

**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	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
Color	PXR	BLACK							
Engine	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE			Serial #	F1097C9F14		
Transmission	D6	[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]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED] D
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	4325 W US HIGHWAY 90						
Dealer City	LAKE CITY	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** PERFORM OIL CHANGE, CHECK ALL FLUIDS. CUSTOMER REQUESTS TIRE ROTATION CUSTOMER REQUESTS A/C CABIN FILTER REPLACEMENT. PERFORM COMPLETE MULTI-POINT INSPECTION

**Cause:** MAINTENANCE ?

**Correction:** OEM Oil & Filter Change [REDACTED] Ambient Temperature Above Rotate Tires [REDACTED] Heavy Duty Dual Rear Wheels A/C Cabin Air Filter, r&r [REDACTED] Multi-Point Inspection All

**LOP Information**

LOP	LOP Description
[REDACTED]	Air & Fuel system

**Part(s) Information**

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	Plant	[REDACTED]	TRUCK ASSEMBLY PLANT	
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT						
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	D [REDACTED]	[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]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Address	[REDACTED]							[REDACTED]
City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: COMPLETE DIESEL LOF COMPLETE MULTI POINT INSPECTION COMPLETE TIRE ROTATION

Cause:

Correction:

LOP Information

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

Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	OIL - [REDACTED]			No	
[REDACTED]	FILTER -ENGINE OIL	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	[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]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Ac	[REDACTED]
Address	[REDACTED]						
City	SEMINOLE	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	

**Complaint:** Multi-point inspection (according to maintenance interval) Indicator/Warning Lights Concern - ABS light is on Indicator/Warning Lights Concern - Traction Control light is on Performed BG Brake Fluid Exchange

**Cause:** MPI REPLACED FAILED ABS PUMP AND MODULE BRAKE FLUSH

**Correction:** MPI TIRES AROUND [REDACTED], WILL REQUIREREPLACEMENT SOON Multi-point inspection (according to maintenanceinterval) MULTI [REDACTED] VEHICLE INSPECTION REPLACED FAILED ABS PUMP AND MODULE DIAGNOSED AND REPLACED FAILED ABS/TCS CONTROLLER- MODULE BRAKES SEE LINE B MISC COMPLAINT CODE BRAKE FLUSH COMPLETED [REDACTED] FLUIDEXCHANGE. SEE ADVISOR FOR DETAILS REGARDINGLIFETIME PROTECTION PLAN Performed BG Brake Fluid Exchange

LOP Information is not available

[REDACTED] Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]		1		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CLEANER -BRAKE AEROSOL	1		No	
[REDACTED]	FLUID -BRAKE	4		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]	ASSEMBLY [REDACTED]
						RED CLEAR COAT
Engine	ESA	V8 MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]		
Transmission	DFP	AUTOMATIC 66RFE TRANSMISSION	Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]		[REDACTED]	[REDACTED]
MDH	052420	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	[REDACTED]
Address	[REDACTED]							
City	[REDACTED]	State	[REDACTED]		[REDACTED]		[REDACTED]	

Complaint: DRIVEABILITY

Cause:

Correction: NEEDS [REDACTED] MODULE AND [REDACTED] CUST DECLINED 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>	[REDACTED]	RAM	[REDACTED]	SLT CREW CAB	[REDACTED]	
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	
<b>Color</b>	PBU	TRUE BLUE PEARL COAT								
<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>Category</b>	[REDACTED]	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	1500 HIGHWAY 21 SOUTH							
<b>Dealer City</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Zip</b>	[REDACTED]

**Complaint:** ELECTRICAL REPAIR

**Cause:** customer states service braking system is

**Correction:** [REDACTED] ABS MODULE REPLACE

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; [REDACTED] ; [REDACTED] Authorization ; [REDACTED] Authorization
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others

**Information**

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	[REDACTED]
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	ESA	[REDACTED]	MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]	[REDACTED]
Transmission	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION	Serial #	[REDACTED]	[REDACTED]

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

**Complaint:** OIL AND FILTER CHANGE AND TOP OFF FLUIDS ROTATE TIRES CUSTOMER STATES STEERING WHEEL IS OFF CENTER BUT CUSTOMER REQUEST ESTIMATE ON THIRD BRAKE LIGHT CUSTOMER REQUEST PRICE ON BED EXTENDER CUSTOMER STATES THE CHECK BRAKE LIGHT, ELECTRIC CUSTOMER STATES FRONT LICENSE PLATE SCREWS SEEM

**Cause:**

**Correction:** TALIGN - TRUCKALIGNMENT

LOP Information is not available

[REDACTED] Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[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	[REDACTED]	<b>Plant</b>	[REDACTED]	TRUCK ASSEMBLY PLANT		
<b>Color</b>	PXR	BLACK							
<b>Engine</b>	ETK	[REDACTED]	TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	D	[REDACTED]	AUTOMATIC			[REDACTED]	<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>C</b>	[REDACTED]	<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>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Customer States the ABS light keeps coming on and off and there is a message stating to service electronic braking system along with the traction control light, please check and advise

**Cause:**

**Correction:** REPLACED ABS HCU& MOTOR ASSY, BLEED BRAKES INITIALIZED ABS AND TEST DROVE OK

**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	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	TRUCK ASSEMBLY
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	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]	C:	[REDACTED]	Mileage	[REDACTED]
MDH	110514	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Dealer	[REDACTED]	MOTOR MILE CHRYSLER					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

**Complaint:** CUSTOMER STATES ABS LIGHT IS ON CUSTOMER STATES MESSAGE COMES ON SERVICE ELECTRONIC BRAKE SYSTEM CUSTOMER REQUEST MULTIPOINT INSPECTION REPAIR ORDER COMMENTS

**Cause:**

**Correction:** [REDACTED] found dtc [REDACTED] ABS PUMP MOTORCONTROL - GENERAL ELECTRICAL FAILURE store inthe abs module clear dtc and test drovevehicle abs light never came back oninspected abs connector and wiring forcorrosion and broken wires no problem foundat this time CUSTOMER STATES ABS LIGHT IS ON ABS/SRS/AIRBAG REPAIR [REDACTED] see line a CUSTOMER STATES MESSAGE COMES ON SERVICE ELECTRONIC BRAKE SYSTEM GENERAL REPAIR [REDACTED] completed multi point inspection CUSTOMER REQUEST MULTIPOINT INSPECTION CUSTOMER REQUESTS MULTIPOINT INSPECTION REPAIR ORDER COMMENTS

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	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	[REDACTED]	D (SILVER)				
<b>Engine</b>	ESA	[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 Version</b>	2	<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]	[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>	DE	<b>Zip</b>	[REDACTED]

**Complaint:** CUSTOMER STATES CHECK ENGINE LIGHT ON COMES ON AND OFF FEELS SLUGGISH WHEN ACCELERATING TRACTION LIGHT COMES ON AS WELL WITH CEL MINIMUM DIAGNOSTIC CHARGE FOR ANYTHING NOT COVERED BY WARRANTY IS [REDACTED] AN HOUR SIGN HERE X:

**Cause:** TECH DIAGNOSED AND FOUND CODE [REDACTED] ABS PUMP MOTOR TECH CONTACTED STAR WAS ADVISED TO ORDER NEW HYDRALIC UNIT

**Correction:** TECH ORDERED PART

**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]AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Body</b>	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	ASSEMBLY PLANT
<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>	[REDACTED]	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	<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]
[REDACTED]	[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>	[REDACTED]	[REDACTED]					
<b>Dealer City</b>	[REDACTED]	[REDACTED]					

**Complaint:** CUSTOMER STATES THE ABS SERVICE BRAKE AND CHECK ENGINE LIGHT CAME ON AT THE SAME TIME AND NOW ITS JUST THE CHECK ENGINE LIGHT CHECK AND ADVISE (Perform DTC Inspection) PERFORM MULTIPOINT INSPECTION

**Cause:** FOUND [REDACTED] LOST COMMUNICATION WITH BCM DTC IN PCM SHORTED BCM

**Correction:** REPLACED BCM AND TEST DROVE 18 [REDACTED] STILL LOOKED GOOD, CONFIRMED REPAIRS, TRUCK OK PERFORMED MULTI-POINT INSPECTION AND REVIEWED WITH CUSTOMER x.....

**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]-AD	MODULE -BODY CONTROLLER	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	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	<b>Plant</b>	[REDACTED]			TRUCK	[REDACTED]
<b>Color</b>	PXR	BLACK							
<b>Engine</b>	ETK	[REDACTED]	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</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]			0
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]		<b>Advisor</b>	1288 CHRISTOPHER J B
<b>Dealer</b>	[REDACTED]							
<b>Dealer Address</b>	[REDACTED]							
<b>Dealer City</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Zip</b>	[REDACTED]	

**Complaint:** Customer States the brake pedal goes to the floor and takes an extremely long time to stop Lots of play in pedal Check a nd advise (Any repair problem concern or maintenance) (Multi-point inspection according to maintenance interval)

**Cause:** PREVENTATIVE MAINTENANCE

**Correction:** PERFORMED MULTI-POINT VEHICLE 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>	D [REDACTED]	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>	[REDACTED]	AUTO AISIN [REDACTED] HD 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>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>Address</b>	[REDACTED]						
<b>City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** Change diesel engine oil and filter(synthetic oil may be required based on geographic location) Multi-point inspection (according to maintenance interval) Electrical Concern [Customer States ABS LIGHT CONES ON] Electrical/Non PCM Flashes Concern [Customer Requests BITH FUEL FILTERS BE REPLACED] CUSTOMER REQUESTS ESTIMATE ON ADDITIONAL FUEL TANK IN PLACE OF SPARE TIRE?

**Cause:**

**Correction:** Change diesel engine oil and filter (synthetic oil may be required based on geographic location) MOPAR VEHICLE PROTECTION PLAN [REDACTED] DIESEL CONTRACT CUSTOMER REQUESTS AN ENGINE OIL AND FILTER CHANGE. CHECK AND ADJUST FLUID LEVELS. CHECK AND ADJUST TIRE PRESSURE. MISC. SHOP CHARGES Multi-point inspection (according to maintenance interval) CUSTOMER REQUESTS A FREE 16 [REDACTED] INSPECTION [REDACTED] COULD NOT DUPLICATE CUSTOMER AT THIS TIME Electrical Concern [Customer States ABS LIGHT CONES ON] BODY ELECTRICAL [REDACTED] COMPLETE Electrical/Non PCM Flashes Concern [Customer Requests BITH FUEL FILTERS BE REPLACED] BODY ELECTRICAL Engine Mechanical Concern [REDACTED] DISCOUNT ENGINE MINOR MISC. SHOP CHARGES

**LOP Information**

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

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[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]

VIN	[REDACTED]	Model Year	2 [REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	REG CAB
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]							
Engine	[REDACTED]					Serial #	62 [REDACTED]	
Transmission	[REDACTED]					Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report Version	7	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C:	[REDACTED]	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
[REDACTED]	[REDACTED]						
Address	[REDACTED]						
City	[REDACTED]	State	MD	Zip	[REDACTED]		

Complaint: CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS ALSO A HIGH PITCH WHINE INTERMITTENTLY.

Cause: ABS [REDACTED]

Correction: REPLACE HCV

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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	ASSEMBLY	[REDACTED]
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 Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	[REDACTED]	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]							
Address							
City							
				State	[REDACTED]	Zip	[REDACTED]

Complaint: CUSTOMER [REDACTED] CUSTOMER [REDACTED] PERFORM A VEHICLE INSPECTION CHECKUP - COMPLIMENTA

Cause:

Correction:

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	RAM [REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U [REDACTED]	Plant	[REDACTED]	TRUCK ASSEMBLY PLANT	
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT					
Engine	ETK [REDACTED]	TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	D [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	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	15 [REDACTED]
Address	[REDACTED]							
City	[REDACTED]							

**Complaint:** CAR LUBE, OIL & FILTER CHECKED ALL BELTS,HOSES,FLUIDS TIRE PRESSURES.RESET OIL LIFE OIL SERVIC COMPLETED. RECOMMEND CABIN AIR FILTER ([REDACTED] [REDACTED]) ROTATE TIRES & CHECK TIRE PRESSURES. SERVICE COMPLETED. COVERED BY RAM CARE, NO CHARGE COMPLETE COMPLETE ([REDACTED] [REDACTED]) CUSTOMER REQUESTS TO REPLACE [REDACTED] FUEL FILTERS & RESET MINDER LIGHT. SERVICE COMPLETED. ([REDACTED] [REDACTED])

**Cause:**

**Correction:**

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Wheel ; Maintenance Allowance ; TIRE ROTATION
[REDACTED]	Maintenance ; Service Contract Maintenance ; Maintenance Interval - [REDACTED] B ; To be used every [REDACTED]

**Part(s) 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	
[REDACTED]	OIL -MOTOR	11		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D. [REDACTED]	RAM [REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U [REDACTED]	Plant	8475 [REDACTED]	TRUCK ASSEMBLY PLANT	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DEG	[REDACTED]	MANUAL [REDACTED]	TRANSMISSION	Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	3	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]		Mileage	[REDACTED]
MDH	060613	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	[REDACTED]
Dealer	[REDACTED]							
Dealer Address	ROUTE 23							
Dealer City	SUSSEX	State	[REDACTED]	Zip	[REDACTED]			

**Complaint:** (Rotate tires ) Customer States INSPECT FOR ABS LIGHT COMING ON AND OFF (Gen eral Concern 1) Customer States INSPECT FOR SQUEAK GRINDING TYPE OF NOISE IN FRONT END THINKS BEARING IS BAD (General Concern 2) CUSTOMER IS BEING SUPPLIED WARRANTY GOODWILL RENTAL. [REDACTED] IS OFFERING RENTAL ON GOODWILL BASIS. ANY RENTAL NOT COVERED BY [REDACTED] WILL BE OWNERS RESPONSIBILITY. [REDACTED] DOES NOT COVER ANY EXTRA INSURANCE TAKEN BY CUSTOMER. ALL RENTALS MUST BE RETURNED WITHIN [REDACTED] OF COMPLETION OF THEIR VEHICLES. PERFORM MULTI POINT VEHICLE INSPECTION CUSTOMER STATES REPLACE FRONT PADS AND ROTORS RECOMMENDED REPLACING AIR FILTER RECOMMENDED REPLACING HVAC FRESH AIR FILTER

**Cause:** INTERMITTENT [REDACTED] INTERNAL ABS HCV AUTH: [REDACTED] [REDACTED] CALIBERS STICKING AUTH: [REDACTED] [REDACTED] FRONT PADS AND ROTORS WORN ROUTINE MAINTENANCE

**Correction:** ROTATED TIRES-CHECK + SET TIRE PRESSURES AS NEEDED TECH SCAN FOR CODES [REDACTED] CK STAR CASE [REDACTED] STATES TO UPDATE. FOLLOW DIAG REMOVED L/F WHEEL INNER WHEEL WELL & ABS COVER TO ACCESS ABS MODULE. LOAD TEST POWER & GROUNDS WITH FOG LAMP BULB-CK GOOD NICE & BRIGHT WIGGLE HARNESS STILL OK. STAR CASE [REDACTED] RECOMMEND HCV REPLACEMNT. TECH REPLACED ABS HVC, & BLEED BRAKES. MANUALLY & ABS WITH [REDACTED]. ROAD TEST TO VERIFY REPAIR AS PER DIAG. IF CODE COMES BACK NEEDS ABS MODULE. TECH REPLACED [REDACTED] LEFT AND RIGHT CALIBERS. BLEED SYSTEM. TEST DRIVE TO VERIFY REPAIR COMPLETED MULTI POINT INSPECTION TECH REPLACED FRONT PADS AND ROTORS. TEST DRIVE TO VERIFY REPLACED AIR FILTER REMOVED NECESSARY COMPONENTS TO GAIN ACCESS TO REPLACE HVAC SYSTEM FRESH AIR FILTER + CLEAN APPLICABLE HOUSING OF DEBRIS

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; Loaner Car
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Brake System ; Disc Brake Caliper ; Caliper assembly, disc brake ; Front-Right or left
[REDACTED]	Brake System ; Disc Brake Caliper ; Caliper assembly, disc brake ; Front-Right or left
[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]-AA	FILTER -CABIN AIR	1		No	
[REDACTED]-AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AC	CLEANER -BRAKE [REDACTED]	1		No	
[REDACTED]-AC	CALIPER -DISC BRAKE	2		No	
[REDACTED]-AC	CALIPER -DISC BRAKE	2		No	
[REDACTED]-AA	PAD KIT -FRONT DISC BRAKE	1		No	
[REDACTED]	GASKET -BRAKE HOSE TO CALIPER	4		No	
[REDACTED]-AB	FILTER -AIR	1		No	
[REDACTED]-AB	CLEANER -FUEL SYSTEM	1		No	
[REDACTED]-AD	FLUID -BRAKE	4		No	
[REDACTED]-AB	ROTOR -BRAKE	2		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CALIPER -DISC BRAKE	1		No	[REDACTED]
[REDACTED]	CALIPER -DISC BRAKE	1		No	[REDACTED]
[REDACTED]	GASKET -BRAKE HOSE TO CALIPER	4		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	4		No	[REDACTED]

**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	PXR	BLACK				
Engine	ESA	V8 MID DUTY HEMI MDS	[REDACTED]	Serial #	[REDACTED]	
Transmission	DFP	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]
MDH	071501	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Address	[REDACTED]						
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** Multi-point inspection (according to maintenance interval) General Concern #1 [CLIENT STATES SERVICE EMERGENCY BRAKE SYSTEM WARNING IS DISPLAYED ON MESSAGE CENTER CHECK AND REPORT] General Concern #2 [CLIENT STATES FLUID LEAK FROM VEHICLE CHECK AND REPORT] Loaner Car [PROVIDING LOANER CAR [REDACTED] LOANER ONLY]

**Cause:** [REDACTED] ABS LIGHT COMES ON [REDACTED] OIL LEAKING FROM VEHICLE

**Correction:** Multi-point inspection (according to maintenance interval) Perform Vehicle Health Check [REDACTED] [REDACTED] ABS LIGHT COMES ON [REDACTED] ABS LIGHT COMES ON. CONCERN VERIFIED. SCANNED VEHICLE FOR RELATED DTC. FOUND [REDACTED] ABS PUMP MOTOR CONTROL. USING DIAG PROCEDURE. CHECKED FOR [REDACTED] CODE NOT PRESENT. REPLACE THE HCU AS PER SERVICE LIBRARY. PERFORM BLEED PROCEDURE. TEST DRIVE VEHICLE. DTC DID NOT RETURN. Control unit, Brake anti-lock hydraulic (HCU-ICU) - Replace All others (3 - Highly Skilled) HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace (A) [REDACTED] OIL LEAKING FROM VEHICLE [REDACTED] OIL LEAKING FROM VEHICLE. RAISED VEHICLE AND PERFORM VISUAL INSPECTION. UPON INSPECTION FOUND [REDACTED] OIL LEAKING. USING LEAK DETECTION DYE. LOCATED LEAK FROM [REDACTED] OIL PAN GASKET. REMOVE [REDACTED] OIL PAN AND RESEAL. CHECKED FOR LEAKS. NO LEAKS FOUND. VEHICLE CHECKS GOOD. Gasket, oil pan - Replace [REDACTED] engine - Truck ([REDACTED]) GASKET, OIL PAN-Replace (A) Loaner Car [PROVIDING LOANER CAR [REDACTED] LOANER ONLY] LOANER CAR--LOANER MUST BE RETURNED WITHIN [REDACTED] OF COMPLETED REPAIRS OR PAY \$45 PER DAY.

**LOP Information**

LOP	LOP Description
[REDACTED]	Engine ; Oil Pan/Oil Level Indicator ; Gasket, oil pan ; [REDACTED] engine - Truck
[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]	OIL - [REDACTED]	7		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	SEALER -NONE	1		No	
[REDACTED]	DYES -LEAK [REDACTED]	1		No	
[REDACTED]	SEALER -NONE	1		No	[REDACTED]
[REDACTED]	DYES -LEAK [REDACTED]	1		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	Plant	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT						
Engine	EZC	[REDACTED]	HEMI VVT ENGINE			Serial #	[REDACTED]	
Transmission	DFP	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Cs	[REDACTED]	[REDACTED]	[REDACTED]
MDH	022514	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	JEEP DODGE RAM				
Dealer Address	[REDACTED]						
Dealer City	BANGOR	State	ME	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** (Multi-point inspection according to maintenance interval) CUSTOMER HAS SOP CAMERA KIT TO BE INSTALLED (General Concern 1)

**Cause:**

**Correction:** MOPAR EXPRESS LANE MULTIPPOINT INSPECTION COMPLETED. INSTALLED REAR BACK UP CAMERA

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AC	CAMERA KI-BACK UP	1		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	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	[REDACTED]	AUTOMATIC		TRANSMISSION	Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	4	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Address	[REDACTED]						
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** CUSTOMER STATES THE ABS AND TRACTION CONTROL LIGHTS ARE ON. INSPECT AND ADVISE. CUSTOMER STATES THE ENGINE SURGED WHILE DRIVING. INSPECT AND ADVISE. PERFORM MPI [REDACTED] FULL SERVICE WASH AND VACUUM

**Cause:** SET CODE [REDACTED] [REDACTED] INTERNALLY SHORTED UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME FREE WITH YOU SERVICE [REDACTED] - THANK YOU FOR YOUR BUSINESS!!!

**Correction:** REMOVED AND REPLACED [REDACTED] WARRANTY AUTHORIZATION GIVEN BY [REDACTED] NO ACTION TAKEN FREE FULL SERVICE WASH AND VACUM PERFORMED NEXT [REDACTED] - CLASSIC CAR WASH - - EXPRESS AND FULL SERVICE DETAILING AVAILABLE - - CALL [REDACTED] FOR AN APPOINTMENT -

**LOP Information**

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

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AD	FLUID -BRAKE	3		No	
[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]	CAB 4X4
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)				
Engine	ETK	[REDACTED]	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]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	[REDACTED]
Dealer	[REDACTED]							
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]	State	OK	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: [REDACTED] INSPECTION ELECTRICAL/GAUGES

Cause:

Correction: COMPLETED

LOP Information

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

Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	[REDACTED]	AUTOMATIC [REDACTED] 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	030619	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Address	[REDACTED]							
City	LANDER	State	WY	Zip	[REDACTED]	[REDACTED]	[REDACTED]	

**Complaint:** CUSTOMER REPORTS IN SLICK CONDITION TRACS LIGHT CAME ON ... THEN ABS CAME ON AND COULD NOT GET INTO [REDACTED] CUSTOMER LEFT FRONT WINDOW WONT AUTO UP BUT WILL AUTO DOWN DRAIN AND FILL DIESEL ENGINE OIL WITH SYNTHETIC FLUIDS ([REDACTED]) CHASSIS AND DRIVE LINE. [REDACTED] DRIVE SHAFT JOINTS PER FACTORY RECOMMENDATION FREE VEHICLE COURTESY/HEALTH INSPECTION COURTESY EXTERIOR WASH

**Cause:** DRAIN & FILL DIESEL ENGINE OIL

**Correction:** [REDACTED] LR WHEEL SPEED SENSOR INTERNAL FAILURE. REPLACED SENSOR AND RETEST FEED1 RETIIMED WINDOW AND WORKS AS DESIGNED MISC REPAIRS DRAIN AND FILL DIESEL ENGINE OIL WITH SYNTHETIC FLUIDS ([REDACTED]) CHASSIS AND DRIVE LINE. [REDACTED] DRIVE SHAFT JOINTS PER FACTORY RECOMMENDATION DRAIN AND FILL DIESEL ENGINE OIL WITH SYNTHETIC FLUIDS ([REDACTED]) CHASSIS AND DRIVE LINE. [REDACTED] DRIVE SHAFT JOINTS PER FACTORY RECOMMENDATION FREE VEHICLE COURTESY/HEALTH INSPECTION COURTESY EXTERIOR WASH

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[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]	RAM	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U			<b>Plant</b>	[REDACTED]	TRUCK ASSEMBLY PLANT	
<b>Color</b>	PAR	MAXIMUM STEEL MET. CLEAR COAT							
<b>Engine</b>	ETK	[REDACTED]	TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	D	[REDACTED]	AUTOMATIC			<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>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]					
<b>Dealer Address</b>	200 E. COURTLAND						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** (Multi-point inspection according to maintenance interval) CUSTOMER [REDACTED] ABS LIGHT AND TRACTION CONTROL LIGHTS ARE ON (IndicatorWarning Lights Concern) CUSTOMER [REDACTED] [REDACTED] SERVICE REAR PARKING SENSORS (Perform DTC Inspection) AFTERMARKET EXTENDED WARRANTY PROCESSING FEE THIS RENTAL VEHICLE IS ONLY WHILE YOUR VEHICLE IS IN FOR SERVICE AND MUST BE RETURNED THE SAME [REDACTED] YOUR VEHICLE IS COMPLETED. IF THE RENTAL IS NOT RETURNED THE SAME [REDACTED] YOU WILL BE BILLED [REDACTED]

**Cause:** FOUND ABS MODULE AND HYDRAULIC CONTROL UNIT FAULTY LEAKING BRAKE FLUID IN MODULE FROM HYDRAULIC CONTROL UNIT

**Correction:** MULTI POINT INSPECTION COMPLETED REPLACED HYDRAULIC CONTROL UNIT AND ABS MODULE. BLED BRAKES PERFORMED ABS BLEED PROCEDURE AND MANUAL BLED BRAKES AGAIN PARTS ON BACKORDER

**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	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AE	SENSOR -BRAKE PEDAL	1		No	
[REDACTED]-AD	FLUID -BRAKE	4		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	LONGHORN CREW CAB 4X2
Built Date	[REDACTED]	[REDACTED]	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ASSEMBLY [REDACTED]
Color	PWQ	PEARL WHITE						
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE			Serial #	[REDACTED]	[REDACTED]
Transmission	[REDACTED]	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			Serial #	[REDACTED]	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca	[REDACTED]	[REDACTED]	Mileage	[REDACTED]
MDH	061623	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Address	[REDACTED]							
City	[REDACTED]	[REDACTED]	[REDACTED]	State	IN	[REDACTED]	Zip	[REDACTED]

Complaint: ABS CONCERN MPI INSPECTION

Cause:

Correction: PULLED ALL CODES. FOND ABS PUMP MOTOR CURCIT CODE COMPLETED MULTI-POINT INSPECTION

LOP Information is not available

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	LONGHORN MEGA CAB 4X4
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED] TRUCK ASSEMBLY PLANT
Color	PWQ	[REDACTED]	WHITE			
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	[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]
MDH	051721	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: DRIVEABILITY MULTI POINT INSPECTION

Cause:

Correction: REPLACED HCU AND BLED

LOP Information is not available

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	RAM	[REDACTED]	CREW CAB CHASSIS	[REDACTED]
Built Date	[REDACTED]	Market	U	[REDACTED]	Plant	8475	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]		
Transmission	[REDACTED]	[REDACTED] AUTO AISIN		[REDACTED]	TRANS	Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C:	[REDACTED]	Mileage	[REDACTED]
MDH	081705	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Address	815 E CAMP WISDOM RD						
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** \* [REDACTED] Point Inspection CUSTOMER STATES VEHICLE PULLS RIGHT. DIAG AND ADVISE CUSTOMER STATES RADIO SCREEN COMES ORADIO STATIONS CHANGE, BUT NO SOUND COMES OUT OF SPEAKERS. DIAG AND ADVISE

**Cause:**

**Correction:** Performed [REDACTED] Point Inspection and Completed Worksheet \* [REDACTED] Point Inspection [REDACTED] Point Vehicle Inspection [REDACTED] COMPLETE Front End Alignment RADIO HAS BEEN ORDERED SPECIAL ORDER PART

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Battery Fee ; Supplier Radio Repair Payment
[REDACTED]	Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	RADIO -MULTI MEDIA	1		No	[REDACTED]

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Body</b>	[REDACTED]	<b>RAM</b>	[REDACTED]	<b>CREW CAB</b>	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	<b>Plant</b>	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	
<b>Color</b>	BRIGHT WHITE CLEAR COAT								
<b>Engine</b>	ESA	V8 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 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>	75,299		
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]	[REDACTED]	
<b>Dealer</b>	[REDACTED]	OF							
<b>Dealer Address</b>	[REDACTED]								
<b>Dealer City</b>	[REDACTED]	<b>State</b>	GA	<b>Zip</b>	30511				

**Complaint:** (Replace synthetic engine oil and filter) (Rotate tires) (Multi-point inspection according to maintenance interval) Customer states tire light on due to low rear pressure customer does not run [REDACTED] would like pumped up enough to cut lights off (TIRE WHEEL CONCERN) Customer states that when starting vehicle turning key vehicle will fire up run [REDACTED] and then cut off Have to remove key put foot on brake and restart (ELECTRICAL CONCERN ) REPLACE FRONT WIPERS WITH PREMIUM BEAM BLADES. REPLACE CABIN FILTER AND USE [REDACTED] OF FRIGI FRESH.

**Cause:** OIL CHANGE INTERVAL RECOMMENDED/REQUESTED SCHEDULED MAINTENANCE NEEDED/REQUESTED FILTER DIRTY

**Correction:** CHANGED OIL AND FILTER USING MOPAR QUALITY PRODUCTS TOPPED OFF FLUIDS AND CHECKED TIRE PRESSURES. PERFORMED TIRE ROTATION AND INSPECTION OF BRAKES. COMPLETED SERVICE INSPECTION RECOMMEND POSSIBLY STARTING WITH IGNITION SWITCH COULD NOT DUPLICATE IN THE SHOP. REPLACED FRONT WIPERS WITH BEAM BLADES. REPLACED CABIN FILTER AND USED BACTERIA NEUTRALIZER AND HVAC DEODERIZER.

LOP Information is not available

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] AA	FILTER -CABIN AIR	1		No	
[REDACTED] PC	OIL - [REDACTED]	7		No	
[REDACTED]	BLADE -FRONT WIPER	2		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]	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	<b>Plant</b>	8475	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PAR	STEEL MET. CLEAR COAT					
<b>Engine</b>	ETK	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</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>Address</b>	[REDACTED]							
<b>City</b>	RED BLUFF	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		<b>Zip</b>	[REDACTED]

**Complaint:** LUBE, OIL & FILTER CHANGE - DIESEL ENGINE TIRE ROTATION SERVICE PERFORM COURTESY MULTI-POINT VEHICLE INSPECTION CHECK TIRE PRESSURE & SET TO FACTORY SPECS(PER CALIFORNIA REGULATION [REDACTED])

**Cause:** PERFORMED COURTESY MULTI-POINT VEHICLE INSPECTION (SEE INSPECTION REPORT)

**Correction:** [REDACTED] PERFORMED LUBE, OIL & FILTERCHANGE DIESEL ENGINE SERVICE. OIL DRAIN PLUGTORQUE [REDACTED] LUBE, OIL & FILTER CHANGE- DIESEL ENGINE HAZARDOUS WASTE DISPOSAL [REDACTED] PARTS DISCOUNT LUBE, OIL & FILTER CHANGE- DIESEL ENGINE [REDACTED] SHOP CHARGES [REDACTED] SHOP CHARGE [REDACTED] NO ROTATION TIRES IN REAR ARE BADPASSES WEAR BARS TIRE ROTATION SERVICE [REDACTED] ADDED WASH PERFORM COURTESY MULTI-POINT VEHICLE INSPECTION [REDACTED] SET TIRES TO 60 IN FRONT 80 IN THEREAR CHECK TIRE PRESSURE & SETTO FACTORY SPECS(PER CALIFORNIA REGULATION [REDACTED])

**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]			No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED]
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE		Serial #	[REDACTED]
Transmission	DF2	[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]	C	[REDACTED]		Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		A	[REDACTED]
Address	[REDACTED]						State	[REDACTED]

**Complaint:** Brake Systems Concern [Customer States SERVICE ANTILOCK BRAKING SYSTEM COMES ON DASH AND ABS LIGHT AND TRACTION CONTROL LIGHT CONES ON] Engine Mechanical Concern [CustomerStates CHECK ENGINE LIGHT WILL COMEON AND OFF FREQUENTLY] Automatic Transmission Concern [Customer States WHILE TOWING A [REDACTED] TRAILER THE VEHICLE FEELS LIKE IT IS JERKING LIKE A FISH BITE MOTION] Multi-point inspection EXPRESS DIESEL FUEL FILTERS

**Cause:** [REDACTED] ; HYDRAULIC UNIT /ABS MODULE ; INTERNAL FAILURE [REDACTED] FUEL PRESSURE LOW : FILTER RESTRICTED : SEE LINE E VEHICLE IS OPERATING TO MANUFACTURE TO SPEC AT THIS TIME FUEL FLOW RESTRICTED

**Correction:** [REDACTED] ; HYDRAULIC UNIT /ABS MODULE ; INTERNAL FAILURE [REDACTED] VEHICLE : PERFORM ABS SYSTEM DIAGNOSTIC TEST , REPLACE ABS MODULE ; ; HYDRAULIC UNIT Brake Systems Concern [Customer States SERVICE ANTILOCK BRAKING SYSTEM COMES ON DASH AND ABS LIGHT AND TRACTION CONTROL LIGHT CONES ON] [REDACTED] FUEL PRESSURE LOW : FILTER RESTRICTED : SEE LINE E [REDACTED] PERFORM FUEL FLOW RATE TEST ; FAILED [REDACTED] (SPEC. [REDACTED]), FUEL SAMPLE ; GOOD , RETEST FUEL FLOW TEST: [REDACTED] WITHIN SPEC. , ROAD TEST Engine Mechanical Concern [Customer States CHECK ENGINE LIGHT WILL COME ON AND OFF FREQUENTLY] [REDACTED] VEHICLE IS OPERATING TO MANUFACTURE TO SPEC. AT THIS TIME NOT ABLE TO DUPLICATE CONCERN WITHOUT THE [REDACTED] : SCAN VEHICLE; NO FAULT STORED FOR CONCERN OR NO UPDATE AVAILABLE AT THIS TIME . PERFORM TRANS.RELEARN , CHECK TRANS. FLUID LEVEL IS GOOD, NO SIGN OF FLUID LEAK IN OR UNDER VEHICLE VEHICLE IS OPERATING TO MANUFACTURE TO SPEC. AT THIS TIME Automatic Transmission Concern [Customer States WHILE TOWING A [REDACTED] TRAILER THE VEHICLE FEELS LIKE IT IS JERKING LIKE A FISH BITE MOTION] CUSTOMER REQUEST AUTOMATIC TRANSMISSION SERVICE [REDACTED] PERFORM MULTI. POINT INSPECTION Multi-point inspection MULTI POINT INSPECTION [REDACTED] FUEL FLOW RESTRICTED [REDACTED] EXPRESS DIESEL FUEL FILTERS REPLACE DIESEL FUEL FILTERS

LOP Information is not available

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

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
MDH	051823	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	Michael Airhart
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: DIAGNOSIS MULTI POINT VEHICLE CHECKOVER ROTATE TIRES

Cause: codes [REDACTED] and [REDACTED]

Correction: [REDACTED]

LOP Information

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

Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	1		No	
[REDACTED]	FLUID -BRAKE	1		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
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	8475	ASSEMBLY [REDACTED]
<b>Color</b>	[REDACTED]	D (SILVER)				
<b>Engine</b>	EZC	HEMI VVT 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 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>	052014	<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>	JOHNSON CITY	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** Conventional Oil Change + Tire Rotation Plus VEHICLE SAFETY CONDITION INSPECTION INCLUDED DECLINEW [REDACTED] SERVICES

**Cause:**

**Correction:** Conventional Oil Change +Tire Rotation Plus Conventional Oil Change &Tire Rotation Plus Conventional Oil Change +Tire Rotation Plus MISC. SHOP CHARGES VEHICLE SAFETY CONDITION INSPECTION INCLUDED BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES OVER 5MM O [REDACTED] (DISC) OR [REDACTED] O [REDACTED] (DRUM) FRONT TIRES AT [REDACTED] VEHICLE SAFETY CONDITION INSPECTION INCLUDED BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES [REDACTED] O [REDACTED] (DISC) OR [REDACTED] O [REDACTED] (DRUM) MAY REQUIRE FUTURE ATTENTION 4/32 TO [REDACTED] DECLINED [REDACTED] ADD ONS Cabin Air Filter - Replace CUSTOMER DECLINED FRIGI FRESH TREATMENT [REDACTED] PLTX Declined 6k service Cabin Air Filter - Replace CUSTOMER DECLINED REPAIRS

**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]	FILTER -CABIN AIR	1		No	
[REDACTED]	OIL - [REDACTED]			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	[REDACTED]	[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>	[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>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>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES... CUSTOMER STATES... MULTI POINT VEHICLE INSPECTION

**Cause:**

**Correction:**

**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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[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]	SLT CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PXR	BLACK				
<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</b>	[REDACTED]	6	<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>Advisor</b>	[REDACTED]
<b>Address</b>	2303 S Main Street						<b>State</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		<b>Zip</b>	[REDACTED]

**Complaint:** ABS PROGRAMMING.

**Cause:** CUSTOMER CHANGED ABS MODULE, ABS INITIALIZATION PERFORMED , [REDACTED] CODE FOR ABS STILL ACTIVE (GENERAL ELECTRICAL FAILURE) FOUND THE [REDACTED] CONTROL UNIT FAILURE

**Correction:** R& [REDACTED] CONTROL UNIT - BLED SYSTEM - RE-INITIALIZED - ERASED CODES AND ROAD TESTED - NO ISSUES RETURNED TO CUSTOMER

**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]-AA	CONTROL -ANTI LOCK [REDACTED] SYSTEM	1		No	
[REDACTED]-AE	FLUID - [REDACTED]	2		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	<b>Plant</b>	[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	AUTOMATIC 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>Ca</b>	[REDACTED]	<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]	Nye	[REDACTED]				
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]			

**Complaint:** C/S SERVICE TURBO LIGHT HAD COME ON THEN AN "ENVELOP ICON" APPEARED AND BOTH LIGHTS WENT OFF AND HAVENT COME BACK ON BUT HE IS STILL CONCERNED C/S LOW COOLANT LIGHT IS ON, CANT TELL IF HE IS LOW ON COOLANT AND WOULD LIKE IT CHECKED

**Cause:** VERIFIED CONCERN FOUND [REDACTED] ABS PUMP CONTROL GENERAL ELECTRICAL FAILURE CONTACTED STAR RAN TEST AND CONTACTED STAR FOR THE GO AHEAD TO ORDER MODULE CUSTOMER IS GOING TO [REDACTED] WILL HAVE THEM REPLACE THE PART VERIFIED CONCERN COOLANT WAS A LITTLE LOW NOTHING IS VISIBLY LEAKING AT THIS TIME

**Correction:** NOTHING FURTHER AT THIS TIME NOTHING FURTHER AT THIS TIME

**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]	[REDACTED]
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	TRUCK ASSEMBLY
Color	PXR	BLACK				
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	[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]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	30
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]	[REDACTED]					
Dealer	[REDACTED]	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]

**Complaint:** BODY ELECTRICAL CONCERN CUSTOMER STATES BODY ELECTRICAL CONCERN ABS AND BRAKE LIGHTS ON FOUND [REDACTED] ABS PUMP MOTOR CONTROL- GENERAL ELECTRICAL FAILURE. REPLACED HYDRAULIC CONTROL UNIT. IF CODE COME S BACK, ABS MODULE WILL NEED TO BE REPLACED. TESTED AND OK ([REDACTED])

**Cause:**

**Correction:**

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System
[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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	3		No	
[REDACTED]	FLUID -BRAKE	3		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
<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	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]	<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>Ac</b>	[REDACTED]
<b>Address</b>	[REDACTED]						
<b>City</b>	SEMINOLE	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]	

**Complaint:** REPAIR VEHICLE PER CP REQUEST

**Cause:**

**Correction:** REPAIR PER ESTIMATE REFINISH CONTINUED PAINT MATERIALS HAZ WASTE REPAIR PER ESTIMATE REFINISH CONTINUED [REDACTED] SHOP CHARGE [REDACTED] SHOP CHARGES

**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]	MOLDING -WHEEL OPENING FLARE	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	Plant	[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]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
[REDACTED]							
Address							
City							
State							
IA							
Zip							
[REDACTED]							

**Complaint:** Recall / [REDACTED] 1 [REDACTED] Safety Recall [REDACTED] - Tailgate Latch\*\*) Recall / [REDACTED] 1 [REDACTED] Customer Satisfaction Notification [REDACTED] - Occupant Restraint Control Module\*\*) Recall / [REDACTED] [REDACTED] Safety Recall [REDACTED] - Drag Link\*\*) CUSTOMER STATES CEL , ABS AND TRACTION CONTROL LIGHTS ILLUMINATED IN DASH

**Cause:** RECALL RECALL RECALL

**Correction:** [REDACTED] 7 installed tailgate lock actuator grommet per recall RECALL [REDACTED] flashed orc module from part [REDACTED] to part number# [REDACTED] dtc's. performed abs initialization. RECALL [REDACTED] inspected and test jam nuts to turnbuckle torque and passed. welded jam nuts and painted welds INSPECT JAM NUT TORQUE PERFORM ROAD TEST [REDACTED] WELD [REDACTED] 7 retrieved vehicle and initially abs/trac lights were illuminated then went off in a [REDACTED] before test drive and was not actively on check engine light is actively on. brought into shop and tested for dtc's and has [REDACTED] 1 - Incorrect Engine Oil Type; [REDACTED] - Evap System Small Leak; [REDACTED] - ABS Pump Motor Control-General Electrical Failure; [REDACTED] - Left Taillamp 1 Control-Circuit Short to Battery or Open; [REDACTED] - USB Communication-Component-Failures. For the code - [REDACTED] following diagnostic procedure the abs modulator assembly ( HCU) will need replaced and a brake system flush will need performed as the lines will need disconnected upon removal. for the [REDACTED] active pcm dtc - i inspected the oil level and condition and has a very dirty appearance but level. checked oil lifemonitor and is at [REDACTED] and sticker is past due as it was due by [REDACTED] and mileage of 64221 and has [REDACTED] essentially an oil change needs performed. for the [REDACTED] small evap-vacuum tested the purge solenoid off the intake manifold and is performing correctly. smoke tested evap system and block esim vent. no leaks found with smoke testing. tested esim by watching voltage at the esim switch and has its [REDACTED] and does not hold to ground when back blowing pressure when it should be sitting [REDACTED] and roughly only goes 1 [REDACTED] so the esim is not fully closing, the esim

**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
[REDACTED]	Software Flash ; Recall [REDACTED] ; Customer Satisfaction Notification [REDACTED] - Occupant Restraint Control Module ; Reprogram Occupant Restraint Controller (ORC) Module - Includes ORC and ABS Initialization
[REDACTED]	Electrical System ; Recall U7x ; Safety Recall [REDACTED] - Tailgate Latch ; Install Tailgate Actuator Stop Block

**Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	ACTUATOR -STOP BLOCK	1		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	0		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	SEAL -VAPOR CANISTER	1		No	
[REDACTED]	CAP -FUEL FILLER	1		No	
[REDACTED]	DETECTOR -EVAPORATIVE SYSTEM INTEGRI	1		No	
[REDACTED]	FLUID -BRAKE	3		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2[REDACTED]	<b>Body</b>	[REDACTED]	LONGHORN CREW CAB [REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]					
<b>Engine</b>	[REDACTED]				<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	[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>Category</b>	[REDACTED]	0	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>Advisor</b>	Andrew Terrell
<b>Dealer</b>	[REDACTED]	E & [REDACTED]						
<b>Dealer Address</b>	[REDACTED]							
<b>Dealer City</b>	TRAVERSE CITY	<b>State</b>	MI	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Brake Systems Concern General Concern #1

**Cause:**

**Correction:**

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 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	TRUCK ASSEMBLY PLANT
	[REDACTED]				BRIGHT WHITE CLEAR COAT
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	D	AUTOMATIC	TRANSMISSION	Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	MIRACLE	[REDACTED]				
Dealer Address	[REDACTED]						
Dealer City	GALLATIN	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** [REDACTED] Safety Recall [REDACTED] - Brake Transmission Shift Interlock ( Recall CSN 1) [REDACTED] Safety Recall [REDACTED] - Drag Link (Recall CSN 2) [REDACTED] Safety Recall [REDACTED] - Tailgate Latch (Recall CSN 3) Customer States abs light is on shakes over 55 feels like it has no power (Engine Performance Concern) (Multi-point inspection according to maintenance interval) (Rotate tires ) PERFORM DIESEL OIL AND FILTER CHANGE SERVICE INCLUDES ROADSIDE AND ROAD HAZARD TIRE COVERAGE UP TO [REDACTED] CUSTOMER REQUESTS FUEL FILTER REPLACEMENT COMPLETE FRONT BRAKE SERVICE COMPLETE REAR BRAKE SERVICE CUSTOMER REQUEST FULL DOT3 BRAKE SYSTEM SERVICE [REDACTED] PERFORM MACH II FULL SYNTHETIC [REDACTED] AUTOMATIC TRANS FLUID SERVICE 3 [REDACTED] & [REDACTED] REPLACE DRIVE BELT EXPRESS ROTATE AND BALANCE CUSTOMER REQUEST PERFORM COMPLETE 4X4 SERVICE [REDACTED] [REDACTED] & [REDACTED] INCLUDES FRONT AND REAR DIFF AND TRANSFER CASE SERVICES CUSTOMER REQUEST PERFORM DIESEL FUEL SYSTEM CLEANING SERVICE 2 # [REDACTED] & [REDACTED] REPLACE CCV FILTER PERFORM [REDACTED] COOLING SYSTEM FLUID EXCHANGE SERVICE [REDACTED]

**Cause:** RECALL RECALL RECALL COMPLETED MAINTANANCE DUE COMPLETED MAINTANCE MAINTANCE MAINTANCE MAINTANCE MAINTANCE MAINTANCE MAINTANCE MAINTANCE

**Correction:** RECALL... COMPLETE RECALL.... COMPLETE RECALL... COMPLETE VERIFIED CUSTOMER COMPLAINT, FOUND COUNTER BALANCE ON ALL [REDACTED] COMPLETED.... ORDERED ABS PUMP AND MODULE, BLOCKED BY [REDACTED] STAR CASE OPENED TO ORDER PARTS. CUSTOMER TO PAY [REDACTED] FOR PARTS AND LABOR FOR ABS LIGHT. COMPLETED TIRE ROTATION AND BRAKE INSPECTION COMPLETED REPLACED FUEL FILTER COMPLETED FRONT BRAKE SERVICE REPLACED PADS AND MACHINED ROTORS COMPLETED REAR BRAKE SERVICE REPLACED PADS AND MACHINED ROTORS SERVICE COMPLETED SERVICE COMPLETED COMPLETE ROTATE AND BALANCE SERVICE COMPLETED PERFORMED DIESEL FUEL SYSTEM CLEANING SERVICE COMPLETE SERVICE COMPLETED

**LOP Information**

LOP	LOP Description
[REDACTED]	Steering ; Recall V0x ; Safety Recall [REDACTED] - Drag Link ; Related LOP [REDACTED]
[REDACTED]	Steering ; Recall V0x ; Safety Recall [REDACTED] - Drag Link ; Weld Jam Nuts to Adjuster
[REDACTED]	Steering ; Recall U1x ; Safety Recall [REDACTED] - Brake Transmission Shift Interlock ; Inspect Brake Transmission Shift Interlock (BTSI) Functionality and Perform BCM Software Update ( [REDACTED] Model Year Only)
[REDACTED]	Electrical System ; Recall V4x ; Safety Recall [REDACTED] - Tailgate Latch ; Inspect and Install Tailgate Actuator Stop Block

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]			No	
[REDACTED]-AA	ACTUATOR -STOP BLOCK	1		No	
[REDACTED]-AC	FLUID -AUTOMATIC TRANSMISSION ATF	7		No	
[REDACTED]-AB	LUBRICANT-GEAR	7		No	
[REDACTED]-AB	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]-AB	ANTIFREEZ-COOLANT	1		No	
[REDACTED]-AA	FILTER -FUEL	1		No	
[REDACTED]-AA	LUBRICANT-TRANSFER CASE	2		No	
[REDACTED]-AA	OIL - [REDACTED] BULK CJ 4	12		No	
[REDACTED]-AA	PAD KIT -REAR DISC BRAKE	1		No	
[REDACTED]-AC	BREATHER -CRANKCASE	1		No	
[REDACTED]-AD	FILTERPKG-TRANSMISSION OIL	1		No	
[REDACTED]-AA	FILTER -ENGINE OIL	1		No	
[REDACTED]-AE	4X4 FILTE-TRANSMISSION OIL	1		No	
[REDACTED]-AD	SEALER -NONE	1		No	
[REDACTED]-AA	BELT -SERPENTINE	1		No	
[REDACTED]-AD	LUBRICANT-AXLE	1		No	
[REDACTED]-AB	ROTOR -BRAKE	2		No	
[REDACTED]-AA	PAD KIT -FRONT DISC BRAKE	1		No	
[REDACTED]		1		No	
[REDACTED]		1		No	
[REDACTED]	ACTUATOR -STOP BLOCK	1		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	CREW CAB
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	Plant	[REDACTED]	TRUCK ASSEMBLY
Color	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	(SILVER)
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]	[REDACTED]
Transmission	D [REDACTED]	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION	Serial #	[REDACTED]	[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]	A	[REDACTED]
Address	[REDACTED]						
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** [CUSTOMER STATES ABS BRAKE SYSTEM LIGHTS ON AND OFF ADVISE Multi-point inspection (according to maintenance interval) Replace engine fuel filter element Replace chassis mounted fuel filter element CUSTOMER REQUEST [REDACTED] RENTAL ASSISTANCE A [REDACTED] AUTHORIZED BY SERVICE MANAGER --CUSTOMER PAYS 0% CHRYSLER PAYS: [REDACTED] % OF [REDACTED] A [REDACTED] S)--DEALERSHIP PAYS 0%--CUSTOMER: [REDACTED] & SERVICE MANAGER: [REDACTED] DATE: [REDACTED]

**Cause:** [REDACTED] ABS PUMP MOTOR CONTROL GENERAL ELECTRIC FAILURE REQ REQ CUSTOMER REQUEST ALTERNATE TRANSPORTATION WHILE VEHICLE IS IN FOR REPAIR

**Correction:** [REDACTED] ABS PUMP MOTOR CONTROL GENERALELECTRIC FAILURE FOUND [REDACTED] ACTIVE. OPENED STAR CASE [REDACTED] AND WAS ADVISED TO CHECK CONNECTION AT PDC FOR CIRCUITS [REDACTED] [REDACTED] FOUND POOR TERMINAL CONNECTION IN CIRCUITS [REDACTED] AND [REDACTED] STAR CENTER ALSO ADVISED TO CHECK GROUND [REDACTED] FOUND POOR CONNECTION TO GROUND - CLEANED AND RETORQUED. TEST DROVE VEHICLE AND VERIFIED REPAIR. FOUND NO FURTHER PROBLEMS AT THIS TIME Ground - Test and Repair (2 - Skilled) TIME TO COMPLETE REPAIR REVIEWED AND AUTHORIZED BY SERVICE MANAGER REFERENCE STAR CAS [REDACTED] Multi-point inspection (according to maintenance interval) WORLD CLASS VEHICLE INSPECTION [REDACTED] REPLACED FUEL FILTER Fuel Filter - Replace [REDACTED] REPLACED FUEL FILTER Fuel Filter - Replace [REDACTED] HIGH LINE PRODUCT RENTAL ALTERNATE TRANSPORTATION REQUEST REVIEWED BY SERVICE MANAGER WHO AUTHORIZED RENTAL ASSISTANCE AS A [REDACTED] GESTURE 9/24 [REDACTED] [REDACTED] [REDACTED] HIGH LINE PRODUCT RENTAL . SUBLET REPAIRS

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
[REDACTED]	Electrical System ; Wiring Harness Repair, Engine/Transmission and Front End ; Ground

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	0		No	
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	0		No	

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]	[REDACTED]					
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[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) PERFORM REAR DIFFERENTIAL SERVICE service trailer brake light is on (IndicatorWarning Lights Concern) PERFORM FRONT DIFFERENTIAL SERVICE PER CUSTOMER REQUEST

**Cause:**

**Correction:** COMPLETED INSPECTION OEM Oil & Filter Change [REDACTED] Ambient Temperature Above Service Rear Differential [REDACTED] CHECKED FUSES AND POWER TO PLUG AT REAR OF TRUCK. NOTHING OUT OF THE ORDINARY, EVERYTHING LOOKS GOOD NAD TEST GOOD, REALLY NEED THE CUSTOMER TO BRING THE TRAILER UP HERE AND LET ME LOOK AT IT WHEN THE TRAILER IS ATTACHED, COULD BE A ISSUE WITH HIS TRAILER, WE HAVE REPLACED ABS MODULE, AND ALSO TRAILER BRAKE MODULE Service Front Differential 4x4 [REDACTED]

**LOP Information**

LOP	LOP Description
[REDACTED]	Air & Fuel system

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No	[REDACTED]
[REDACTED]	OIL - [REDACTED]	[REDACTED]	[REDACTED]	No	[REDACTED]
[REDACTED]	FILTER - [REDACTED] 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>	[REDACTED]	RAM	[REDACTED]	CAB CHASSIS	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	<b>Plant</b>	[REDACTED]	[REDACTED]	TRUCK	[REDACTED]
<b>Color</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Engine</b>	ETK	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	[REDACTED]	<b>Serial #</b>	[REDACTED]	[REDACTED]	[REDACTED]
<b>Transmission</b>	DF2	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	[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]	[REDACTED]	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	1021 N HWY 69						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	KS	<b>Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** [REDACTED] Inspection CUSTOMER STATES THAT HE IS HEARING A ROTATIONAL DRAGGING OR GROWLING NOISE IN THE FRONT END AND HE HAS A SERVICE [REDACTED] MESSAGE.

**Cause:** CONFIRMED CUSTOMER'S CONCERN FOUND DTCM TRYING TO ENGAGE [REDACTED] RANDOMLY INTERNAL FAULT IN DTCM IS CAUSING IT TO SELF OPERATE

**Correction:** Module, transfer case/drivetrain control - Test and Replace (2 - Skilled)

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, transfer case/drivetrain control

**Part(s) Information**

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	[REDACTED]	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
BRIGHT WHITE CLEAR COAT								
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]	
Transmission	[REDACTED]	AUTOMATIC 68RFE TRANSMISSION				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]	A	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES THE BATTERY KEEPS DYING PLEASE CHECK AND ADVISE VEHICLE SAFETY CONDITION INSPECTION INCLUDED SET TIRE PRESSURES RT FRONT \_\_\_\_\_ RT REAR \_\_\_\_\_ LEFT FRONT \_\_\_\_\_ LEFT REAR \_\_\_\_\_.

**Cause:**

**Correction:** [REDACTED] FAULTY BATTERY PERFORMED BATTERY TEST AND [REDACTED] FAILED. CONNECTED GR8 AND PERFORMED CHARGING DIAGNOSTIC TEST. BATTERY FAILED GR8 CHARGING TEST. REPLACED BATTERY AND CLEARED FAULT CODES. GENERATED WARRANTY CODE [REDACTED] LEAD ACID BATT FEE HSC SECTION [REDACTED] MISC. SHOP CHARGE [REDACTED] SAFETY PERFORMED SAFETY INSPECTION VEHICLE SAFETY CONDITION INSPECTION INCLUDED RECOMMENDED SERVICE - Battery requires replacement RECOMMENDED SERVICE - Brakes OK TIRE INSPECTION REVEALED TREAD DEPTH AT 7/32" OR BETTER - NO ATTENTION NEEDED AT THIS TIME. [REDACTED] SET TIRE PRESSURE SET TIRE PRESSURES RT FRONT \_\_\_\_\_ RT REAR \_\_\_\_\_ LEFT FRONT \_\_\_\_\_ LEFT REAR \_\_\_\_\_. SET TIRE PRESSURES RT FRONT \_\_\_\_\_ RT REAR \_\_\_\_\_ LEFT FRONT \_\_\_\_\_ LEFT REAR \_\_\_\_\_.

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Battery ; Battery ; [REDACTED] battery

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	BATTERY - STORAGE	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] TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	ESA	[REDACTED]	V8 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 Version</b>	2	<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>Advisor</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:** Customer States ABS TRAC LT ON AND OFF - CUST HAS TO LEAVE I N THE MORNING FOR [REDACTED] A - CURRENTLY HAS AN ABS PUMP CODE ( Brake Systems Concern) PART ARRIVED. [REDACTED] RETURNE [REDACTED] INSPECTION PERFORM LUBE, OIL & FILTER CHANGE REPLACED CABIN AIR FILTER REPLACE ENGINE AIR FILTER

**Cause:** DID THE TESTING PROCEDURE AND CONTACTED START ABOUT ISSUE [REDACTED] INSPECTION MAINTENANCE ITEM REPLACED CABIN AIR FILTER MAINTENANCE ITEM

**Correction:** PER STAR CASE # [REDACTED] REPLACED THE HYDRAULIC CONTROL UNIT 1.1 [REDACTED] INSPECTION PERFORMED LUBE, OIL & FILTER CHANGE. REPLACED CABIN AIR FILTER REPLACED ENGINE AIR FILTER

**LOP Information**

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

**Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]		1		No	
[REDACTED] AA	FILTER -CABIN AIR	1		No	
[REDACTED] AA	FILTER -AIR	1		No	
[REDACTED] PC	OIL - [REDACTED]	7		No	
[REDACTED] AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED] AB	FILTER -ENGINE OIL	1		No	
[REDACTED] AD	FLUID -BRAKE	4		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	4		No	[REDACTED]

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D [REDACTED]	RAM [REDACTED]	CREW CAB [REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U [REDACTED]	<b>Plant</b>	[REDACTED]	TRUCK ASSEMBLY PLANT	
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETK [REDACTED]	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</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>	110514	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	1608
		<b>MOTOR MILE</b>	[REDACTED]				
<b>Address</b>	[REDACTED]						
<b>City</b>	[REDACTED]	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** CUSTOMER STATES ELECTRONIC BRAKE LIGHT IS STILL COMING ON ---SEE HISTORY CUSTOMER STATES ABS LIGHT AND TRACTION LIGHT IS ON---SEE HISTORY CUSTOMER STATES MESSAGE COMES ON SERVICE ELECTRONIC BRAKE SYSTEM CUSTOMER REQUEST MULTIPOINT INSPECTION REPAIR ORDER COMMENTS VEHICLE PROVIDED BY [REDACTED] MOTOR MILE

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

**Correction:** [REDACTED] - ABS Pump MotorControl-General Electrical Failure [REDACTED] Found one fault for the ABS system. The fault has a frequency counter of 179. Check the vehicle history and found the vehicle came in for this fault on [REDACTED] repair order number [REDACTED]. Replace the ABS hydraulic control unit. Clear all faults. Test drive the vehicle. Recheck for faults with none found. HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace (A) DIAGNOSIS HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace (A) DIAGNOSIS [REDACTED] This is related to the concern online A. No further action is necessary. CUSTOMER STATES ABS LIGHT AND TRACTION LIGHT IS ON---SEE HISTORY ABS/SRS/AIRBAG REPAIR [REDACTED] This is related to the concern online A. No further action is necessary. CUSTOMER STATES MESSAGE COMES ON SERVICE ELECTRONIC BRAKE SYSTEM GENERAL REPAIR [REDACTED] Multipoint inspection CUSTOMER REQUEST MULTIPOINT INSPECTION CUSTOMER REQUESTS MULTIPOINT INSPECTION REPAIR ORDER COMMENTS [REDACTED]...SHA VEHICLE PROVIDED BY [REDACTED] MOTOR MILE [REDACTED] WARRANTY 2 [REDACTED] LOANER RETAIL [REDACTED] VEHICLE PROVIDED BY [REDACTED] MOTOR MILE SUBLET REPAIRS SUBLET REPAIRS

**LOP Information**

LOP	LOP Description
[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]	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	0		No	
[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]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D [REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED]	TRUCK ASSEMBLY PLANT		
Color	PRV	[REDACTED]							
Engine	ETK	TURBO DIESEL ENGINE				Serial #	[REDACTED]		
Transmission	DF2	AUTO AISIN		[REDACTED]	HD TRANS	Serial #	[REDACTED]		

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	[REDACTED]	[REDACTED]
MDH	081618	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
[REDACTED]	[REDACTED]	CROWN	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Address	[REDACTED]						[REDACTED]
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** [REDACTED] - MULTI-POINT VEHICLE INSPECTION CUSTOMER STATES THE RUNNING LIGHTS ON TOP OF CAB IS OUT CUSTOMER STATES RADIO HAS ISSUES- DELAMINATION CUSTOMER STATES BRAKE MESSAGE UP ONDASH CUSTOMER STATES CRUISE CONTROL INOP CUSTOMER STATES TRANSMISSION HICCUPSAT TIMES

**Cause:** had moisture in lenses DELAMINATION [REDACTED] -ABS code, has star case [REDACTED] that abs parts come seperatly

**Correction:** completed DEFAULT had moisture in lenses replaced allclearance light on the top of the truck [REDACTED] CLEARANCE DELAMINATION replaced radio REPLACE RADIO [REDACTED] -ABS code, has star case s2005000004that abs parts come seperatly cleared codeper service library, code didnt come back on,ask customer to maybe help in providing moreinfo next time if it comes on again CUSTOMER STATES BRAKE MESSAGE UP ON DASH per abs code on, cleared abs code cruiseworks CUSTOMER STATES CRUISE CONTROL INOP test drove and didnt see a problem. thisis happeneing when customer is towing alot ofweight. ([REDACTED]) pounds maybe. no codes forctm at this time CUSTOMER STATES TRANSMISSION HICCUPS AT TIMES

**LOP Information**

LOP	LOP Description
[REDACTED]	Electrical System ; Audio ; Radio/Telematics Gateway Module ; Exchange unit
[REDACTED]	Electrical System ; Lamp/Bulb/Socket ; Lamp, Clearance ; [REDACTED] lamp
[REDACTED]	Electrical System ; Lamp/Bulb/Socket ; Lamp, Clearance ; [REDACTED]

**Part(s) Information**

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D	[REDACTED]	CREW CAB
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[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]	<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>Ac</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	DODGE	[REDACTED]	RAM	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	4313 S STAPLES ST						
<b>Dealer City</b>	CORPUS CHRISTI	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES VEHICLE JERKS AND POPS INTO GEAR WHEN DECELERATING \*No Interval Due Vehicle HistoryIndicates No Maintenance Interval Due \*Multi-Point Inspection [REDACTED] DIFFERENTIAL SERVICE

**Cause:** [REDACTED] INSPECT REFILLREAR DIFFERENTIAL FLUID

**Correction:** [REDACTED] TEST DROVE AND VERIFIED CONCERN.WHILE COMING TO A STOP, THE VEHICLE WOULDHARSH DOWNSHIFT FROM 3-2. FOUND TSB 18- [REDACTED] TO SHIFT IMPROVEMENTS. UPDATED PCMAS PER TSB AND PERFORMED QUICKLEARN. TESTDROVE WITH NO ISSUES. Module, Engine Control (ECM) NO MAINTENANCE INTERVAL DUE PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [REDACTED] PERFORMED REAR DIFF SERVICE [REDACTED] DIFFERENTIAL SERVICE

**LOP Information**

LOP	LOP Description
[REDACTED]	Software Flash ; Module ; Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram, Quicklearn 68RFE Only (A/T)

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	LUBE -AXLE	4		No	
[REDACTED]	SEALER -NONE	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 [REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<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 Version</b>	2	<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>	071916	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Ac</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>	TX	[REDACTED]	[REDACTED]

**Complaint:** Electrical/Non PCM Flashes Concern [Customer States driver side window auto up and down switch is not working] Multi-point inspection (according to maintenance interval)

**Cause:** DOOR SWITCH INOP

**Correction:** [REDACTED] for [REDACTED] performed diag. found faulty drivers side door window switch. Electrical/Non PCM Flashes Concern [Customer States driver side window auto up and down switch is not working] DRIVABILITY ELECTRICAL DEPT. DRIVABILITY Multi-point inspection (according to maintenance interval) MULTI-POINT INSPECTION

**LOP Information**

<b>LOP</b>	<b>LOP Description</b>
[REDACTED]	Electrical System ; Switches, Steering wheel/IP/Center Stack Lower/Module/WIN/Keyless Entry ; Switch and bezel, front door ; Front, passenger side

**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]	SWITCH -FRONT DOOR	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	PAR	MAXIMUM STEEL MET. CLEAR COAT								
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]			
Transmission	[REDACTED]	AUTOMATIC		TRANSMISSION		Serial #	[REDACTED]			

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	3	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Ram	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Customer States THE ABS AND TRCTION CONTROL LIGHT IS ON (Ind icatorWarning Lights Concern) PERFORM MULTIPOINT INSPECTION

**Cause:**

**Correction:** Control unit, Brake anti-lock hydraulic (HCU-ICU) - Replace All others (3 - Highly Skilled) LOP- [REDACTED] [REDACTED] ML MALFUNCTION LIGHT MIL (ALL MODULES) PERFORMED MULITPOINT INSPECTION

**LOP Information**

LOP	LOP Description
[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]AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]AD	FLUID -BRAKE	2		No	
[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>	D	RAM	CREW CAB
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ESA	[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>	[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>	060817	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]		<b>Ac</b>	[REDACTED]
<b>Address</b>	[REDACTED]						<b>State</b>	[REDACTED]
	[REDACTED]						<b>Zip</b>	[REDACTED]

**Complaint:** Multi-point inspection (according to maintenance interval) Perform DTC Inspection [CUSTOMER STATES THE ABS, TRAC AND MESSAGES THAT SAID SERVICE ELECTRONIC BRAKE AND SERVICE ABS COME ON TOO. CHECK AND ADVISE.] RENTAL CAR

**Cause:** [REDACTED] ELECTRICAL FAILURE

**Correction:** Multi-point inspection (according to maintenance interval) PERFORM FREE VEHICLE MULTI POINT INSPECTION AND FILL OUT VEHICLE CHECK-UP SHEET [REDACTED] CONFIRMED CUSTOMER COMPLAINT [REDACTED] REPLACE [REDACTED] AND BLEED BRAKES TESTDROVE CODE OR ABS LIGHT DIDNT RETURN,INTERNAL ELECTRICAL ISSUE IN [REDACTED] HAD TO CLEAN AND SEAL BRAKE LINES [REDACTED] 1.1 AT 0.5 Perform DTC Inspection [CUSTOMER STATES THE ABS,TRAC AND MESSAGES THAT SAID SERVICE ELECTRONIC BRAKE AND SERVICE ABS COME ON TOO. CHECK AND ADVISE.] RENTAL CAR

**LOP Information**

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

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	0		No	
[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]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	TRUCK ASSEMBLY [REDACTED]			
Color	BRIGHT WHITE CLEAR COAT								
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE			Serial #	[REDACTED]		
Transmission	D	[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]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** General Concern #1 [CUSTOMER STATES SERVICE ABS LIGHT COMES ON AND OFF, CHECK AND ADVISE] Multi-point inspection (according to maintenance interval)

**Cause:**

**Correction:** replaced the abs pump motor and module and replaired the wiring harness and bled the brakes and cleared the codes and test drove with no codes or failures the abs system is operating as designed at this time .

**LOP Information is not available**

**Part(s) Information**

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