

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED] I6 CUMMINS TURBO DIESEL ENGINE	Serial #	[REDACTED]		
Transmission	DEG	6-SPEED MANUAL [REDACTED] TRANSMISSION	Serial #	[REDACTED]		

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

Complaint: (Perform DTC Inspection) Customer States ABS Light in on (General Concern 1) Customer States that check engine light in on (General Concern 2) (Multi-point inspection according to maintenance interval)

Cause: We found that the ABS light is on We hooked up the scan tool and found the code for ABS pump motor electrical failure We then check for fuses and found [REDACTED] are good and not blown We then, gain access to ABS connector and test for power and ground found it had [REDACTED] We followed diagnostic flow chart and states to replace [REDACTED] and if not fixed to change module We had to make sure because module was in back ordered We unbolted ABS module off HCU Hydraulic unit and OHM motor contacts and have [REDACTED] should be at 0 OHMS threw motor contacts We also found, it needs HCU unit and not the module Technician found check engine is off when he ran the vehicle We scanned the codes and found [REDACTED] particulate filter efficiency stored We then, let the vehicle run and found it went active Technician put the vehicle on lift and inspected exhaust and found it is sealed also no leaks We then, took fuel sample found fuel clean and it is diesel Then, check EGR found it is not stuck open We cleaned out DPF pressure sensor and also removed PM [REDACTED] in SCR and blew it off with compressed air Then redrove the vehicle and it did reset code We put the vehicle back on lift and took SCR cat down to check DPF for failing as per diagnostic chart WE had issues with the bolts all rusted and seized had to heat and cut bolts away and un mount wires to lower SCR down to inspect DPF filter We found filter is cleaned and no black soot spotting on back of it We remounted SCR with new gaskets and new bolts to hold [REDACTED] We reconnected wire harness for sensor working as designed and found on rescan no codes in system and all sensor working as designed

Correction: Inspection was done. We removed the wheel and well in [REDACTED] to get at HCU. We unbolted the brake lines and removed HCU. ABS module to HCU and torq

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Emission System ; Emission NOX / Particulate [REDACTED] ; [REDACTED] particulate matter (soot sensor) ; [REDACTED] diesel
[REDACTED]	Engine ; Cylinder Block/Plug/Helicoil ; Heli/coil thread repair ; bolt hole Note: Use as a related operation with the primary operation

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] AA	SENSOR -PARTICULATE MATTER	1		No	
[REDACTED] AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED] AB	GASKET -EXHAUST PIPE	1		No	
[REDACTED] AA	NUT -HEX FLANGE LOCK	4		No	
[REDACTED] AD	FLUID -BRAKE	3		No	
[REDACTED]	SENSOR -PARTICULATE MATTER	1		No	[REDACTED]
[REDACTED]	NUT -HEX FLANGE LOCK	4		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] CREW CAB CHASSIS [REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	Serial	[REDACTED]
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	Serial	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	3	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	ADVANTAGE	[REDACTED]	JEEP			
Dealer Address	[REDACTED]						
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]

Complaint: CUSTOMER STATES ABS AND TRACTION CONTROL LAMPS COME ON WHILE DRIVING

Cause: FOUND INTERNAL FAILURE IN ABS HCU

Correction: REPLACED ABS HCU, BLEED BRAKES

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

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB CHASSIS	[REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]					TRUCK ASSEMBLY PLANT	
Color	[REDACTED] (SILVER)								
Engine	ETK			TURBO DIESEL ENGINE	Serial #	[REDACTED]			
Transmission		AUTO AISIN		HD TRANS	Serial #	[REDACTED]			

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
		Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	PROGRESSIVE CHRYSLER [REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [REDACTED] TRUCK [REDACTED] .We Checked Your Vehicle For Open Safety Recalls .Multipoint Vehicle Inspection .Discard old parts at customers request .Confirmed Preferred Method Of Contact- Text Message

Cause: RECALL

Correction: [REDACTED] Inspect Wheel Studs - [REDACTED] Safety Recall [REDACTED] - WheelStuds - Inspect Inspect Wheel Studs (0 - Low Skilled) .We Checked Your Vehicle For Open Safety Recalls WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS .Multipoint Vehicle Inspection [REDACTED] VEHICLE INSPECTION .Discard old parts at customers request DISCARD OLD PARTS AT CUSTOMERS REQUEST .Confirmed Preferred Method Of Contact- Text Message Advisor Confirmed Customers Preferred Method of Contact is by Text Message

LOP Information

LOP	LOP Description
[REDACTED]	Wheels ; Recall Y2x ; Safety Recall [REDACTED] - Wheel Studs ; Inspect Wheel Studs

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE						
Engine	ETK	[REDACTED]	[REDACTED]	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]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	PLANET CHRYSLER	[REDACTED]	JEEP RAM				
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: General Concern #1 [CUSTOMER STATE THE ABS LIGHT IS ON AND CRUISE CONTROL INOP HERE FOR SOP ABS MODULE Multi-point inspection (according to maintenance interval) [CHECK HISTORY. MAY NEED OIL CHANGE, LUBRICATE FRONT DRIVE SHAFT FITTING, LUBRICATE FRONT DRIVESHAFT DOUBLE CARDAN JOINT, AND TIRE ROTATION.] your signature acknowledges your consent to receive phone calls and/or text messages from us on your phone. You agree that we may contact you regarding customer service updates. Your signature acknowledges your consent to receive phone calls and/or text messages from us on your phone. You agree that we may contact you regarding services, recall updates and offers via [REDACTED] You may opt out of this at any time. WASH

Cause: f F F F F

Correction: [REDACTED] Upon inspection verified customer concern and found code [REDACTED] right rear wheel speed sensor signal erratic, previous shop installed overlay started star case 102040260. Was advised to swap rear left and rear right wheel speed sensor circuits at abs module. code returned for right rear wheel speed sensor. was advised to replaced abs module. removed and replaced abs module for internal failure on circuits [REDACTED] and [REDACTED] test drove vehicle and code returned. dropped fuel tank and found small harness rub [REDACTED] from rear fuel tank strap. performed wire repair on circuit [REDACTED] reinstalled fuel tank, test drove to verify repair. no dtcs at this time MODULE, ANTI LOCK BRAKE CONTROL. TEST AND REPLACE DIAGNOSTIC LOP Multi-point inspection (according to maintenance interval) [CHECK HISTORY. MAY NEED OIL CHANGE, LUBRICATE FRONT DRIVE SHAFT FITTING, LUBRICATE FRONT DRIVESHAFT DOUBLE CARDAN JOINT, AND TIRE ROTATION.] PERFORM MULTI POINT INSPECTION (COMPLIMENTARY) [REDACTED] VALUE. The multi point inspection is a visual inspection of your vehicles current condition at the time of inspection and does not guaranty against component failure after the inspection is done your signature acknowledges your consent to receive phone calls and/or text messages from us on your phone. You agree

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others

Part(s) Information

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

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	3	Open Date	[REDACTED]	
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	[REDACTED]	0	Mileage	[REDACTED]	
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]	
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	Ram					
Dealer Address	[REDACTED]							Zip	[REDACTED]

Complaint: Recall Customer Satisfaction Notification [REDACTED] TRUCK [REDACTED] STUDS (Recall Customer Satisfaction Notification 1) PERFORM DIESEL OIL CHANGE, CHECK ALL FLUIDS. CUSTOMER REQUESTS FUEL FILTER REPLACEMENT CUSTOMER REQUESTS CHASSIS MOUNT FUEL FILTER. PERFORM COMPLETE VIDEO MULTI INSPECTION SENDING DETAILS AND RECOMMENDATIONS TO CUSTOMER. PERFORM FLUID EXCHANGE AS NEEDED BY TIME, MILEAGE OR CONDITION OF FLUID.

Cause: RECALL [REDACTED] MAINTENANCE PRODUCE VIDEO INSPECTION CONDITION OF FLUID FOUND CODE [REDACTED] ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE FOLLOWED DIAG AND FOUND INTERNAL FAILURE OF ABS PUMP/HCU

Correction: Inspect Wheel Studs [REDACTED] [REDACTED] OEM Oil & Filter Change [REDACTED] Ambient Temperature Above Fuel Filter, r&r [REDACTED] Fuel Filter Chassis Mounted, r&r [REDACTED] Multi-Point Inspection All DECLINED WAS PREVIOUSLY DONE R&R HCU AND BLEED BRAKES

LOP Information

LOP	LOP Description
[REDACTED]	Wheels ; Recall Y2x ; Safety Recall [REDACTED] - Wheel Studs ; Inspect Wheel Studs
[REDACTED]	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] AB	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED] AA	FILTER -FUEL	1		No	
[REDACTED] AA	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED] PC	OIL - [REDACTED]	3		No	
[REDACTED] AA	FILTER -ENGINE OIL	1		No	
[REDACTED] AD	FLUID -BRAKE	1		No	
[REDACTED]		1		No	

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

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

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

Complaint: (Change diesel engine oil and filter synthetic oil ONLY [REDACTED] (Multi-point inspection according to maintenance interval)

Cause: TIME

Correction: COMPLETE COMPLETE

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED]	POWER WAGON CREW CAB
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ESA	[REDACTED]	V8 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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]	[REDACTED]					
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: (Multi-point inspection according to maintenance interval) Customer States abs light comes and goes (Indicator Warning Lights - Anti-Lock Brake Indicator On) Customer States passenger ram box does not lock (Body System s Trim Concern Non-Electrical)

Cause: [REDACTED] MODULE FAILED [REDACTED] MODULE WAS ORDERED LATCH FAILED PARTS WERE ORDERED

Correction: . CUSTOMER WILL RETURN WHEN PARTS ARRIVE. CUSTOMER WILL RETURN WHEN PARTS ARRIVE.

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE				
Engine	ETK	[REDACTED]	CUMMINS TURBO DIESEL ENGINE			Serial [REDACTED]
Transmission	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	[REDACTED]	Serial [REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: Electrical Concern [Customer states abs, traction and skid light coming on, concord ext warranty [REDACTED] Multi-point inspection (according to maintenance interval)

Cause:

Correction: [REDACTED] SCANNED FOUND [REDACTED] PERFLOW CHART TESTING, NEED TO START WITH [REDACTED] UNIT , THE ABS MODULE, CALLED INTO EXTWARRANTY, WAITING ON OK Electrical Concern [Customer states abs, traction and skid light coming on, concord ext warranty [REDACTED] Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUESTS A FREE [REDACTED] INSPECTION

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]	LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	Woolwine CDJR, INC					
Dealer Address	[REDACTED]						
Dealer City	SEMINARY	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: (Perform DTC Inspection)

Cause: PULLED DTC'S AND FOUND CODE [REDACTED] STORED AND [REDACTED] STORED CLEARED CODES AND NOTHING RETURNED CUSTOMER ALSO SAID THAT TRAILER BRAKES WERE NOT OPERATING THROUGH FOOT BRAKE ON VEHICLE

Correction: CHECKED FUSES [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] AND [REDACTED] ALSO HOOKED UP ELECTRIC BRAKE FORCE METER AND EVERYTHING IS WORKING PROPERLY. CHECKED ALL WIRING AND TRAILER PLUGS TO MAKE SURE ALL IS OKAY.

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; Brakes, Trouble Not Found ; Brakes

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]			SALTILLO TRUCK ASSEMBLY PLANT	
Color	PAU	GRANITO	[REDACTED]	(GRANITE CRYSTAL)			
Engine	ETK	[REDACTED]	I6	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]	Category	0	Mileage	[REDACTED]
	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: DIAGNOSTICS

Cause:

Correction: CUST STATED THEY WANT TO THINK ABOUT IT DECLINED

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED] TRUCK ASSEMBLY PLANT					
Color	[REDACTED] (SILVER)							
Engine	ETK	[REDACTED]	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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: General Concern #1 [SAYS ON DASH TOSERVICE ANTILOCK SYSTEM AND ELECTRONIC SYSTEM] Multi-point inspection BRAKE SYSTEM FLUSH ([REDACTED] PARTS [REDACTED] LABOR [REDACTED] TOTAL [REDACTED] EGR COOLER CLEANING ([REDACTED] EGR VALVE CLEANING ([REDACTED])

Cause:

Correction: [REDACTED] ABS HCU POWER CIRCUIT INTERNALFAILURE. TESTED AND REPLACED HCU ASSEMBLY. General Concern #1 [SAYS ON DASH TO SERVICE ANTILOCK SYSTEM AND ELECTRONIC SYSTEM] Multi-point inspection [REDACTED] INSPECTION [REDACTED] BRAKE FLUID EXCHANGE BRAKE SYSTEM FLUSH ([REDACTED] PARTS [REDACTED] LABOR [REDACTED] TOTAL [REDACTED] [REDACTED] EGR COOLER SERVICE PERFORMED EGR COOLER CLEANING ([REDACTED]) [REDACTED] EGR VALVE SERVICE PERFORMED EGR VALVE CLEANING ([REDACTED])

LOP Information is not available

[REDACTED] Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]		1		No	
[REDACTED]	GASKET -EGR COOLER	2		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CLEANER -EGR SYSTEM	1		No	
[REDACTED]	GASKET -NONE	2		No	
[REDACTED]	GASKET -EGR VALVE	2		No	
[REDACTED]	FLUID -BRAKE	2		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE				
Engine	ETK	[REDACTED]	[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]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]				
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: I AGREE TO PAY THE DIAGNOSTIC FEE OF [REDACTED] PLUS TAX IN THE EVENT OF ANY ITEM NOT COVERED UNDER ANY WARRANTY OR I DECLINE ANY REPAIRS. ELECTRICAL DIAGNOSIS STARTS AT [REDACTED] PLUS TAX AND DIESEL DIAGNOSIS STARTS AT [REDACTED] PLUS TAX PERFORM MULTI POINT INSPECTION Brake Inspection. BRAKE PEDAL GOES TO THE FLOOR AFTER ABS PUMP REPAIR

Cause: connected to [REDACTED] [REDACTED] ([REDACTED] internal electrical failure) replaced the [REDACTED] performed a vacuum bleed, then a mechanical bleed, then a ABS bleed, test drove

Correction: Control unit, Brake anti-lock hydraulic ([REDACTED] ICU) - Replace All others (3 - Highly Skilled)

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 -BRAKE	3		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] CREW CAB CHASSIS 4X4
Built Date	[REDACTED]	Market	[REDACTED]	TRUCK ASSEMBLY PLANT		
Color	[REDACTED]	BLACK				
Engine	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE		Serial	[REDACTED]
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	TRANS	Serial	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	[REDACTED]		Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]		Advisor	[REDACTED]
Dealer	[REDACTED]							
Dealer Address	[REDACTED]							
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: Recall / Customer Satisfaction Notification [REDACTED] [Safety Recall [REDACTED] - Wheel Studs **]

Cause:

Correction: [REDACTED] PERFORM [REDACTED] RECALL Lop#Inspect WheelStuds22-[REDACTED] [REDACTED] Recall / Customer Satisfaction Notification10 [Safety Recall [REDACTED] - Wheel Studs **] GENERIC RECALL

LOP Information

LOP	LOP Description
[REDACTED]	Wheels ; Recall Y2x ; Safety Recall [REDACTED] - Wheel Studs ; Inspect Wheel Studs

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	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PXR	BLACK				
Engine	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]		
Transmission	[REDACTED]	AUTO AISIN	TRANS	Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
		Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	Jeep				
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: z-(DMS Appt. Feed) Line 1 [ABS AND TRACTION CONTROL LIGHTS COME ON REPLACE HCU UNIT PUMP AND MODULE SEE [REDACTED] FOR HISTORY OF PARTS ORDERED TECH [REDACTED] DIAGNOSED CONCERN] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [REDACTED] -Wheel Studs **]

Cause: ABS AND TRACTION CONTROL LIGHTS ON- CODES FOR INTERNAL FAILURE

Correction: [REDACTED] lifted front end. took splashguard off front left. replaced abs mod andhcu. made sure all lines are where they aresuppose to go. followed procedures and didthe pressure brake bleed. after bleeding thebrakes the an abs initialization. all codeswent stored. made sure fluid was still toppedoff and backed truck out. repair [REDACTED] anti-lock brake control - Test and Replace All others ([REDACTED] Module, anti-lock brake control - Test and Replace All others ([REDACTED] ADDITIONAL LOP FOR [REDACTED] ADDITIONAL LOP FOR [REDACTED] Control unit, Brake anti-lock hydraulic ([REDACTED] - Replace All others (3 - Highly Skilled) Control unit, Brake anti-lock hydraulic ([REDACTED] - Replace All others (3 - Highly Skilled) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) MODULE/CONTROL, ANTI-LOCKBRAKE-Replace (A) BRAKES BRAKES HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A) HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A) Multi-point inspection (according to maintenanceinterval) COOPER CARE QUICKLANE COMPLETE MULTI-PT INSPECTION MISC. SHOP CHARGES [REDACTED] Inspect Wheel Studs If pass,insert addendum card/label and close recall.22 [REDACTED] Recall / Customer Satisfaction Notification1 WIADVISOR RECALLS

LOP Information

LOP	LOP Description
[REDACTED]	Wheels ; Recall Y2x ; Safety Recall [REDACTED] - Wheel Studs ; Inspect Wheel Studs
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic ([REDACTED] ; All others

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PRV	DK	[REDACTED]	COAT	[REDACTED]	[REDACTED]	[REDACTED]
Engine	[REDACTED]	[REDACTED]	MID DUTY HEMI MDS ENGINE	[REDACTED]	Serial	[REDACTED]	[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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]						[REDACTED]
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: REPAIRS & CONCERN GOOD OIL CHANGE *ROTATE TIRES COMPLIMENTARY MULTI-POINT INSPECTION REPAIRS & CONCERN

Cause:

Correction: PERFORMED OIL AND FILTER CHANGE PERFORMED TIRE ROTATION

LOP Information is not available

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	[REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED] (SILVER)							
Engine	ETK	[REDACTED]	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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	IN	Zip	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: Customer states the electronic braking system

Cause: Ran dtc c0020 inspected HCU per service WSM Found

Correction: [REDACTED] - HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace [REDACTED] - (A); [REDACTED] - [REDACTED]

LOP Information

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

Part(s) Information

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

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

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

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

Complaint: Moved to: [REDACTED] Line: A Moved to: [REDACTED] Line: B CUSTOMER STATES CHECK ENGINE AND TURBO CHARGER MESSAGE IS ON DASH. PLEASE ADVISE Moved to: [REDACTED] Line: C Moved to: [REDACTED] Line: D

Cause: code [REDACTED] - Lost Communication With Turbocharger Control Module

Correction: Moved to: [REDACTED] Line: A SPLIT RO USE ONLY [REDACTED] code [REDACTED] active [REDACTED] code [REDACTED] performed test found hcu shorted out replaced hcu Moved to: [REDACTED] Line: B Moved to: [REDACTED] Line: B SPLIT RO USE ONLY SPLIT RO USE ONLY [REDACTED] - Lost Communication With Turbocharger Control Module [REDACTED] [REDACTED] - Lost Communication With Turbocharger Control Module performed diag found [REDACTED] actuator ground and bus voltage replaced turbo actuator ACTUATOR DUPLICATE LINE ACTUATOR STANDARD Moved to: [REDACTED] Line: C SPLIT RO USE ONLY DOC2 Moved to: [REDACTED] Line: D SPLIT RO USE ONLY

LOP Information

LOP	LOP Description
[REDACTED]	Engine ; Turbocharger ; Actuator ; [REDACTED] diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	ACTUATOR -TURBOCHARGER	2		No	
[REDACTED]	[REDACTED] COOLANT	2		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X2
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BLACK				
Engine	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	Serial	[REDACTED]

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

Complaint: RECALL

Cause:

Correction:

LOP Information

LOP	LOP Description
[REDACTED]	Wheels ; Recall Y2x ; Safety Recall [REDACTED] - Wheel Studs ; Inspect Wheel Studs

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)				
Engine	ETK	[REDACTED] I6	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]
Transmission	DEG	6-SPEED MANUAL	[REDACTED]	TRANSMISSION	Serial #	[REDACTED]

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

Complaint: CUSTOMER STATES ABS LIGHT ON TAX LINE

Cause: HOOKED TO WI TECH RAN USR [REDACTED] [REDACTED] ABS PUMP GENERAL ELECTRICAL FAULT RAN PPT LEADS TO REPLACE HCU REPLACED HCU BLED BRAKES AND CLEANED [REDACTED] ROAD TEST OK NOW

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]	RAM [REDACTED] CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)				
Engine	ESA	[REDACTED]	MID DUTY HEMI MDS ENGINE			Serial [REDACTED]
Transmission	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION			Serial # [REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: CUSTOMER STATES ABS LIGHT IS ON. CUSTOMER REQUEST MOPAR EXPRESS LANE MULTIPOINT INSPECTION. [REDACTED] LUBRICATE

Cause: PERFORMED DIAG, FOUND CODE FOR ABS PUMP [REDACTED] GENERAL ELECTRIC FAILURE RESULTS PROVIDED FOR CUSTOMER REVIEW

Correction: FOLLOWED DIAG CHART, [REDACTED] CODE STAYED ACTIVE, NEVER WOULD GO STORED. REPLACED HCU AND PERFORMED BRAKE SYSTEM BLEED. CLEARED CODES, TEST DROVE. NO CODES RETURNED. WORKING AS DESIGNED AT THIS TIME. [REDACTED] 1.1 SEE ATTACHED REPORTCARD FOR VEHICLE DETAILS. SEE FOLLOWING LINES FOR REPAIRS OR OTHER NEEDED SERVICES .

LOP Information

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

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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED] TRUCK ASSEMBLY PLANT			
Color	[REDACTED] (SILVER)					
Engine	ESA	[REDACTED]	MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]	
Transmission	DFP	[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]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED] IN						
Dealer Address	[REDACTED]						Zip	[REDACTED]

Complaint: [Customer States THE VEHICLE IS NO CRANK NO START. CHECK AND ADVISE.] FREE [REDACTED] INSPECTION -CUSTOMER APPROVAL PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [REDACTED] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATESAND SPECIAL CUSTOMER OFFERS.YOU CANOPT-OUT BY CALLING [REDACTED] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

Cause: PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE

Correction: [REDACTED] CONFIRMED CUSTOMER CONCERN. FOUNDTHAT THE STARTER JUST CLICKS BUT NO CRANK ONENGINE. BATTERY IS OKAY FOR VOLTAGE. CHECKENGINE AND IT MOVES FREELY AND IS NOT LOCKEDUP. SWAP OUT RELAY WITH KNOWN GOOD RELAY ANDNO CHANGE. FOUND THE STARTER IS NOT WORKINGPROPERLY AND IN NEED OF REPLACEMENT. COMPLETESTARTER REPLACEMENT USING AFTERMARKET OREILLYSTARTER PER CUSTOMER REQUEST. VEHICLE NOWSTARTS, RUNS AND DRIVES. ALL OKAY. General Concern #1 [Customer States THE VEHICLE IS NO CRANK NO START. CHECK AND ADVISE.]REPLACE STARTER) ADDITIONAL CHARGES ELECTRICAL [REDACTED] COMPLETE INSPECTION. TECHNICIANNOTES THE IN CABIN AIR FILTER IS PLUGGED UPAND RECOMMENDS REPLACEMENT. CUSTOMER HASDECLINED REPLACEMENT. REINSTALL DIRTY INCABIN AIR FILTER AND REINSTALL GLOVE BOX. FREE [REDACTED] INSPECTION - CUSTOMER APPROVAL PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [REDACTED] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [REDACTED] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [REDACTED] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [REDACTED] OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

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

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]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED] TRUCK ASSEMBLY PLANT			
Color	[REDACTED] (SILVER)					
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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED] IN					
Dealer Address	[REDACTED]						
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: COMPLETE RECALL [REDACTED] PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [REDACTED] TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS. YOU CAN OPT-OUT BY CALLING [REDACTED] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

Cause: PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE

Correction: [REDACTED] COMPLETE RECALL [REDACTED] RECALLS PERFORMED COURTESY WALK AROUND ON CUSTOMERS VEHICLE BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [REDACTED] TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS. YOU CAN OPT-OUT BY CALLING [REDACTED] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [REDACTED] TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS. YOU CAN OPT-OUT BY CALLING [REDACTED] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

LOP Information

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

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]					TRUCK ASSEMBLY PLANT	
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT							
Engine	ETK	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	Serial	[REDACTED]			
Transmission	DEG	6-	[REDACTED]	MANUAL	[REDACTED]	TRANSMISSION	Serial	[REDACTED]	

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

Complaint: Perform DTC Inspection [Customer States Engine light on] Multi-point inspection (according to maintenance interval) General Concern #1 [Customer States Abs light on] RENTAL CUSTOMER STATES OIL LEAK FROM ENGINE

Cause: 1 1

Correction: [REDACTED] CODES FOR TURBO , FROM OTHER DEALER, DIAGNOSED VEHICLE TO TURBO , REPLACED ANDTESTED OK Perform DTC Inspection [Customer States Engine light on] PERFORM DIAGNOSIS OF VEHICLE AND PERFORM SCAN REPORT [REDACTED] BATTERIES SEVERELY DISCHARGED FROM SITTING AT OTHER STORE, REPLACED BATTERIES FOR CUSTOMER SATISFACTION Battery - Test Charge Retest and Replace [REDACTED] (0 - Low Skilled) [REDACTED] DEALER DIAGNOSED ABS MODULE FOR CUSTOMER , UNABLE TO COMPLETE REPAIRS, INSTALLED ABS MODULE, [REDACTED] CODE IN SYSTEM ACTIVE, General Concern #1 [Customer States Abs light on] PERFORM DIAGNOSIS OF VEHICLE AND PERFORM SCAN REPORT RENTAL RENTAL SUBLET REPAIRS [REDACTED] OIL LEAK AT TIMING COVER ON BLOCK, REPLACED GASKETS AND SEAL ON COVER, RE ADDED LEAK TRACER DYE , DROVE VEHICLE NO FURTHER LEAKS Case/cover, timing chain or belt - Replace Case, [REDACTED] diesel engine (3 - Highly Skilled)

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
[REDACTED]	Engine ; Turbocharger ; Turbocharger assembly ; [REDACTED] diesel engine
[REDACTED]	Engine ; Timing belt/chain/gear ; Gasket, gear housing to block ; [REDACTED] diesel engine
[REDACTED]	Engine ; Long Block/Complete Engine ; Engine, complete ; Manual transmission equipped
[REDACTED]	Electrical System ; Battery ; Battery ; [REDACTED]

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	TURBO -NONE	1		No	
[REDACTED]	BATTERY -STORAGE	2		No	
[REDACTED]	COVER -TIMING CASE	1		No	[REDACTED]
[REDACTED]	SEAL -CRANKSHAFT OIL	1		No	[REDACTED]
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	GASKET -TIMING CASE COVER	1		No	[REDACTED]
[REDACTED]	BANDCLAMP-NONE	1		No	[REDACTED]
[REDACTED]	GASKET -TURBO OIL DRAIN PIPE	4		No	
[REDACTED]	ANTIFREEZ-COOLANT	4		No	
[REDACTED]	ADHESIVE -RTV GRAY	1		No	[REDACTED]
[REDACTED]	GASKET -EXHAUST PIPE	1		No	[REDACTED]
[REDACTED]	FLUID -DIESEL EXHAUST	1		No	[REDACTED]
[REDACTED]	GASKET -TURBO OIL DRAIN PIPE	1		No	[REDACTED]
[REDACTED]	GASKET -TURBOCHARGER	1		No	[REDACTED]
[REDACTED]	GASKET -CYLINDER HEAD COVER	1		No	
[REDACTED]	FLUID -BRAKE	2		No	
[REDACTED]	GASKET -CYLINDER HEAD COVER	1		No	[REDACTED]

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED] R					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: Multi-point inspection (according to maintenance interval) PERFORM [REDACTED] POINT INSPECTION - ADMIN USE ONLY Replace [REDACTED] *Special Order Parts Has Come In [INSTALL SPOILER ON TRUCK]

Cause:

Correction: Multi-point inspection (according to maintenanceinterval) PERFORM [REDACTED] POINT INSPECTION - ADMIN USE ONLY PERFORM [REDACTED] POINT INSPECTION - ADMIN USE ONLY [REDACTED] FUEL FILTERS REPLACED PER CUSTOMERREQUEST Replace [REDACTED] REPLACE FUEL FILTER [REDACTED] REMOVED AND REPLACED TAILGATESPOILER PER CUSTOMER REQUEST *Special Order Parts Has Come In PARTS HAD TO SPECIAL ORDERED TO COMPLETE THE REPAIR

LOP Information is not available

[REDACTED] Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SPOILER -TAILGATE	1		No	
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	RIVET -PLASTIC	6		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED] (SILVER)					
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	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED] LAW
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: SAME ISSUE FUSES KEEP POPPING ABS AND TCS INDICATORS KEEP CO MING ON AFTER REPAIR (IndicatorWarning Lights Concern)

Cause: Remove the [REDACTED] Fuse Disconnect the ABS Module harness connector Measure the resistance between Ground and the ([REDACTED] Fused B+ Circuit in the ABS Module harness connector [REDACTED] good wire checked same circuit for short to ground, OL no short present, per flow chart, internal failure of abs module, part is on order restriction, can not order part until [REDACTED] replaced abs fuse clear dtcs and road test

Correction: part is on order restriction, can not order part until [REDACTED]

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; ABS/ESP/Speed Control and ITBM, Trouble Not Found ; ABS

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PXR	BLACK						
Engine	[REDACTED]	[REDACTED]	[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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]	[REDACTED]					
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: STEERING COMPONENT ACCESORIES BRAKE ACCESORIES DIAG OF LIGHT ON DASH CUSTOMER STATES

Cause:

Correction: . . . uvcc uvcc

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]					TRUCK ASSEMBLY PLANT	
Color	[REDACTED] (SILVER)								
Engine	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE			Serial	[REDACTED]		
Transmission	[REDACTED]	SPEED MANUAL		[REDACTED]	TRANSMISSION		Serial	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]	
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]	
	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED] Kerron Purchess	
Address	[REDACTED]						Zip	[REDACTED]

Complaint: COURTESY MULTI-POINT VEHICLE INSPECTION GENERAL CONCERN

Cause:

Correction:

LOP Information

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

Part(s) Information

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

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report Version	8	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED] KNAPP
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: CUSTOMER STATES ABS LIGHT SPORADICALLY PRESENT, HAPPENS WHILE DRIVING OVER BUMPY ROADS. PLEASE CHECK AND SDVISE. HCU CUSTOMER STATES ABS LIGHT SPORADICALLY PRESENT, HAPPENS WHILE DRIVING OVER BUMPY ROADS. PLEASE CHECK AND SDVISE. HCU PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION PER FEDERAL REGULATIONS SET TIRE PRESSURES ACCORDING TO MANUFACTURER RECOMMENDATION ABS MODULE

Cause: PER FEDERAL REGULATIONS SET TIRE PRESSURES ACCORDING TO MANUFACTURER RECOMMENDATION

Correction: INSPECTED VEHICLE DUE TO ABS LIGHT IS ON. PERFORMED MODULE SCAN CODE PRESENT, [REDACTED] ABS PUMP MOTOR CONTROL GENERAL ELECTRICAL FAILURE. FOLLOWED DIAG AND THE HCU AND MODULE SHOULD BE REPLACE TO CONTINUE WITH DIAG.....(DM NOTES ATTACHED) WARRANTY TO PARTICIPATE [REDACTED] CUSTOMER TO PARTICIPATE [REDACTED] IREPLACED ABS PUMP AND MODULE. BLEED BRAKE SYSTEM. TOP OFF BRAKE FLUID AFTER. TEST DROVE VEHICLE . PERFORMED MODULE SCAN AFTER NO CODES OK TO DRIVE. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. PER FEDERAL REGULATIONS SET TIRE PRESSURES ACCORDING TO MANUFACTURER RECOMMENDATION

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others

Part(s) Information

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

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

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

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

Complaint: Perform DTC Inspection [Customer States cel came on and loud knocking from engine occurred.] Multi-point inspection (according to maintenance interval) Electrical/Non PCM Flashes Concern [Customer States abs light came on..] Engine Mechanical Concern [CustomerStates he can smell antifreeze fromoutside vehicle at times.] DAILY RENTAL/SERVICE LOANER

Cause: METAL DEBRIS IN CRANKCASE AND DAMAGE TO CAMS AND LIFTERS HCU WONT HOLD PRESSURE

Correction: [REDACTED] miss fire present remove plugs andcoils and swap and miss fire did not moveremove injector and swap and miss fire didnot move compression test shows [REDACTED] psinormal per rom leak down test on cylinderwith miss fire and no leak down prenent alsonot that a knocking noise is present rempoveoil pan and inspect main and rod bearingsnothing aty fault but note metal material inpan remove intake and [REDACTED] head toinspect cam and found damage to cam andlifers remove oil comntrole valve and foundmetal debris and engine will need repalceddue to contamination of metal in the crankcase evac coolant and refridgrent drain oiuland remove engine from vehciel swap over allcomponents clean all components and reinstallon new engine with new gaskets and rtvinstall engine in vehicle and top off allfluids test drive vehicle operates asdesigned a th this time Long block - Replace [REDACTED] engine - truck (3 -Highly Skilled) Long block 4x4/AWD Equipped [REDACTED] engine, compression and leak downtest Long block [REDACTED] engine, main and rod bearing inspec Head, cylinder assembly [REDACTED] cylinder head removal f A/C Performance Test, recovery and recharge - With Repair Note: Powertrain - This operation is used whenever discharge of theA/C system i Long block 4x4/AWD Equipped [REDACTED] engine, compression and leak down test Long block [REDACTED] engine, main and rod bearing inspec Head, cylinder assembly [REDACTED] cylinder head removal f Multi-point inspection (according to maintenanceinterval) COMPLETE THE COMPLIMENTARY MULTI POINT VEHICLE INSPECTION [REDACTED]

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
[REDACTED]	Special Services ; Loaner ; Loaner Car ; Loaner Car
[REDACTED]	Special Services ; [REDACTED] Administration ; [REDACTED] Authorization ; [REDACTED] Authorization
[REDACTED]	Air Conditioning & Heater ; Heater Core/Evaporator/Housing/Duct/Outlet/Actuator ; Core, heater ; Front unit-Air conditioning equipped
[REDACTED]	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair
[REDACTED]	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, recovery and recharge ; Note: This operation is used whenever discharge of the A/C system is required to allow service of an A/C non-plumbing component or other components
[REDACTED]	Engine ; Cylinder Head/Valve Cover/Block Heater ; Head, cylinder assembly ; [REDACTED] cylinder head removal for Inspection
[REDACTED]	Engine ; Long Block/Complete Engine ; Long block ; [REDACTED] engine, main and rod bearing inspection
[REDACTED]	Engine ; Long Block/Complete Engine ; Long block ; [REDACTED] engine, compression and leak down test
[REDACTED]	Engine ; Long Block/Complete Engine ; Long block ; 4x4/AWD Equipped
[REDACTED]	Engine ; Long Block/Complete Engine ; Long block ; [REDACTED] engine - truck

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	[REDACTED]-LONG BLOCK	1		No	[REDACTED]
[REDACTED]	OIL - [REDACTED]	7		No	
[REDACTED]	[REDACTED]-LONG BLOCK [REDACTED]	1		No	[REDACTED]
[REDACTED]	[REDACTED]	1		No	[REDACTED]
[REDACTED]	[REDACTED]	1		No	[REDACTED]
[REDACTED]	[REDACTED]	0		No	
[REDACTED]	FLUID -AUTOMATIC TRANSMISSION ATF	2		No	
[REDACTED]	[REDACTED]-COOLANT BOTTLE TO RADIATOR	1		No	[REDACTED]
[REDACTED]	ANTIFREEZ-COOLANT	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CORE -HEATER	1		No	[REDACTED]
[REDACTED]	NUT -U	4		No	
[REDACTED]	FILTER - [REDACTED] OIL	1		No	
[REDACTED]	FLUID -BRAKE	3		No	
[REDACTED]	NUT -U	4		No	[REDACTED]
[REDACTED]	FILTER - [REDACTED] OIL	1		No	[REDACTED]

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
		Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	120
Dealer	[REDACTED]	[REDACTED]	[REDACTED]				
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: General Concern #1 [customer states that the front passenger door has a leak there is water that is visible on the inside of the vehicle by the grab bar] General Concern #2 [customer states that the fuel filter life shows 7% accidentally reset check please] MISCELLANEOUS [Customer States driver side seat heater button light is dim compared to the passenger side] Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [REDACTED] [Customer States she provided oil for the oil change] General Concern #3 [Customer Requests DEF service drain and fill fluids] SAFETY RECALL Y26 - WHEEL STUDS Multipoint Inspection *TODAYS SERVICE INCLUDES [REDACTED] OF THE "[REDACTED] PROTECTION PLAN" ROADSIDE ASSISTANCE, ROAD HAZARD TIRE PROTECTION, EMERGENCY RENTAL CAR. ASK YOUR SERVICE ADVISOR FOR COMPLETE DETAILS.

Cause:

Correction: [REDACTED] Could not verify customer's concern. Performed wet test and inspected for water leaking near passenger side A and B pillars and found none. Removed right side sun roof skirt and inspected for excess water leaking past glass seal and found seal good and water drainage ports flowing free. Searched for TSBs and Star Cases related to concern and there were none. MISC. CHARGES [REDACTED] Verified concern. Recommend replacing engine fuel filters along with oil change and reset maintenance reminder. Removed and replaced engine mounted fuel filter and reset maintenance reminder. CUSTOMER STATES THE FUEL FILTER LIFE SHOWS 7% SHE MAY HAVE ACCIDENTLY RESET INSPECT AND REPORT REPLACE DIESEL FUEL FILTER [REDACTED] Verified customer's concern. Inspected seat heater/cooling control switch operation and found LED on driver's seat dimmer when compared to other seat brightness. Verified switches are operating properly and showed no signs of damage. Recommend that the customer monitor condition and if anything changes to bring vehicle back. CUSTOMER STATES DRIVER SIDE SEAT HEATER BUTTON LIGHT IS DIM COMPARED TO THE PASSENGER SIDE MISC. CHARGES [REDACTED] Performed engine oil and filter change and

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	FLUID -DIESEL EXHAUST	0		No	
[REDACTED]	FLUID -DIESEL EXHAUST	4		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 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PXR	BLACK						
Engine	[REDACTED]	V8 MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]				
Transmission	DFP	AUTOMATIC	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]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: BRAKE INSPECTION / REPAIR MULTI-POINT INSPECTION SYNTHETIC OIL CHANGE

Cause:

Correction: VEHICLE NEEDS ABS PUMP AND MODULE [REDACTED] PERFORM SYNTHETIC OIL CHANGE

LOP Information is not available

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 CHASSIS 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	WHITE CLEAR COAT					
Engine	[REDACTED]	HEAVY DUTY HEMI MDS [REDACTED]			Serial	[REDACTED]
Transmission	[REDACTED]	AUTO AISIN AS66RC HD TRANS			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]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: MULTI-POINT INSPECTION CHANGE OIL AND FILTER, RESET OIL LIGHT

Cause:

Correction:

LOP Information is not available

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ESA	[REDACTED]	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]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	Ra	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]						
City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]

Complaint: CUSTOMER STATES SERVICE BRAKING SYSTEM LIGHT IS ACTIVE, PLEASE CHECK AND ADVISE ABS MOTOR CONTROL HAS GENERAL ELECTRICAL FAILURE. INTERNAL FAULT IN HCU TECH REPLACED HCU AND RETESTED ([REDACTED]) SAFETY CHECK ([REDACTED]) PERFORM SAFETY CHECK ([REDACTED]) INSPECTION ([REDACTED])

Cause:

Correction:

LOP Information

LOP	LOP Description
[REDACTED]	[REDACTED]
[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]) ; Cab/Chassis

Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE				
Engine	ETK	[REDACTED]	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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]	[REDACTED]					
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: Brake Systems Concern Customer States little to no brakes when braking PERFORM MULTI POINT INSPECTION

Cause:

Correction: the vehicle need a hydro booster.part is on back order. customer has decided to pick the vehicle up before parts will arrive.

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED]	CAB CHASSIS [REDACTED]
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	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]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: CHANGE DIESEL ENGINE OIL AND FILTER all tires to [REDACTED] MULTI POINT INSPECTION

Cause:

Correction: oil changed all tires set to [REDACTED] performed multi point inspection as outlined

LOP Information is not available

Part(s) Information

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

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

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

Complaint: Multi-point inspection (according to maintenance interval) CUSTOMER STATES ABS LIGHT IS ON. PLEASE ADVISE VEHICLE HAS INHOUSE EXTENDED WARRANTY (IN-HOUSE SILVER CONTRACT EXPIRES ON [REDACTED] OR AT [REDACTED] DOC STORAGE FEE

Cause: code [REDACTED] active

Correction: Multi-point inspection (according to maintenance interval) COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION [REDACTED] code [REDACTED] active [REDACTED] code [REDACTED] performed test found hcu shorted out replaced hcu CUSTOMER STATES ABS LIGHT IS ON. PLEASE ADVISE DUPLICATE LINE STANDARD STANDARD VEHICLE HAS INHOUSE EXTENDED WARRANTY INSERT CONTACT INFO HERE DOC2 DOC STORAGE FEE DOCUMENT AND STORAGE FEE DOC STORAGE FEE MISC. SHOP CHARGES

LOP Information

LOP	LOP Description
[REDACTED]	Engine ; Turbocharger ; Actuator ; [REDACTED] diesel engine

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED] CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED] (SILVER)					
Engine	ETK	[REDACTED]	[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]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: [REDACTED] CONCERN

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 [REDACTED] SYSTEM	1		No	[REDACTED]
[REDACTED]	FLUID - [REDACTED]	2		No	
[REDACTED]	FLUID - [REDACTED]	2		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	[REDACTED] I6	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]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: FREE INSPECTION: FREE INSPECTION General Concern #1 [CUSTOMER STATES VEHICLE HAS A VIBRATION AT HIGHWAY SPEEDS. CHECK AND REPORT.] Electrical/Non PCM Flashes Concern [PROGRAM CUSTOMER SUPPLIED KEY FOBS.]

Cause: complete

Correction: COMPLETED FREE INSPECTION RECOMMEND ROAD FORCE TIRE BALANCE. PROGRAM KEY FOBS.

LOP Information is not available

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]

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PRV	[REDACTED]	RED	[REDACTED]	COAT	
Engine	ESA	[REDACTED]	V8 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]	Category	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	Ram			
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: (Replace synthetic engine oil and filter [REDACTED] (Rotate tires) (Replace engine air filter) PERFORM COMPLETE MULTI-POINT INSPECTION

Cause: MAINTENANCE

Correction: COMPLETED FULL SYNTHETIC OIL AND FILTER CHANGE TIRE ROTATION COMPLETE ENGINE AIR FILTER REPLACED. Multi-Point Inspection All

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]

Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)				
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	[REDACTED]	AUTO AISIN AS69RC HD TRANS		Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]		Mileage	[REDACTED]
[REDACTED]		Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED] RA						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: Perform DTC Inspection [Customer States abs light is on. Install SOPHCU]

Cause:

Correction: Control unit, Brake anti-lock hydraulic (HCU-ICU) - Replace All others (3 - Highly Skilled) PERFORM [REDACTED] ALIGNMENT HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A) PERFORM [REDACTED] ALIGNMENT

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]	CONTROL -ANTI LOCK [REDACTED] SYSTEM	1		No	
[REDACTED]	FLUID - [REDACTED]	1		No	
[REDACTED]	FLUID - [REDACTED]	1		No	[REDACTED]

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

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

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

Complaint: Multi-point inspection (according to maintenance interval) Brake Systems Concern [CUST STATES HE WANTS FRONT [REDACTED] AND TURN THE ROTORS]

Cause: PERFORM FRONT [REDACTED] JOB, PADS AT METAL

Correction: Multi-point inspection (according to maintenance interval) COMPLETE THE COMPLIMENTARY MULTI POINT VEHICLE INSPECTION [REDACTED] PERFORM FRONT [REDACTED] JOB, PADS AT METAL PERFORMED FRONT [REDACTED] SERVICE, REMOVE OLD [REDACTED] PADS, CLEAN CALIPER SLIDE SURFACE, MEASURE THE ROTORS FOR CORRECT THICKNESS, REPLACED ROTORS, REPLACE [REDACTED] PADS AND ROADTEST. EXPRESS LANE REPLACE FRONT DISC PADS & MACHINE ROTORS ROTORS PADS EXPRESS LANE REPLACE FRONT DISC PADS & MACHINE ROTORS SUBLET REPAIRS SUBLET REPAIRS

LOP Information is not available

Part Information is not available

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]			Mileage	[REDACTED]
		Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]					Zip	[REDACTED]

Complaint: General Concern #1 [Customer [REDACTED] SYSTEM SERVICE REQUIRED. INSPECT AND ADVISE.] General Concern #2 [Customer [REDACTED] SERVICE CHECK ENGINE LIGHT CAME ON. INSPECT AND ADVISE.] MISCELLANEOUS [Customer Requests REPLACE CCV FILTER.] Multipoint Inspection

Cause:

Correction: [REDACTED] Verified customer's concern. Started vehicle and found cluster displayed "ServiceRequired". CUSTOMER STATES ALERT ON DASH STATES SERVICE [REDACTED] SYSTEM REQUIRED INSPECT AND REPORT MISC. CHARGES [REDACTED] Verified customer's concern. Performed road test and found check engine light illuminated. Scanned vehicle for [REDACTED] and found [REDACTED] GAS TEMPERATURE SENSOR CIRCUIT PERFORMANCE - BANK 1 SENSOR 3 (Pending) and [REDACTED] GAS TEMPERATURE SENSOR CIRCUIT - BANK 1 SENSOR 2 (Active). Inspected exhaust temperature sensor 2 and 3 connectors and found dirt inside connectors causing poor pin/terminal connection. Cleaned connectors and ensured locks were seated. Cleared [REDACTED] and started vehicle and monitored exhaust temperature sensor readings and found all sensors reading. Performed road test and while monitoring exhaust gas temperature sensor data and found no abnormal readings. Verified no pending, active or stored [REDACTED] upon arrival and repair complete. CUSTOMER STATES AFTER [REDACTED] SERVICES THE CHECK ENGINE LIGHT CAME ON INSPECT AND REPORT MISC. CHARGES [REDACTED] Removed and replaced CCV filter and gasket. CUSTOMER REQUEST TO REPLACE CRANKCASE BREATHER FILTER MISC. CHARGES [REDACTED] Performed MPI. Multipoint Inspection MULTI-POINT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	GASKET -CRANKCASE BREATHER COVER	1		No	
[REDACTED]	BREATHER -CRANKCASE	1		No	

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report Version	9	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	SEMINARY	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: CUSTOMER STATES TRAILER BRAKES NOT WORKING

Cause:

Correction: REMOVED LOWER DASH PANEL AND UNPLUGGED PUSH START HARNESS, UNPLUGGED ITBM WIRES AND REMOVED ITBM FROM VEHICLE. INSTALLED NEW TRAILER BRAKE MODULE ON VEHICLE. REPLUGGED PUSH START HARNESS THEN REINSTALL LOWER DASH PANEL TO VEHICLE

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; [REDACTED] Administration ; [REDACTED] Authorization ; [REDACTED] Authorization
[REDACTED]	Electrical System ; Modules ; Module, trailer tow

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] C	MODULE -TRAILER TOW	1		No	
[REDACTED]	MODULE -TRAILER TOW	1		No	[REDACTED]

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

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

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

Complaint: PERFORM COMPLIMENTARY MULTI-[REDACTED] INSPECTION PERFORM VEHICLE DIAGNOSIS CUSTOMER STATES PERFORM VEHICLE REPAIR CUSTOMER STATES PERFORM VEHICLE REPAIR CUSTOMER STATES PERFORM VEHICLE REPAIR

Cause:

Correction:

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SENSOR -WHEEL SPEED	1		No	
[REDACTED]	WIRING -BODY	1		No	
[REDACTED]	ACTUATOR -AXLE LOCKER	1		No	
[REDACTED]	SWITCH -TRAILER BRAKE CONTROL MODU	1		No	
[REDACTED]	BREATHER -CRANKCASE	1		No	
[REDACTED]	PUSH PIN -NONE	14		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	
[REDACTED]		2		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	REG CAB CHASSIS
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]							
Engine	[REDACTED]						Serial	[REDACTED]
Transmission	[REDACTED]						Serial	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	9	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Mileage	0
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]					
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: CUSTOMER STATES PERFORM RECALL -Y26 WHEEL STUDS

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]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)						
Engine	ETK	[REDACTED]	TURBO DIESEL ENGINE			Serial	[REDACTED]	
Transmission	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS		Serial	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	[REDACTED]	[REDACTED]	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED] L STOCK
Dealer	[REDACTED]	[REDACTED]						
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OR	Zip	[REDACTED]

Complaint: CUSTOMER STATES WATER IS LEAKING INTO CABIN [REDACTED] LIGHT LEAKING REPLACE HIGH MOUNT LIGHT ([REDACTED]) VEHICLE INSPECTION ([REDACTED])

Cause:

Correction:

LOP Information

LOP	LOP Description
[REDACTED]	Electrical System ; Lamp/Bulb/Socket ; Lamp, center high mounted stop lamp

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	LAMP -CENTER HIGH MOUNTED STOP	1		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM [REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]	
Transmission	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	Serial #	[REDACTED]	

Report	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	[REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: [REDACTED] Appointment [Customer requested to have brakes checked] [REDACTED] Appointment [Customer states the sos button is not connecting also the u connect on the app is not working was told By uconnect that he had to bring it to the dealer. Check and advise] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [REDACTED]

Cause:

Correction: [REDACTED] Appointment [REDACTED] RECOMMEND REPLACE RADIO SOR RADIO [REDACTED] Appointment [REDACTED] Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [REDACTED] PERFORM DIESEL LUBE OIL AND FILTER SERVICE ([REDACTED] TAX (ADDITIVES, SPECIAL FILTERS, AND EXTRA QUARTS ADDITIONAL)

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]
[REDACTED]	OIL - [REDACTED] BULK CJ [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 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PXR	BLACK						
Engine	[REDACTED]	[REDACTED]	TURBO DIESEL ENGINE	Serial #	[REDACTED]			
Transmission	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	Serial #	[REDACTED]		

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

Complaint: ELECTRICAL INSPECTION REVISIT CONCERN

Cause:

Correction: [REDACTED] - SENSOR, WHEEL SPEED-ANTI-LOCK BRAKES; [REDACTED] - MODULE/CONTROL UNIT, ANTI-LOCK BRAKES-REPLACE (A)

LOP Information

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others
[REDACTED]	Electrical System ; Sensor ; Sensor, wheel speed-Anti-lock brakes ; rear - left

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PGZ	BLACK FORREST GREEN	[REDACTED]	COAT	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	[REDACTED]	V8 MID DUTY HEMI MDS ENGINE	[REDACTED]	Serial	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Transmission	DFP	AUTOMATIC	[REDACTED]	TRANSMISSION	[REDACTED]	Serial #	[REDACTED]	[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]	Advisor	CHARLOTTE FISCHER
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	JEEP RAM	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]

Complaint: GENERAL

Cause:

Correction:

LOP Information

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

Part(s) Information

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

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	3	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	65686	HEBERT'S TOWN & COUNTRY [REDACTED]					
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: CUSTOMER STATES ABS LIGHT IS ON CHECK AND REPORT (General Concern 1) FCA DIESEL PERFORMANCE PACKAGE-INCLUDE LOF MAXIMUM PERFORMANCE AND PROTECTION (ESSENTIAL FOR WARRANTY) -REPLACE ENGINE OIL FILTER -CHECK AND ADJUST TIRE PRESSURE TO SPECS -PERFORM [REDACTED] ROTATE [REDACTED] AIR TO PROPER INFLATION AND INSPECT FOR UNUSUAL TIRE WEAR CONDUCT FREE [REDACTED] VEHICLE INSPECTION VEHICLE HAS BEEN QUALITY INSPECTED ALTERNATE TRANSPORTATION. YES/NO SHUTTLE/RENTAL NEXT SERVICE APPOINTMENT ESTABLISHED. YES/NO CUSTOMER CALLED DATE/TIME

Cause: MODULE INTERNAL FAILURE MAINTENANCE FREE CUSTOMER/VEHICLE REPORT CARD

Correction: MOPAR WARRANTY-REPLACED AND PROGRAMMED ABS MODULE. ROAD TESTED COMPLETE Rotate Tires [REDACTED] Standard COMPLETED...RESULTS COVERED WITH OWNER

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; [REDACTED] diesel equipped
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; All others

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED] AB	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED] PC	OIL - [REDACTED]			No	
[REDACTED] AA	FILTER -ENGINE OIL	1		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]

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