL TAPE	1		No	
[REDACTED]				No	

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X2
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	[REDACTED]	0	Mileage	[REDACTED]
	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	58 [REDACTED]
Dealer	[REDACTED]							
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: DIESEL OIL AND FILTER CHANGE

Cause:

Correction: CHANGE OIL AND FILTER

LOP Information is not available

[REDACTED] Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]	2	[REDACTED]	No	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No	[REDACTED]
[REDACTED]	FILTER -ENGINE OIL	1	[REDACTED]	No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	LONGHORN MEGA CAB 4X4
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PWQ	[REDACTED]	WHITE	[REDACTED]	[REDACTED]	[REDACTED]
Engine	ETK	[REDACTED]	6.7L I6 CUMMINS TURBO DIESEL ENGINE	Serial #	[REDACTED]	[REDACTED]
Transmission	[REDACTED]	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	Serial # [REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	5	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	[REDACTED]	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	1101 EAST OMAHA							
Dealer City	RAPID	[REDACTED]	State	SD	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES ABS LIGHT CAME ON WHEN HE PUT THE VEHICLE IN REVERSE AFTER RUNNING IN RAIN - THEN [REDACTED] WERE DISPLAYED - SERV AIR SUSPENSION - SERV [REDACTED] SYSTEM - EXHAUST [REDACTED] INTERMITTENTLY COMES ON ON ITS OWN - WAS AT [REDACTED] AND THEY COULDN'T DIAG - SENT THE CUSTOMER HERE - CHECK AND ADVISE CUSTOMER STATES CHECK TRANSMISSION HAS HARSH SHIFT ENGAGEMENT.

**Cause:** WHEN TESTED THE BUSS NETWORK WAS TAKING DOWN BY THE [REDACTED] INTERNAL FAILURE AFTER FIND THAT THE [REDACTED] WAS INSTALLED AND THE BUSS SYSTEM CAME ONLINE, VEHICLE WAS SETTING [REDACTED] FOR THE INTERNAL PRESSURE SENSOR FOR THE TRANSMISSION REMOVED THE INNER FENDER LINER AND VERIFIED THAT THE CONNECTOR I255 WAS NOT CORRODED AND ALL THE PINS WERE TIGHT VERIFIED GOOD CONNECTION AT THE [REDACTED] FOUND THE PIN [REDACTED] WAS PUSHED OUT AND NOT MAKING CONTACT

**Correction:** REMOVED AND REPLACED THE [REDACTED] FOR THE [REDACTED] TESTED THE NETWORK AND VERIFIED GOOD PATTERN. VERIFIED REPAIR TOOK THE TRANSMISSION CONNECT APART AND REINSTALLED THE PIN VERIFIED THAT THE PIN LOCK IS HOLDING. REINSTALLED THE CONNECTOR AND INSTALLED INNER FENDER. [REDACTED] WENT STORIED AND PERFORM A QUICK LEAN, CLEAR [REDACTED]S AND TEST DROVE VEHICLE AND VERIFIED REPAIR

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, Transmission Control ; [REDACTED] diesel w/ AISIN [REDACTED] Auto Trans

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] AA	MODULE -TRANSMISSION CONTROL	1		No	
[REDACTED]	MODULE -TRANSMISSION CONTROL	1		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D [REDACTED]	<b>RAM</b>	[REDACTED]	<b>SLT CREW CAB 4X4</b>
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	<b>Plant</b>	[REDACTED]	[REDACTED]	[REDACTED]	<b>ASSEMBLY PLANT</b>
<b>Color</b>	PAU	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>LUCENTE (GRANITE CRYSTAL)</b>
<b>Engine</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Serial #</b>	[REDACTED]	[REDACTED]
<b>Transmission</b>	DFP	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Serial #</b>	[REDACTED]	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer City</b>	[REDACTED]	[REDACTED]	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]

**Complaint:** RA SUBMITTED-CLOSED RO @ [REDACTED] AMOUNT by B LaMAR Rental Vehicle PERFORM [REDACTED] MAINTENANCE INSPECTION

**Cause:** E VISUAL INSPECTION

**Correction:** [REDACTED] VERIFIED CONCERN. FOUND DTC [REDACTED] [REDACTED]. TESTED CIRCUITS TO ABS MODULE GOOD. FOUND FUSE KEEPS BLOWING DUE TO INTERNAL PROBLEM WITH PDC. REPLACED PDC AND CONFIRMED REPAIR. General Concern #1 [CUSTOMER STA [REDACTED] ABS LIGHT IS BACK ON] ADD'L LABOR - DIAGNOSTIC PAID ON [REDACTED] GENERAL CONCERN ADD'L LABOR - DIAGNOSTIC PAID ON [REDACTED] Rental Vehicle RENTAL CAR RENTAL MISC. SHOP CHARGES PERFORM [REDACTED] MAINTENANCE INSPECTION

**LOP Information**

<b>LOP</b>	<b>LOP Description</b>
[REDACTED]	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Electrical System ; TIPM/PDC ; Center, power distribution PDC

**Part(s) Information**

<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	PDC-INTELLIGENT POWER	1		No	

Repair Order Detailed Report # [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ESA	[REDACTED]	V8 MID DUTY HEMI MDS	[REDACTED]	Serial #	[REDACTED]
Transmission	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION	[REDACTED]	Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	JEEP RAM			
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	

Complaint: [REDACTED] INSPECTION WE WILL BE PERFORMING A COMPLEMENTARY MULTIPOINT SYNTHITIC OIL CHANGE ROTATE TIRES MISCELLANEOUS

Cause:

Correction:

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Wheel ; Maintenance Allowance ; Fixed Cost Maintenance
[REDACTED]	Maintenance ; Service Contract Maintenance ; Maintenance Interval - [REDACTED] ; To be used [REDACTED]
[REDACTED]	Maintenance ; Maintenance Company Car ; [REDACTED] Interval

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	OIL - [REDACTED]			No	
[REDACTED]	FILTER - [REDACTED] OIL	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	DJ [REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	<b>CASE IH</b>	[REDACTED]			
<b>Engine</b>	[REDACTED]	V8 MID DUTY HEMI MDS ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	DFP	AUTOMATIC	[REDACTED]	TRANSMISSION	<b>Serial #</b>	[REDACTED]

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** General Concern #1 [Customer [REDACTED] electronic brake abs and air bag lights came on and truck died and would not restart] Multi-point inspection (according to maintenance interval)

**Cause:**

**Correction:** LOP [REDACTED] Program generic powertrain control module with software DIAGNOSTICS W/REPAIR GENERAL MAINTENANCE Program generic powertrain control module with software DIAGNOSTICS W/REPAIR Multi-point inspection (according to maintenance interval) [REDACTED] INSPECTION

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; Program new powertrain control module with software
[REDACTED]	Electrical System ; Modules ; Module, powertrain/engine control (PCM-ECM) ; [REDACTED] engine

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -POWERTRAIN CONTROL	1		No	

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	[REDACTED]	MEGA CAB 4X4
Built Date	[REDACTED]	Market	U	Plant	8475	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT					
Engine	ESA	[REDACTED]	MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]		
Transmission	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION	Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C:	[REDACTED]		Mileage	[REDACTED]
MDH	053115	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		A	[REDACTED]
Dealer	[REDACTED]	Riser	[REDACTED]					
Dealer Address	[REDACTED]							
Dealer City	HOT SPRINGS	State	[REDACTED]	Zip	[REDACTED]			

**Complaint:** C/S ABS LIGHT STAYS ON

**Cause:**

**Correction:** [REDACTED] abs vehicle check engine light cameback on after previous repair for [REDACTED] abs pump general electric failure.tech followed service library directions andreplaced hcu electrical portion. electricalportion has not repaired unit tech orderedanother hcu unit and replaced with new unit.tech bled abs system as directed andperformed abs initialization. refilled brakefluid reservoir. repairs completed. ELECTRICAL

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	2		No	
[REDACTED]	FLUID -BRAKE	2		No	[REDACTED]

**Repair Order Detailed Report** [REDACTED] **For VIN:** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	[REDACTED]	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	<b>Plant</b>	8475	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
<b>Color</b>	PTW	LUXURY BROWN PEARL COAT							
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	D6	AUTOMATIC 68RFE TRANSMISSION				<b>Serial #</b>	[REDACTED]		

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C:</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A:</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	3709 S THOMPSON ST						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Lubricate front drive shaft fitting Multi-point inspection (according to maintenance interval) Rotate tires SUSPENSION CONCERN [Customer States front left side is vibrating and steering wheel is off centered. Would like an alignment] General Concern #1 [Customer States bed hole covers are missing] Replace chassis mounted fuel filter element Replace engine fuel filter element

**Cause:**

**Correction:** Change diesel engine oil and filter (synthetic oil may be required based on geographic location) CUSTOMER REQUESTS DIESEL ENGINE LUBE, OIL, AND FILTER USING DIESEL ENGINE OIL SPECIFIC TO THE ENGINE. OIL FILTER\_\_ DRAIN PLUG\_\_ OIL LEVEL\_\_ NO LEAKS\_\_ WASHER FLUID\_\_ OIL LIFE RESET\_\_ NEW OIL CHANGE STICKER\_\_ NO PRINTS\_\_ Lubricate front drive shaft fitting MISCELLANEOUS REPAIR Multi-point inspection (according to maintenance interval) PERFORM [REDACTED] MAINTENANCE INSPECTION Rotate tires CUSTOMER REQUESTS TIRE ROTATION. TORQUE WHEELS\_\_ SUSPENSION CONCERN [Customer States front left side is vibrating and steering wheel is off centered. Would like an alignment] General Concern #1 [Customer States bed hole covers are missing] Replace chassis mounted fuel filter element MISCELLANEOUS REPAIR Replace engine fuel filter element CUSTOMER REQUESTS REPLACED DIESEL FUEL SYSTEM FILTER.

**LOP Information is not available**

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	FILTER -FUEL	1		No	

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.