

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D	[REDACTED]	<b>CREW CAB</b>	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	<b>TRUCK ASSEMBLY PLANT</b>	[REDACTED]
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT						
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]	[REDACTED]
<b>Transmission</b>	D	AUTOMATIC 68RFE TRANSMISSION				<b>Serial #</b>	[REDACTED]	[REDACTED]

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

**Complaint:** PERFORM MULTI POINT VEHICLE INSPECTION. ENGINE PERFORMANCE DIAGNOSIS

**Cause:**

**Correction:** VERIFY CONCERN. SCANNED ECUS FOUND CODES [REDACTED]

**LOP Information is not available**

**Part Information is not available**

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

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

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	13,256
<b>MDH</b>	110712	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Multi-point inspection (according to maintenance interval) ABS LIGHT ON previously diagnosed see [REDACTED]

**Cause:** VEHICLE CHECK UP [REDACTED] for ABS pump motor control general electrical failure, found hydraulic control unit has internal failure

**Correction:** INCLUDES INSPECTION OF THESE AND ADDITIONAL ITEMS (NOT LISTED). ASK SVC ADVISOR FOR DETAILS. TIRE PRESSURES, WINDSHIELD WIPERS, EXHAUST SYSTEM, EXTERIOR LAMPS, COOLING SYSTEM MIXTURE/LEAKS, AIR FILTER, STEERINGCOMPONENTS, BELTS, HOSES, BRAKE INSPECTION. PRICE DOES NOT INCLUDE REPAIRS WHICH MAY BE REQUIRED AFTER INSPECTION. ANY NECESSARY REPAIRS CANBE COMPLETED IN OUR SERVICE DEPARTMENT. PLEASE WATCH FOR A SURVEY. WE ARE GRADED ON YOUR RESPONSES. ANYTHING BELOW A [REDACTED] FAILURE ON OUR PART, PLEASE BE KIND!! Replace [REDACTED] J and test drive vehicle to verify repair. All is ok at this time

**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]

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

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	GILROY	[REDACTED]	[REDACTED]	<b>Zip</b>	[REDACTED]		

**Complaint:** ALL LIGHTS CAME ON IN VEHICLE KEEP COMING BACK ON AND TURNING OFF RANDOMLY PARK ASSIST MODULE ALL LIGHTS CAME ON IN VEHICLE KEEP COMING BACK ON AND TURNING OFF RANDOMLY PARK ASSIST MODULE

**Cause:**

**Correction:** WAS ABLE TO VERIFY CONCERN. CHECK ENGINE LIGHT IS ON ALONG WITH ANY OTHER LIGHTS. CONNECTED WIPOD TO VEHICLE AND PULLED CODES. (WAY TOO MANY CODES TO LIST). ALSO NOTICE ON TOPOLOGY, SEVARAL MODULES LOSS COMMUNICATION. THEY WOULD GO OFF-LINE THEN COMES BACK ON. STARTED BY UPLUGGING THE MODULE THAT COME AND GO OFF-LINE. ABS, PCM, [REDACTED] TCM, RFH, IPC, SCCM AND [REDACTED]. ALL THE MODULE LISTED WOULD COME AND GO OFF-LINE. STARED TO REMOVE ALL THAT WAS NECESERY TO GAIN ACCESS TO [REDACTED]: I UNPLUGGED [REDACTED] TO SEE THAT MODULE WAS CAUSING THE CONCERN. AFTER CHECKING [REDACTED] THE LAST MODULE WAS THE MODULE IS CUASING THE CONCERN. PARK ASSIST MODULE [REDACTED] MODULE IS BRINGING THE REST OF MODULES DOWN ON TOPOLOGY. CHECK FOR POWER AND GROUN [REDACTED] 1 AND 11 AT CONNECTOR TO PARK ASSIST MODULE. GOOD POWER AND GORUND. AT THIS SEEMS LIKE MODULE IS SHORTED INTERNALLY. FOR NOW REC. NEW MODULE AND RECHECK. | REMOVE AND REPLACE THE PARK ASSIST MODULE [REDACTED] ). PUT ALL BACK TOGETHER AND CLEARED ALL CODES. TEST DROVE VEHICLE FO [REDACTED] OKAY AT THIS TIME.

**LOP Information**

<b>LOP</b>	<b>LOP Description</b>
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Electrical System ; Media/Navigation/Satellite/Cruise Control/Security/Park Assist/Communications/start stop ; Park assist ; Sensors - One or All - Rear Park Assist
[REDACTED]	Electrical System ; Media/Navigation/Satellite/Cruise Control/Security/Park Assist/Communications/start stop ; Park assist ; Module, park assist

**Part(s) Information**

<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	SENSOR -FUEL WATER	1		No	
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	MODULE -PARK ASSIST	1		No	
[REDACTED]	MODULE -PARK ASSIST	1		No	[REDACTED]

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

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

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

**Complaint:** Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [REDACTED] Multi-point inspection (according to maintenance interval) Replace both fuel filters Rotate tires Driveline Concern [INSTALLING ABS PUMP SOP PART IS IN]

**Cause:**

**Correction:** Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [REDACTED] DIESEL OIL CHANGE Multi-point inspection (according to maintenanceinterval) COURTESY MULTI-POINT VEHICLE INSPECTION Replace both fuel filtersREPLACE FUEL FILTER AND BLEED SYSTEM REPLACE FUEL FILTER REPLACE FUEL FILTER AND BLEED SYSTEM Rotate tires TIRE ROTATION [REDACTED] ONGOING ISSUE SINCE [REDACTED] -REPLACED ABS MODULE AND THE ABS LIGHT CAMEBACK ON. NEXT STEP IS TO REPLACE THE ABSPUMP. TECH ORDERED ABS PUMP IN [REDACTED] AND PART WAS ON BACK ORDER. TECH REMOVEDAND REPLACED PUMP. Driveline Concern [INSTALLING ABS PUMP SOP PART IS IN] REAR AXLE - DIAG

**LOP Information**

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

**Part(s) Information**

<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	OIL - [REDACTED]	3		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	
[REDACTED]	FLUID -BRAKE	1		No	

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

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

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

**Complaint:** Multi-point inspection (according to maintenance interval) customer states check abs brake light and traction control light on ADVISE code [REDACTED] CUSTOMER CALLED [REDACTED] R diagnosis [REDACTED]

**Cause:** scan for codes,code [REDACTED] abs pump motor control-general electrical failure diagnosis,check wiring and circuits found failure with abs brake module and hydraulic control module (hcu)

**Correction:** suggest abs brake module and hcu.

**LOP Information is not available**

**Part Information is not available**

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	DJ [REDACTED]	SLT CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	8475	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			<b>Serial #</b>	[REDACTED]

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

**Complaint:** REPLACE BURNED OUT [REDACTED] PERFORM MULTI POINT INSPECTION

**Cause:**

**Correction:** Reflipped harness and everything worked good

**LOP Information is not available**

**Part Information is not available**

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	[REDACTED]	0	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	41 Megan Collins
Address	[REDACTED]							
City	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: GENERAL CONCERN SAFETY INSPECTION/WALKAROUND

Cause:

Correction: replaced hcu operating as designed

LOP Information is not available

[REDACTED] Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

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

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

**Complaint:** CUSTOMER STATES THE SERVICE ABS WARNING IS DISPLAYED ON DASH -SOP [REDACTED] CUSTOMER TO PAY [REDACTED] DEDUC TIBLE (Brake Systems Concern)

**Cause:** TECHNICIAN FOUND LAST VISIT, INTERNAL FAILURE WITHIN [REDACTED]

**Correction:** REPLACED [REDACTED] ASSEMBLY. CLEARED DTC, AND ROAD TEST. ABS OPERATING AS DESIGNED. CUSTOMER DEDUCTIBLE.

**LOP Information**

LOP	LOP Description
[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]-AB	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AA	PUSH PIN -NONE	2		No	
[REDACTED]-AD	FLUID -BRAKE	2		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	PUSH PIN -NONE	2		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	2		No	[REDACTED]

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

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

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

Complaint: ABS LIGHT ON WHEN DRIVING SOP HE [REDACTED] (ELECTRICAL)

Cause:

Correction:

LOP Information is not available

[REDACTED]s Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D	[REDACTED]	LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	US	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL	[REDACTED]	Serial #	[REDACTED]	[REDACTED]	[REDACTED]
Transmission	DF2	[REDACTED]	AUTO AISIN AS69RC HD TRANS	Serial #	[REDACTED]	[REDACTED]	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report Version	11	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CS FOR A [REDACTED] NOTICED THAT THERE IS OIL LEAKAGE FRO M THE VEHICLE PLEASE CHECK AND ADVISE (Engine Performance Co ncern [REDACTED]) CS THAT THE ABS LIGHT HAS BEEN COMING ON AND OFF SINCE ABOUT LAST [REDACTED] PLEASE CHECK AND ADVISE (ABS Light On) PERFORM MPI AND VIDEO MULIPOINT INSPECTION CUSTOMER REQUESTS PERFORM WHEEL ALIGNMENT

**Cause:** FOUND OIL LEAKING FROM FRONT OF [REDACTED] CLEANED AREA AND ADDED [REDACTED] DYE DROVE VEHICLE AND FOUND OIL LEAKING FROM CAMSHAFT HOUSING TO BLOCK GASKET ADVISE REPLACING HOUSING TO BLOCK GASKET AND FRONT CRANKSHAFT SEAL FOUND ACTIVE [REDACTED] - ABS PUMP CONTROL FAILURE CHECKED WIRING FROM PCM TO ABS MODULE FOR ANY SHORT OR OPEN IN CIRCUITS FOUND ABS PUMP MOTOR INTERNALLY FAILED CUSTOMER REQUESTED A WHEEL ALIGNMENT PULLING TO THE LEFT

**Correction:** HOISTED CAB AND REMOVED FRONT LOWER BUMPER TO ACCESS CAMSHAFT REMOVAL. REPLACED CAMSHAFT HOUSING TO BLOCK GASKET [REDACTED] [REDACTED] 4 REPLACED ABS PUMP MOTOR AND BLEED BRAKES [REDACTED] 1.1 PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D PERFORMED A FRONT END WHEEL ALIGNMENT.ADJUSTED THE CASTER,TOE,AND THE STEERING LINKAGE TO THE SPECIFICATIONS,AND RETESTED [REDACTED]

**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]	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]	Engine ; Timing belt/chain/gear ; Gasket, gear housing to block ; [REDACTED] diesel engine
0910106G	Engine ; Timing belt/chain/gear ; Case/cover, timing chain or belt ; Running Board 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]-AA	SEAL -CRANKSHAFT OIL	1		No	[REDACTED]
[REDACTED]-AA	GASKET -TIMING CASE COVER	1		No	[REDACTED]
[REDACTED]-AC	FLUID -AUTOMATIC TRANSMISSION ATF	1		No	[REDACTED]
[REDACTED]-AB	ANTIFREEZ-COOLANT	1		No	[REDACTED]
[REDACTED]-AB	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]-AB	ADHESIVE -RTV GRAY	1		No	[REDACTED]
[REDACTED]-AD	FLUID -BRAKE	3		No	[REDACTED]
[REDACTED]	SEAL -CRANKSHAFT OIL	1		No	[REDACTED]
[REDACTED]	GASKET -TIMING CASE COVER	1		No	[REDACTED]
[REDACTED]	FLUID -AUTOMATIC TRANSMISSION ATF	1		No	[REDACTED]
[REDACTED]	ANTIFREEZ-COOLANT	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	ADHESIVE -RTV GRAY	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	3		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
Built Date	[REDACTED]	Market	U	[REDACTED]	Plant	[REDACTED]	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
Color	PXR	BLACK							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]			
Transmission	D55	AUTOMATIC	[REDACTED]	TRANSMISSION	Serial #	[REDACTED]			

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

Complaint: WIGENERAL WIGENERAL 23 POINT INSPECTION REGULAR SERVICE

Cause:

Correction: - tires set to proper spec.

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		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	2		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	[REDACTED]	V8 MID DUTY HEMI MDS ENGINE	[REDACTED]	Serial #	[REDACTED]	[REDACTED]
Transmission	DFP	AUTOMATIC 66RFE TRANSMISSION	[REDACTED]	Serial #	[REDACTED]	[REDACTED]

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

**Complaint:** Multi-point inspection (according to maintenance interval) Indicator/Warning Lights Concern [ENGINE LIGHT, ABS, TRACTION CONTROL, REMOTE START SAYING INOP, brakes have locked up [REDACTED] now] NOTE\*\*\*\*FRONT ROTORS GROOVED PER CUSTOMER, [REDACTED] FRONT AND REAR GOT SMOKING HOT

**Cause:** TECHNICIAN FOUND

**Correction:** BRAKE FLUSH REAR DIFF SERVICE FRONT DIFF SERVICE COMPLETED VEHICLE INSPECTIONdenied REPLACE ICU - (ABS MODULE AND HCU COMPLETE UNIT) [REDACTED] REPLACED HYDROBOOS [REDACTED] [REDACTED] R ...

**LOP Information**

LOP	LOP Description
[REDACTED]	Brake System ; Power Brake/Booster/ABS pump/Vacuum line ; Booster, power brake ; Hydro-booster
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU-ICU) ; All others

**Part(s) Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	1		No	
[REDACTED]	FLUID -BRAKE	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	U	US	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	[REDACTED]	[REDACTED]	MID DUTY HEMI MDS ENGINE	Serial #	[REDACTED]	[REDACTED]
Transmission	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION	Serial #	[REDACTED]	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
[REDACTED]	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Address	2032 S ELLIOTT AVE						[REDACTED]
City	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	

Complaint:

Cause:

Correction: [REDACTED] replaced abs [REDACTED] 2.1 bleedbrake system [REDACTED] 1.0 DIAG AND REPLACED H.C.U. UNIT3 MISC [REDACTED] performed [REDACTED].00 [REDACTED] AUTOMOTIVE COMPLETEINSPECTION

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]	[REDACTED]			No	

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

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

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

**Complaint:** MISCELLANEOUS REPAIR COURTESY MULTI-POINT INSPECTION

**Cause:** abs light on ran codes found active code

**Correction:** [REDACTED] replaced abs hcu pump. bleed brake system code

**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 [REDACTED]) ; All others

**Information**

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

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

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

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

**Complaint:** CS THAT CHECK ENGINE LIGHT ABS LIGHT IS ON (General Concern 1) (Multi-point inspection according to maintenance interval)

**Cause:**

**Correction:** PERFORMED INSPECTION

**LOP Information is not available**

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED] CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PAR	MAXIMUM STEEL MET. CLEAR COAT			
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D6	[REDACTED] AUTOMATIC [REDACTED] TRANSMISSION		<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Ca</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
[REDACTED]	[REDACTED]	RAM					
<b>Address</b>	[REDACTED]						
<b>City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** General Concern #1 Customer States ABS LIGHT COMES ON GOES OFF CHECK AND ADVISE

**Cause:** THE TECHNICIAN VERIFIED CONCERN AND FOUND FAULT CODE [REDACTED] FOR ABS MOTOR CONTROL GENERAL ELECTRIC FAILURE CODE IS ACVITE TECHNICIAN FOUND THE ABS HYDRAULIC PUMP BINDING

**Correction:** THE TECHNICIAN DISASSEMBLED VEHICLE AND REPLACED THE ABS HYDRAULIC UNIT. THE TECHNICIAN REASSEMBLED VEHICLE AND MANUALLY BLEED THE BRAKE SYSTEM. TECHNICIAN TEST DROVE VEHICLE AND VERIFIED REPAIR.

**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 BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	1		No	
[REDACTED]	FLUID -BRAKE	1		No	[REDACTED]

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

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

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	11	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES SERVICE ABS MSG DISPLAYS ON [REDACTED] (Multi-point inspection according to maintenance interval)

**Cause:** ABS HCU INTERNAL FAILURE ROUTINE MAINTENANCE

**Correction:** REPLACED HCU AND BLEED BRAKES COMPLETED MULTI-POINT INSPECTION PLEASE ADD OPERATION CODE [REDACTED] FOR ANY VEHICLE NEEDS NOT ADDRESSED ON THIS VISIT FROM MPI FINDINGS

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]-AB	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]-AD	FLUID -BRAKE	3		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	DJ [REDACTED]	LONGHORN CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	[REDACTED]	AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]

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

**Complaint:** CS INTERMITTENTLY BRAKES WILL APPLY THEMSELVES AT HIGHWAY SP EED MESSAGE ON CLUSTER TO CHECK BRAKE SYSTEM ADVISE (Brake S ystems Concern) COMPLIMENTARY MULTI-POINT INSPECTION

**Cause:** INTERNAL FAILURE ON THE HYDRAULIC CONTROL UNIT CAUSING THE BRAKE SYSTEM NOT TO OPERATE AT TIMES, RECOMMEND ABS HYDRAULIC CONTROL UNIT, BRAKE FLUID FLUSH

**Correction:** ORDERED PARTS, ESTIMATE TO REPLACE [REDACTED], DIAGNOSTIC FEE OF [REDACTED] WILL BE CREDITED UPON RETURN FOR REPAIR.

LOP Information is not available

Information					
Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AB	CONTROL -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	[REDACTED]
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT							
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]		
Transmission	D6	AUTOMATIC [REDACTED] TRANSMISSION				Serial #	[REDACTED]		

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	JEEP DODGE RAM					
Dealer Address	[REDACTED]						
Dealer	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES:WHEN MAKING U-TURNS AT IDLE SPEED AND STRAIGHTEN OUT WHEEL SLIGHTLY THE [REDACTED] GETS SUPER SOFT AND ALMOST HIT THE FLOOR BEFORE STOPPING CHECK AND ADVISE CHECK AND INFLATE [REDACTED] TO THE RECOMMENDED TIRE PRESSURE RATING.INDICATE ON THE VEHICLE SERVICE INVOICE THE TIRE PRESSURE MEASUREMENTS AFTER THE SERVICES WERE PERFORMED. CUSTOMER STATES WHEN THE FAN SPEED IS SET TO 4 OR [REDACTED] AROUND UPPER DASH AREA ON PASSENGER SIDE TECH RECOMMENDS BLEED [REDACTED]S REPLACE FRONT [REDACTED] PADS AND REPLACE ROTORS,CHECK OPERATION OF CALIPERS

**Cause:** CHECKED AND CONFIRMED [REDACTED] GETTING SOFT DURING TURNING LEFT AT FULL LOCK, DID NOT CONFIRM [REDACTED] GOING ALL THE WAY DOWN AND VEHICLE NOT STOPPING, NORMAL CONDITION WHEN TURNING AND BRAKING THE ASSIST FROM THE POWER STEERING PUMP INCREASES. DID NOT NOTICE WHEN DRIVING AND BRAKING OR HARD BRAKING CHECKED [REDACTED] AND POWER STEERING FLUID LEVEL AND CONDITION AND FOUND GOOD, SOME [REDACTED] OF FLUID ON POWER STEERING LINES AT [REDACTED] MASTER CYLINDER INSPECTED [REDACTED] WHEN PERFORMING [REDACTED] BLEED AND FOUND L/F INNER [REDACTED] PAD AT [REDACTED]. R/F [REDACTED] PADS AT [REDACTED]. FRONT [REDACTED] DISC ALSO HAVE SMALL CRACKS. RECOMMEND REPLACING FRONT [REDACTED] PADS AND FRONT [REDACTED] DISC CHECKED AND CONFIRMED CONCERN. RECOMMEND REMOVING DASH AND INSPECTING SEAM CAULKING ON RIGHT SIDE OF BODY, SILENCER PAD MAY NOT BE FLUSH AND CAUSING NOISE, STAR CASE # [REDACTED] FOUND CALIPER PISTONS MOVED FREELY AND CALIPER SLIDE PINS NOT SEIZED

**Correction:** RECHECKED AFTER [REDACTED] REPAIR AND COULDN'T DUPLICATE CONCERN MOPAR AUTHORIZED A [REDACTED] REPAIR DM NOTES IN THE SYSTEM. CUSTOMER WILL BRING BACK AND AUTHORIZE REMOVAL OF DASH TO GAIN ACCESS TO POSSIBLE LACK OF CAULKING ON RIGHT SIDE FIREWALL PERFORMED [REDACTED] BLEED MOPAR AUTHORIZED A [REDACTED] REPAIR DM NOTES IN THE SYSTEM. REPLACED FRONT [REDACTED] PADS AND FRONT [REDACTED] DISC, TEST DROVE VEHICLE AND FOUND [REDACTED] OPERATION GOOD MOPAR AUTHORIZED A [REDACTED] REPAIR DM NOTES IN THE SYSTEM.

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; [REDACTED] ; [REDACTED] Authorization ; [REDACTED] Authorization
[REDACTED]	Brake System ; Pad/shoe ; Pad, disc brake ; Front set
[REDACTED]	Brake System ; Disc/hub/bearing ; Disc, rotor brake - Replace ; Front - Left
[REDACTED]	Brake System ; Disc/hub/bearing ; Disc, rotor brake - Replace ; Front - Right
[REDACTED]	Brake System ; Bleed/Adjustments ; Bleed brake system

**Information**

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]-AB	ROTOR - [REDACTED]	2		No	
[REDACTED]-AD	FLUID - [REDACTED]	2		No	
[REDACTED]-AB	PAD KIT -FRONT DISC [REDACTED]	1		No	
[REDACTED]	ROTOR - [REDACTED]	2		No	[REDACTED]
[REDACTED]	PAD KIT -FRONT DISC [REDACTED]	1		No	[REDACTED]
[REDACTED]	FLUID - [REDACTED]	2		No	[REDACTED]

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca	[REDACTED]	[REDACTED]	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** [CUSTOMER STATES ABS LIGHT COMES ONINTERMITTENTLY. WILL COME ON AFTER DRIVING FOR ABOUT [REDACTED] THEN WILL TURN OFF WHEN THE VEHICLEGETS SHUT OFF. CHECK AND ADVISE ABSLIGHT.] [REDACTED] [CUSTOMER STATES HAD DRAG LINK RECALL PERFORMED BEFORE AND WENT TOGET FRONT END ALIGNMENT PERFORMED AND THEY ARE UNABLE TO STRAIGHTEN THE STEERING WHEEL. STEERING WHEEL IS OFF CENTER. CHECK AND ADVISE] Multi-point inspection (according to maintenance interval) WASH INFO - Description UnAvailable [CUSTOMER REQUESTS A PRICE TO REPLACE THE DIFFERENTIAL SHOCK ABSORBER. PLEASE PROVIDE QUOTE ON REPLACEMENT [REDACTED]

**Cause:** [REDACTED] FAILURE [REDACTED] RIDE

**Correction:** [REDACTED] FAILURE [REDACTED] THE [REDACTED] IS SHORTED OUT, CAUSING WARNINGLAMPS TO COME ON. REMOVE AND REPLACE THE [REDACTED] ASM. BLEED [REDACTED]S, ADJUST FLUID LEVEL. CLEARDTC. MOPAR PARTS WARRANTY FROM [REDACTED] [REDACTED] AT [REDACTED] ABS/TRACTION CONTROL [REDACTED] NO REPAIR - STAR CASE NUMBER 05 [CUSTOMER STATES HAD DRAG LINK RECALL PERFORMED BEFORE AND WENT TO GET FRONT END ALIGNMENT PERFORMED AND THEY ARE UNABLE TO STRAIGHTEN THE STEERING WHEEL. STEERING WHEEL IS OFF CENTER. CHECK AND ADVISE] STEERING/SUSPENSION/ALIGNMENT Multi-point inspection (according to maintenanceinterval) [REDACTED] COMPLIMENTARY VEHICLE CHECK UP WASH INFO - Description UnAvailable [CUSTOMER REQUESTS A PRICE TO REPLACE THE DIFFERENTIAL SHOCK ABSORBER. PLEASE PROVIDE QUOTE ON REPLACEMENT] INFO LINE ALTERNATE TRANSPORTATION [REDACTED] RETURN [REDACTED] ALTERNATE TRANSPORTATION SUBLET REPAIRS SUBLET REPAIRS

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Allowance ; Delivery Service
[REDACTED]	Special Services ; Allowance ; Pickup Service
[REDACTED]	Air Conditioning & Heater
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic ([REDACTED]-ICU) ; All others

**Part(s) Information**

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

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

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

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

**Complaint:** ABS LIGHT PRESENT PERFORM MECH. INSPECTIONS

**Cause:**

**Correction:** [REDACTED] customer stated vehicle has absights present, performed scan on vehicle, vehicle has active code of abs pump motorcontrol general electric failure, parts are on back order, customer will return SPECIAL ORDER PART DIAGNOSTIC TIME PART SPECIAL ORDERED DIAGNOSTIC TIME PERFORM MECH. INSPECTIONS

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	0		No	

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

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

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

**Complaint:** ENGINE MECHANICAL CONCERN ELECTRICAL/NON PCM FLASHES CONCERN MULTI POINT INSPECTION PERFORM REAR DIFFERENTIAL SERVICE PERFORM FRONT DIFFERENTIAL SERVICE

**Cause:**

**Correction:** replaced batteries REMOVED REAR AXLE COVER, DRAIN ALL FLUID, CLEANED REMOVED FRONT AXLE COVER, DRAINED ALL FLUID,

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	BATTERY -STORAGE	2		No	
[REDACTED]	LUBRICANT-GEAR	3		No	
[REDACTED]	LUBRICANT-AXLE	1		No	

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

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

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	2	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Ca</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]					
<b>Dealer Address</b>	7800 ALCOA RD						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	AR	<b>Zip</b>	[REDACTED]	[REDACTED]	

**Complaint:** ABS MODULE IS NEEDING TO BE INSTALLED. SOP HERE. INSTALL. PARTS PAID FOR ON LAST RO QUOTE [REDACTED] MOPAR EXPRESS LANE INSPECTION

**Cause:** OPEN CIRCUIT

**Correction:** TESTED & REPLACED ABS HYDRAULIC CONTROL UNIT & BLED BRAKES PERFORMED THE MOPAR EXPRESS LANE INSPECTION

**LOP Information is not available**

**Part Information is not available**

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	CREW CAB
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D67	AUTOMATIC 68RFE TRANSMISSION			<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Ca</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer City</b>	COCOA	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER STATES THAT THE ABS LIGHT IS ON AND A MESSAGE COME UP SERVICE ABS SYSTEM

**Cause:**

**Correction:** TESTED AND FOUND HCU FAILED, UNABLE TO ORDER PART UNTIL [REDACTED]

**LOP Information is not available**

**Part Information is not available**

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

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

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

**Complaint:** DIAGNOSTICS VERIFICATION TESTING PERFORM MULTI PT INSPECTION WITH TIRE DEPTH PERFORM ALLY REPAIR WORK

**Cause:**

**Correction:**

LOP Information is not available

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

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	Mileage	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	B Pattie Bowdy
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: COMPLETE COMPLEMENTARY MULTI-POINT VEHICLE HEALTH GENERAL CONCERN RENTAL VEHICLE WHILE VEHICLE IS BEING REPAIRED

Cause:

Correction:

LOP Information is not available

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

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

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

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

Complaint: INDICATOR LAMP ILLUMINATED (MISCELLANEOUS)

Cause:

Correction:

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
Color	[REDACTED]	[REDACTED]	D (SILVER)			
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	D	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	Serial # [REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]	[REDACTED]
MDH	081619	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	A	[REDACTED]	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	DODGE JEEP RAM					
Dealer Address	2121 MARTIN LUTHER KING JR BLV							
Dealer City	[REDACTED]	State	OR	Zip	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** PERFORM [REDACTED]'S LIFETIME DIESEL OIL & FILTER CHANGE, LUBE, AND COURTESY INSPECTION. THIS IS A PRE-PAID SERVICE, THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. [REDACTED] EXPRESS LANE INSPECTION - PERFORM A VEHICLE INSPECTION DURING [REDACTED] EXPRESS LANE SERVICE PERFORM TIRE ROTATION AND A VISUAL INSPECTION OF [REDACTED] WEAR REPLACE CABIN AIR FILTER GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

**Cause:**

**Correction:** [REDACTED] ILIFED COMP PERFORM [REDACTED]'S LIFETIME DIESEL OIL & FILTER CHANGE, LUBE, AND COURTESY INSPECTION. THIS IS A PRE-PAID SERVICE, THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. LIFETIME OIL PERFORM [REDACTED]'S LIFETIME DIESEL OIL & FILTER CHANGE, LUBE, AND COURTESY INSPECTION. THIS IS A PRE-PAID SERVICE, THE AMOUNT SHOWN IS A PARTIAL REIMBURSEMENT AND DOES NOT REFLECT THE STORE'S PARTICIPATION. [REDACTED] SHOP CHARGES [REDACTED] COMP [REDACTED] EXPRESS LANE INSPECTION - PERFORM A VEHICLE INSPECTION DURING [REDACTED] EXPRESS LANE SERVICE [REDACTED] EXPRESS LANE INSPECTION - PERFORM A VEHICLE INSPECTION DURING [REDACTED] EXPRESS LANE SERVICE [REDACTED] COMP PERFORM TIRE ROTATION AND A VISUAL INSPECTION OF [REDACTED] WEAR [REDACTED] CABIN AIR COMP REPLACE CABIN AIR FILTER DOC GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE [REDACTED] SHOP CHARGES

LOP Information is not available

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED] MEGA CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D6	AUTOMATIC 68RFE TRANSMISSION		<b>Serial #</b>	[REDACTED]

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

**Complaint:** Recall / Customer Satisfaction Notification 1 [Safety Recall [REDACTED]-Drag Link \*\*] Multi-point inspection (according to maintenance interval) General Concern #1 [Customer states that ABS light is on dash] RECOMMENDED SERVICE WHEEL ALIGNMENT RECOMMENDED SERVICE [REDACTED] GOOD TIRE ABOVE [REDACTED]

**Cause:** F

**Correction:** PER RECALL [REDACTED] 160INSPECT JAM NUT CLEARANCE,MEASURED DRAG LINKTHREADS. CENTER WHEEL .WELD JAM NUS  
 Safety Recall [REDACTED] - Drag Link - Test and Repair Inspect Jam Nut Gap, Measure Drag Link Threads, Align Front End (Set Toe Only) Safety Recall [REDACTED] - Drag Link Weld  
 Jam Nuts to Adjuster COMPLETED Multi-point inspection (according to maintenanceinterval) GOOD BRAKES [REDACTED] O [REDACTED] (DISC) OR [REDACTED] O [REDACTED]  
 (DRUM) GOOD TIRE ABOVE [REDACTED] BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME The Multi-Point Inspection was performed and  
 reviewed to my satisfaction. Customer Initials X [REDACTED] GOOD BRAKES OVER 5MM O [REDACTED] (DISC) OR [REDACTED] OR [REDACTED] (DRUM) GOOD TIRE ABOVE  
 [REDACTED] BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME VERIFIED COMPLAINT , FOUNDABS CODE GENERALELECTRIC FAILURE.  
 ELECTRONICS INTERNAL .ECUAND HCU ECOMMENBDE [REDACTED] HOLDING FOR AUTHEST.IN AT [REDACTED] SOP General Concern #1 RECOMMENDED  
 SERVICE WHEELALIGNMENT RECOMMENDED SERVICE [REDACTED] GOOD TIRE ABOVE [REDACTED]

Information		Description
[REDACTED]	[REDACTED]	Steering ; Recall V0x ; Safety Recall [REDACTED] - Drag Link ; Inspect Jam Nut Gap, Measure Drag Link Threads, Align Front End (Set Toe Only), and Weld Jam Nuts to Adjuster (See Related [REDACTED])
[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]

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

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

**Complaint:** CUSTOMER STATES ABS/TRAC LIGHTS AND"SERVICE ELECTRONIC BRAKE SYSTEM ARE ON" \*\*\*VEHICLE HAS OPEN RECALL Y26-WHEEL STUDS, CUST ADVISED\*\*\*

**Cause:**

**Correction:** [REDACTED] ABS [REDACTED] Found ABS HCU is faulty [REDACTED] WE TESTED [REDACTED] DIAGVERIFIED HYDRAULIC CONTROL UNIT HAS ANINTERNAL FAILURE AND REQUIRES REPLACEMENT.PART IS ON BACKORDER. CUST ADVISED.\*\*\* [REDACTED] @ [REDACTED] AND SERVICE MANAGER,HYDRAULIC CONTROL UNIT WILL BE REPLACED AT NOCHARGE TO CUSTOMER (INCLUDES PART, LABOR, ANDDIAG TIME.) [REDACTED] DM NOTES HAVE BEEN PUTIN.\*\*\*  
 DIAG CONCERN CUSTOMER STATES CUSTOMER STATES

**LOP Information is not available**

**Part Information is not available**

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	D2 [REDACTED]	SLT CREW CAB 4X4
Built Date	[REDACTED]	Market	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
Color	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	DF2	AUTO AISIN	[REDACTED]	HD TRANS	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]	[REDACTED]	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]

Complaint: CUSTOMER STATES CUSTOMER STATES

Cause:

Correction: removed and replaced hcu topped off brake fluid

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	1		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	SLT CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	[REDACTED]	HEMI VVT ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	DFP	AUTOMATIC			<b>Serial #</b>	[REDACTED]

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Ca</b>	[REDACTED]	[REDACTED]	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	MAJOR: [REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** CUSTOMER REQUEST TO HAVE THE ABS MODULE REPLACED AS PER LAST SERVICE VISIT

**Cause:**

**Correction:** REMOVED AND REPLACED HCU PERFORMED BRAKE SYSTEM BLEED RESET HCU DTC NOW STORED CLEARED DTCS AND ROAD TESTED OK RESCANED NO DTC SETTING .

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	PUSH [REDACTED]			No	
[REDACTED]	FLUID -BRAKE	2		No	

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	CREW CAB
Built Date	[REDACTED]	Market	U	US	Plant	[REDACTED] TRUCK ASSEMBLY PLANT
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]
Transmission	[REDACTED]	AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report	[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]	THYS MOTOR COMPANY						
Dealer Address	[REDACTED]							
Dealer City	[REDACTED]	State	[REDACTED]	IA	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Complaint: [REDACTED] & [REDACTED] TRUCK CUSTOMER STATES TO PERFORM MULTI-POINT INSPECTION

Cause:

Correction: Perform inspection and found no repairs needed

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	[REDACTED]	Body	[REDACTED]	LONGHORN CREW CAB
Built Date	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ASSEMBLY
Color	[REDACTED]	BRIGHT WHITE CLEAR COAT				
Engine	ETK	[REDACTED]	I6 CUMMINS TURBO DIESEL ENGINE		Serial #	[REDACTED]
Transmission	D67	[REDACTED]	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]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer	[REDACTED]	CHRYSLER DODGE JEEP RAM FIAT F					
Dealer Address	541	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer City	[REDACTED]	[REDACTED]	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** [REDACTED] INSPECTION CUSTOMER STATES CUSTOMER STATES

**Cause:** [REDACTED] took fluid sample from def tank and

**Correction:** [REDACTED]; [REDACTED]; [REDACTED]

**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 ; Diesel Exhaust Fluid System ; Pump, Unit ; [REDACTED] Diesel - Cab Chassis Only
[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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	O RING -UREA MODULE	1		No	
[REDACTED]-C	PUMP -UREA PUMP LEVEL UNIT	2		No	
[REDACTED]	PUMP -UREA PUMP LEVEL UNIT	1		No	
[REDACTED]	FLUID -DIESEL EXHAUST	2		No	
[REDACTED]	FLUID -BRAKE	3		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
<b>Color</b>	PAR	MAXIMUM STEEL MET. CLEAR COAT						
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]	
<b>Transmission</b>	[REDACTED]	AUTOMATIC 68RFE TRANSMISSION				<b>Serial #</b>	[REDACTED]	

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	DODGE JEEP RAM FIAT F						
<b>Dealer Address</b>	541	[REDACTED]						
<b>Dealer City</b>	FORT WALTON BEACH	<b>State</b>	[REDACTED]	<b>Zip</b>	[REDACTED]	[REDACTED]		

**Complaint:** ABS LIGHT DIAG TRUCK SHOP MULTI - POINT INSPECTION CUSTOMER STATES

**Cause:**

**Correction:** Replaced abs hcu and performed manual brake bleed Performed pcm update and cleared dtc,s test drove

**LOP Information is not available**

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Body</b>	[REDACTED]	<b>MEGA CAB 4X4</b>
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	<b>TRUCK ASSEMBLY PLANT</b>
<b>Color</b>	PXR	<b>BLACK</b>				
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	[REDACTED]	AUTOMATIC [REDACTED] TRANSMISSION			<b>Serial #</b>	[REDACTED]

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	4	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Close Date</b>	[REDACTED]		<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]		<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED]	[REDACTED]						
<b>Dealer Address</b>	4325 W US HIGHWAY 90							
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** (Multi-point inspection according to maintenance interval) CUSTOMER STATES ABS LIGHT ON SEE PRIOR ROS [REDACTED] WARRANTY HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [REDACTED] OFF YOU [REDACTED] USE (UP [REDACTED] O [REDACTED]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

**Cause:** VERIFIED CUSTOMER COMPLAINT PREFORMED DIAG AND FOUND [REDACTED] CREATED STAR CASE IN REGARD PREFORMED LOAD TEST ON PINS [REDACTED] AND ABS ALL TIGHT AND FOUND NO CORRSION OR OXIDATION

**Correction:** Multi-Point Inspection All STAR STATES REPLACE [REDACTED] WARRANTY SEE [REDACTED] THANK YOU FOR YOUR BUSINESS

**LOP Information**

<b>LOP</b>	<b>LOP Description</b>
[REDACTED]	Emission System

**(s) Information**

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

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

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

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

**Complaint:** Indicator/Warning Lights - ABS light on [Customer States ABS LIGHT COMES ON RANDOMLY ] Customer States perform Multi point inspection

**Cause:**

**Correction:** \*part arrived, but I couldn't get in touch with the customer. The repair will be completed when he returns. no work performed

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	0		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D28L92	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
<b>Color</b>	PRV	[REDACTED]					
<b>Engine</b>	[REDACTED]	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	[REDACTED]	AUTOMATIC		TRANSMISSION		<b>Serial #</b>	[REDACTED]

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	10	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	13
<b>Dealer</b>	[REDACTED]						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	UNION CITY	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** NO POWER

**Cause:** FOUND VEHICLE TO HAVE POWER BUT NO SWITCHED POWER [REDACTED] WAS NOT GETTING SIGNAL FROM [REDACTED] MODULE TESTED FOR POWERS AND GRNDS AT [REDACTED] MODULE [REDACTED] MODULE HAD FAILED

**Correction:** REPLACED AND PROGRAMME [REDACTED] MODULE AND KEY

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	TRANSMITT-INTEGRATED KEY [REDACTED]			No	
[REDACTED]	SWITCH [REDACTED]	1		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D [REDACTED]	RAM [REDACTED]	CREW CAB [REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U [REDACTED]	[REDACTED]	[REDACTED]	8475 [REDACTED]	TRUCK ASSEMBLY PLANT [REDACTED]
<b>Color</b>	[REDACTED]	FLAME RED CLEAR COAT					
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	D [REDACTED]	[REDACTED]	AUTOMATIC [REDACTED]	[REDACTED]	TRANSMISSION	<b>Serial #</b>	[REDACTED]

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

**Complaint:** General Concern [REDACTED] [Customer StatesSERVICE Electronic brake system WARNING COMES ON RANDOMLY] MULTI POINT INSPECTION

**Cause:** INTERNAL FAILURE

**Correction:** [REDACTED] INTERNAL FAILURE ORDERED PARTS FORREPAIRS DIAGNOSTIC TESTING MULTI POINT INSPECTION

**LOP Information is not available**

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

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

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

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C [REDACTED]	[REDACTED]	Mileage	[REDACTED]
MDH	121919	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	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** Customer States abs Light comes on at times more so AFTER hitting bump - case number [REDACTED] (Brake Systems Concern) NEED WARRANTY PRICE AND LOP (Multi-point inspection according to maintenance interval)

**Cause:** hydraulic control unit [REDACTED]-ABS PUMP MOTOR CONTROL -GENERAL ELECTRICAL FAILURE

**Correction:** SCAN FOR COD FOUND [REDACTED] AS PER DIAG REPLACED HYDRAULIC CONTROL UNIT, BLEED SYSTEM CLEAR CODES AND ROAD TEST OKAY AT THIS TIME COMPLETE INSPECTION

**LOP Information**

LOP	LOP Description
[REDACTED]	Special Services ; Allowance ; Ride Share Service ; 3rd Party Service - From Dealer
[REDACTED]	Special Services ; [REDACTED] ; [REDACTED] Authorization ; [REDACTED] Authorization
[REDACTED]	Brake System ; Master cylinder/hydraulic control unit ; Control unit, Brake anti-lock hydraulic (HCU [REDACTED]) ; All others

**Part(s) Information**

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

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Ca	[REDACTED]	Mileage	[REDACTED]
MDH	092022	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Ac	[REDACTED]
Dealer	[REDACTED]						
Dealer Address	[REDACTED]						
Dealer City	LAKE PARK	State	[REDACTED]	Zip	[REDACTED]		

**Complaint:** PERFORM [REDACTED] INSPECTION. NO CHARGE CUSTOMER STATE [REDACTED] S LIGHT IS ON- SPECIAL ORDERED PART - EXT WARRANTY [REDACTED] AFTER [REDACTED] DED -- [REDACTED] CUSTOMER STATES REPLACE CRANK CASE FILTER CUSTOMER STATES CHECK ENGINE LIGHT ON DIAGNOSE AND ADVISE

**Cause:**

**Correction:** [REDACTED] PERFORM PERFORM [REDACTED] INSPECTION. NO CHARGE [REDACTED] REPLACE SOP [REDACTED] HCU AND BLEED SYSTEM. ALSO HAVE [REDACTED] FOR [REDACTED] MODULE . WILL NEED TO BE ORDERED . CUSTOMER STATE [REDACTED] LIGHT IS ON- SPECIAL ORDERED PART - EXT WARRANTY [REDACTED] AFTER [REDACTED] DED -- [REDACTED] CUSTOMER STATES [REDACTED] REPLACE C/C BREATHER . CUSTOMER STATES REPLACE CRANK CASE FILTER CUSTOMER STATES [REDACTED] SCR AND INJECTOR HAS TO BE REPLACED PERFORM INITIAL DIAGNOSIS OF STATED ISSUE

**LOP Information is not available**

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	D [REDACTED]	CREW CAB [REDACTED]
<b>Built Date</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	D (SILVER)
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL	[REDACTED]	<b>Serial #</b>	[REDACTED]	[REDACTED]
<b>Transmission</b>	[REDACTED]	AUTOMATIC	[REDACTED]	TRANSMISSION	<b>Serial #</b>	[REDACTED]

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	[REDACTED]	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	[REDACTED]	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	[REDACTED]	<b>Advisor</b>	697 Tess [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Address</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>City</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** PERFORM OIL & FILTER SERVICE INCLUDES NEW OIL, TIRE ROTATION/RESET TIRE PRESSURES WXMMPI

**Cause:**

**Correction:** LOF COMPLETE tires rotated and torqued to 130 ft lbs battery test good

**LOP Information is not available**

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

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

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

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

**Complaint:** PERFORM MULTI POINT INSPECTION General Concern #1 [CUSTOMER STATESTHE DEF MESSAGE ON DASH TO SERVICE DEF] GEARED UP FOR LEARNING

**Cause:**

**Correction:** PERFORM MULTI POINT INSPECTION [REDACTED] could not duplicate could not duplicate MISCELLANEOUS REPAIR BOOK GEARED UP FOR LEARNING GEARED UP FOR LEARNING GEARED UP FOR LEARNING MISC. SHOP CHARGES

**LOP Information is not available**

**Part Information is not available**

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	RAM	[REDACTED]	CREW CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	<b>Plant</b>	8475	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
<b>Color</b>	PXR	BLACK							
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial #</b>	[REDACTED]		
<b>Transmission</b>	DF2	[REDACTED]	AUTO AISIN	[REDACTED]	HD TRANS	<b>Serial #</b>	[REDACTED]		

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A</b>	94 [REDACTED]
<b>Dealer</b>	[REDACTED]	CAPITOL CHRYSLER JEEP					
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	JEFFERSON CITY	<b>State</b>	MO	<b>Zip</b>	[REDACTED]		

**Complaint:** Indicator/Warning Lights Concern customer states abs light flashes on and off

**Cause:** CONFIRMED CUSTOMERS CONCERN AND HCU HAS FAILED

**Correction:** REMOVED AND REPLACED HCU AND FILLED BRAKE FLUID, TEST DROVE VEHICLE AND CODE CAME BACK NEXT STEP IS TO REPLACE ABS MODULE REMOVED AND REPLACED ABS MODULE AND FILLED BRAKE FLUID, TEST DROVE AND CONFIRMED REPAIR AND NO LIGHTS MBPI IS COVERING REPAIRS in the amount of [REDACTED] AUTH [REDACTED]

**LOP Information is not available**

<b>Information</b>					
<b>Part Number</b>	<b>Part Description</b>	<b>Part Quantity</b>	<b>Part Cost</b>	<b>Failed</b>	<b>Part Return Date</b>
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	5		No	

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Body</b>	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	US	<b>Plant</b>	[REDACTED] TRUCK ASSEMBLY PLANT
<b>Color</b>	[REDACTED]	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ESA	[REDACTED]	MID DUTY HEMI MDS ENGINE		<b>Serial #</b>	[REDACTED]
<b>Transmission</b>	DFP	[REDACTED]	AUTOMATIC 66RFE TRANSMISSION		<b>Serial #</b>	[REDACTED]

<b>Report #</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report Version</b>	1	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>Category</b>	0	<b>Mileage</b>	[REDACTED]
[REDACTED]	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>A</b>	[REDACTED]
<b>Address</b>	2000 N MECHANIC ST						
<b>City</b>	EL CAMPO		<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	

**Complaint:** GASOLINE ENGINE OIL & FILTER CHANGE, LUBE CHASSIS AS NEEDED, TOPOFF & INSPECT FLUIDS BELTS, HOSES, ETC. INCLUDES UP TO [REDACTED] OF FLUIDS ATE TIRES INSPECT BRAKES AND TIRE WEAR INCLUDES PROGRAM TIRE POSITION MULTI-POINT COURTESY INSPECTION, DUPLICATE COPY OF FORM ATTACHED TO RO

**Cause:** OIL CHANGE TIRE ROTATE MPVI

**Correction:** [REDACTED] OIL CHANGE [REDACTED] IN VEHICLE Maintenance Interval - [REDACTED] Lube, Oil, and Filter (0 - Low Skilled) OIL CHANGE FILTER AND LUBE CHRYSLER SERVICE CONTRAC [REDACTED] TIRE ROTATE [REDACTED] ON VEHICLE Maintenance Interval - [REDACTED] Lube, Oil, and Filter (0 - Low Skilled) OIL CHANGE FILTER AND LUBE CHRYSLER SERVICE CONTRAC [REDACTED] MPVI COMPLETED MPVI ON VEHICLE, RECOMMENDED 4 NEW TIRES MULTI-POINT COURTESY INSPECTION, DUPLICATE COPY OF FORM ATTACHED TO RO MULTI-POINT COURTESY INSPECTION, DUPLICATE COPY OF FORM ATTACHED TO RO

**LOP Information**

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

**Information**

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

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

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

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

**Complaint:** BODY INTERIOR OTHER [CUSTOMER STATES ABS LIGHT IS ON. CK AND ADVISE] GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

**Cause:**

**Correction:** [REDACTED] VERIFIED CUSTOMER CONCER OF ABSLIGHT ON. FOUND STORED CODE [REDACTED] FOR ABSPUMP MOTOR - GENERAL ELECTRICAL FAILURE.FOLLOWING DIAGNOSTIC PROCEDURES FOUNDINTERNAL FAILURE OF HYDRAULIC CONTROL UNIT.RECOMMEND REPLACING HCU AND BLEED BRAKES.REPAIR NOT COVERED UNDER WARRANTY OR SERVICECONTRACT. CUSTOMER AUTHORIZED ORDERING THEPART, WHICH IS ON BACKORDER UNTIL [REDACTED] 15DUE TO A SUPPLIER CHANGE. I REPLACED THE HCUAND BLEED THE BRAKES. BODY INTERIOR OTHER [CUSTOMER STATES ABS LIGHT IS ON. CK AND ADVISE] BODY INTERIOR OTHER DOC GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE MISC. SHOP CHARGES

**LOP Information is not available**

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	SLT	CAB	[REDACTED]
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	TRUCK ASSEMBLY PLANT	[REDACTED]
<b>Color</b>	PRV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Engine</b>	ETK	[REDACTED]	TURBO DIESEL ENGINE	<b>Serial #</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Transmission</b>	[REDACTED]	[REDACTED]	AUTOMATIC 68RFE TRANSMISSION	<b>Serial #</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

**Complaint:** TECH WEAS FLAGGED CHECK OUT ON THE WARRANTY LINE & NEEDS BF FOR CRRECTION

**Cause:** ERROR

**Correction:** FLAG CORECTION FOR INCORRECT BOOKING ON MVP WARRANTY LINE General Concern #1

**LOP Information is not available**

**Part Information is not available**

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

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

Report #	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	[REDACTED]
MDH	112417	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	[REDACTED]
Dealer Address	[REDACTED]						
Dealer City	COLUMBUS	State	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	

**Complaint:** C/S SERVICE ANTI LOCK BRAKE [REDACTED] COMES ON INTERMITTENTLY

**Cause:** VERIFIED CUSTOMER CONCERN, FOUND INTERNAL FAILURE OF [REDACTED] UNI UNIT AND [REDACTED] MODULE

**Correction:** REPLACED [REDACTED] UNIT AND [REDACTED] MODULE, ALL OK AT THIS TIME

**LOP Information is not available**

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

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	[REDACTED]	<b>Body</b>	[REDACTED]	RAM	[REDACTED]	CREW CAB 4X4
<b>Built Date</b>	[REDACTED]	<b>Market</b>	U	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ASSEMBLY PLANT
<b>Color</b>	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)						
<b>Engine</b>	[REDACTED]	MID DUTY HEMI MDS ENGINE				<b>Serial #</b>	[REDACTED]	
<b>Transmission</b>	DFP	AUTOMATIC		TRANSMISSION		<b>Serial #</b>	[REDACTED]	

<b>Report</b>	[REDACTED]	<b>System Key</b>	[REDACTED]	<b>Report</b>	2	<b>Open Date</b>	[REDACTED]
<b>Close Date</b>	[REDACTED]	<b>Narrative Date</b>	[REDACTED]	<b>C</b>	[REDACTED]	<b>Mileage</b>	[REDACTED]
<b>MDH</b>	[REDACTED]	<b>Engine Built Date</b>	[REDACTED]	<b>Built Date</b>	[REDACTED]	<b>Advisor</b>	[REDACTED]
<b>Dealer</b>	[REDACTED] Ram						
<b>Dealer Address</b>	[REDACTED]						
<b>Dealer City</b>	[REDACTED]	<b>State</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** (Multi-point inspection according to maintenance interval) CUSTOMER STATE ABS LIGHT IS ON DUE TO ACTIVE CODES PLEASE CHECK AND ADVISE (General Concern 1) HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [REDACTED] % OFF YOUR [REDACTED] USE (UP TO MAX OF [REDACTED] RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

**Cause:** scan abs c0020 hydraulic control unit internal failure found open circuit in hcu

**Correction:** Multi-Point Inspection All replaced abs hcu and bled system. ok now ok

**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 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]	SLT CREW CAB 4X4
Built Date	[REDACTED]	Market	U	Plant	[REDACTED]	8475	SALTILLO TRUCK ASSEMBLY PLANT	
Color	PRV							
Engine	[REDACTED]	MID DUTY HEMI MDS ENGINE					Serial #	[REDACTED]
Transmission	DFP	AUTOMATIC 66RFE TRANSMISSION					Serial #	[REDACTED]

Report	[REDACTED]	System Key	[REDACTED]	Report	[REDACTED]	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	C	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	[REDACTED]	Advisor	[REDACTED]
Address	3831 HIGHWAY 31 S.							[REDACTED]
	[REDACTED]	State	[REDACTED]	Zip	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Complaint:** INSTALL SOP ABS PUMP MOTOR AND MICROPHONE APPROVED BY ALLY ON RO [REDACTED] AUTH [REDACTED] CUSTOMER HAS [REDACTED] DEDUCTIBLE. ALLY [REDACTED] CUSTOMER NEEDS VEHICLE BACK BY [REDACTED]

**Cause:**

**Correction:** Replaced abs pump and bled system. Replaced microphone. Verified fixes. Customer has [REDACTED] deductible, Total customer payable for Deductible & fees not covered by ALLY is [REDACTED] Ally payable is [REDACTED]

**LOP Information**

LOP	LOP Description
1100	Exhaust System ; Adjustments

**Information**

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

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