

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DK. GARNET RED PEARL COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	08/28/2023	Narrative Date	[REDACTED]	Category	0	Mileage	26,991
MDH	122219	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	5262
Dealer	27314	Chrysler Dodge Jeep Ram Brooks					
Dealer Address	14358 CORTEZ BLVD						
Dealer City	BROOKSVILLE	State	FL	Zip	346135917		

Complaint: General Concern [Customer States service abs is on, install sop SOP ABS CONTROL, per FCA] CASE NUMBER [REDACTED] DM [REDACTED]

Cause:

Correction: [REDACTED] removed and replaced abs pump. bleedbrakes and re tested found normal at thistime Control unit, Brake anti-lock hydraulic (HCU-ICU) - Replace All others (3 - Highly Skilled) FCA CASE NUMBER [REDACTED] DM [REDACTED] FCA PAYING TOWARDS REPAIR [REDACTED] HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A) GENERAL MAINTENANCE

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill 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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	2		No	
[REDACTED]	FLUID -BRAKE	2		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	ARGENTO (SILVER)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	68,035
MDH	121520	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	ACL Adrian Lewis
Dealer	27316	Eureka Chrysler Dodge Jeep RAM					
Dealer Address	4320 BROADWAY						
Dealer City	EUREKA	State	CA	Zip	955035740		

Complaint: LIFETIME DIESEL OIL SERVICE, INCLUDES OIL & FILTER 4 TIRE ROTATION TO MAINTAIN GOOD WEAR FOR MAXIMUM ELECTRICAL & RELATED REPAIRS PERFORM COURTESY VEHICLE INSPECTION INCLUDES VISU

Cause:

Correction: COMPLETED ROTATION FRONT PADS AT 4MM REAR AT 6MM CHECKED CODES FOUND CODE [REDACTED] ABS PUMP COMPLETED VI SET TIRES TO 60 FRONT 80 REAR**FRONT

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	64,819
MDH	111711	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	85122 THOMAS DARRELL
Dealer	41650	NATIONAL DODGE CHRYSLER JEEP R					
Dealer Address	2223 N MARINE BLVD						
Dealer City	JACKSONVILLE	State	NC	Zip	285466916		

Complaint: CUST STATES LIGHTS ON DRIVERS SIDE STEP SIDE INOP FIXED BY MIKE D

Cause: DAMAGED HARNESS UNDER BED OF TRUCK CAUSING VOLTAGE DROP WIRES TORN INSIDE

Correction: REPLACED SECTION OF WIRE UNDER BED AND FOUND DAMAGED BRAKE LAMP CONNECTOR SAME SIDE. AFTERMARKET BRAKE LAMPS SO CONNECTOR HAD TO BE ZIPPED TIED. 1.5LBR TOTAL

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7R81	RAM 2500 LONGHORN MEGA CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	53,359
MDH	111110	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	5744
Dealer	43815	EAST CAROLINA CHRYSLER DODGE J					
Dealer Address	3401 SOUTH MEMORIAL DRIVE						
Dealer City	GREENVILLE	State	NC	Zip	278346732		

Complaint: BODY REPAIR

Cause:

Correction: BODY REPAIR BODY REPAIR NO CHARGE SUBLET REPAIRS

LOP Information

LOP	LOP Description
[REDACTED]	Claim Administration ; Sublet Repair ; Sublet Repair
[REDACTED]	Body ; Sheet Metal - Rust/Corrosion ; Panel, hood
[REDACTED]	Body ; Paint - Color Coat ; Panel, hood ; Complete - Monotone
[REDACTED]	Body ; Paint - Color Coat ; Basic paint preparation ; paint preparation

Part Information is not available

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	98,557
MDH	071708	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	843 MAREK STEIN
Dealer	44915	CARTER COUNTY DODGE-CHRY-JEEP					
Dealer Address	3600 WEST BROADWAY						
Dealer City	ARDMORE	State	OK	Zip	734019777		

Complaint: C/STS C/STS MOPAR EXPRESS LANE INSPECTION

Cause:

Correction: REMOVED & REPLACED HCU, PERFORMED BRAKE BLEED THERE EXISTS NO VENTILATION IN THE CENTER

LOP Information is not available

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	5		No	

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

VIN	[REDACTED]	Model Year	2017	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DK. GARNET RED PEARL COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	J096720065	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	92,627
MDH	042714	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	998525
Dealer	60438	WARNER ROBINS CHRYSLER DODGE J					
Dealer Address	2817 WATSON BLVD						
Dealer City	WARNER ROBINS	State	GA	Zip	310938511		

Complaint: FUEL FILTER REPLACE MULTI POINT INSPECTION

Cause:

Correction: FUEL FILTER REPLACE MULTI POINT INSPECTION 5% MILITARY DISCOUNT MULTI POINT INSPECTION MISC. SHOP CHARGES

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	33,892
MDH	092922	Engine Built Date	[REDACTED]	Built Date	09/29/2018	Advisor	287 JEFFREY THOMAS M
Dealer	60531	CAROLINA CHRYSLER DODGE JEEP R					
Dealer Address	891 HIGHWAY 1 S						
Dealer City	LUGOFF	State	SC	Zip	290789436		

Complaint: (Replace synthetic engine oil and filter [REDACTED] (Rotate tires) (Multi-point inspection according to maintenance interval)

Cause:

Correction: Synthetic Oil & Filter Change 6.4L 14/18 ROTATED TIRES

LOP Information

LOP	LOP Description
[REDACTED]	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	OIL -0W40	7		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H81	RAM 2500 SLT MEGA CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	60,285
MDH	082121	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	287 JEFFREY THOMAS M
Dealer	60531	CAROLINA CHRYSLER DODGE JEEP R					
Dealer Address	891 HIGHWAY 1 S						
Dealer City	LUGOFF	State	SC	Zip	290789436		

Complaint: CUSTOMER REQUESTS TO REPLACE BITH BATTERIES (Battery Concern)

Cause:

Correction: Battery, r&r NEW 6.7L 14/18 Both

LOP Information

LOP	LOP Description
[REDACTED]	Air & Fuel system

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	BATTERY -STORAGE	2		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	[REDACTED]						
Engine	[REDACTED]					Serial #	[REDACTED]
Transmission	[REDACTED]					Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	64,429
MDH	122221	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	167 JOHNATHAN JOHNSO
Dealer	60713	CHRYSLER DODGE JEEP RAM FIAT F					
Dealer Address	541 MARY ESTHER CUT OFF NW						
Dealer City	FORT WALTON BEACH	State	FL	Zip	325484058		

Complaint: 27 POINT INSPECTION CUSTOMER STATES DIAGNOSIS VEHICLE TO BE COMPLETED AT CDJR FWB TRUCK FACILITY

Cause:

Correction: replaced abs hydraulic control unit. performed

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	FLUID -BRAKE	3		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	58,746
MDH	062205	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	NSB Nathan B
Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP DO					
Dealer Address	10515 EVERGREEN WAY						
Dealer City	EVERETT	State	WA	Zip	982043867		

Complaint: COMPLIMENTARY SAFETY CHECK- CHECK ENGINE LIGHT

Cause:

Correction:

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
[REDACTED]	Special Services ; Diagnostic LOP ; Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.
[REDACTED]	Transmission ; Cable Adjustment/Seal/Controls ; Solenoid / Sensor ; Solenoid pack - 545RFE/65RFE/66RFE/68RFE - Replace - (3 Highly Skilled)
[REDACTED]	Transmission ; Oil Pan/Related Repairs-Valve Body etc... ; Pan, Oil - Related Repairs

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SOLENOID -TRANSMISSION	1		No	
[REDACTED]	FLUID -AUTOMATIC TRANSMISSION ATF	10		No	
[REDACTED]	FILTERPKG-TRANSMISSION OIL	1		No	
[REDACTED]	4X4 FILTE-TRANSMISSION OIL	1		No	
[REDACTED]	SEALER -NONE	1		No	
[REDACTED]	FILTERPKG-TRANSMISSION OIL	1		No	[REDACTED]
[REDACTED]	4X4 FILTE-TRANSMISSION OIL	1		No	
[REDACTED]	SEALER -NONE	1		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	2018	Body	DJ2H91	RAM 2500 SLT CREW CAB 4X2	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE				Serial #	[REDACTED]
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	08/31/2023	Category	0	Mileage	29,337
MDH	110307	Engine Built Date	01/08/2019	Built Date	[REDACTED]	Advisor	764 BRITTANY HUGHES
Dealer	26764	BYERS CHRYSLER JEEP DODGE RAM					
Dealer Address	465 S HAMILTON RD						
Dealer City	COLUMBUS	State	OH	Zip	432132035		

Complaint: MOPAR EXPRESS LANE INSPECTION EXPRESS OIL CHANGE TIRE REPAIR

Cause:

Correction: PERFORMED FULL SYNTHETIC LUBE OIL AND FILTER REMOVED OBJECT AND REPAIRED TIRE WITH PATCH

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]		1		No	
[REDACTED]	OIL -5W20	7		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7X91	RAM 2500 POWER WAGON CREW CAB	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	08/30/2023	Narrative Date	[REDACTED]	Category	0	Mileage	26,958
MDH	120403	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	18246
Dealer	26769	HALL CHRYSLER DODGE JEEP RAM V					
Dealer Address	3152 VIRGINIA BEACH BLVD						
Dealer City	VIRGINIA BEACH	State	VA	Zip	234526922		

Complaint: Multipoint Inspection abs light on , brakes issue SOP IS HERE

Cause: F

Correction: Multipoint Inspection WORLD CLASS VEHICLE INSPECTION [REDACTED] PERFORMED DIAG TEST AND REPLACEDHCU AND PERFORMED BRAKE FLUSH TEST ANA REPLACE MISC

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE				Serial #	[REDACTED]
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	33,436
MDH	080804	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	337 STEWART; TYLER
Dealer	26813	COLONIAL SOUTH CHRYSLER DODGE					
Dealer Address	42 STATE RD						
Dealer City	DARTMOUTH	State	MA	Zip	027473320		

Complaint: PERFORM COURTESY MULTI-POINT INSPECTION CUSTOMER STATES ABS AND TRACTION CONTROL LIGHTS ARE ON, CHECK AND ADVISE.

Cause: VERIFIED CUSTOMER CONCERN, PULLED CODES [REDACTED] ABS PUMP MOTOR CONTROL GENERAL ELECTRIC FAILURE CHECKED POWER AND GROUND TO ABS MODULE/HCU AND VERIFIED POWER FOUND INTERNAL FAILURE IN ABS PUMP/HCU

Correction: REMOVED AND REPLACED ABS MODULE AND HYDRAULIC CONTROL UNIT. PERFORMED INITIALIZATION AND BLED SYSTEM. CLEARED CODES AND TEST DROVE VEHICLE.

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7X91	RAM 2500 POWER WAGON CREW CAB	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DK. GARNET RED PEARL COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	36,046
MDH	100618	Engine Built Date	[REDACTED]	Built Date	10/06/2018	Advisor	12473
Dealer	26836	PIERCE AUTO CENTER					
Dealer Address	30 GUN CLUB RD						
Dealer City	SAGLE	State	ID	Zip	838609345		

Complaint: CUSTOMER STATES, PLEASE PERFORM LUBE OIL AND FILTER, PREMIUM SYNTHETIC CUSTOMER REQUESTS 4 TIRE ROTATION PERFORM 4X4 SERVICE AS REQUESTED BYCUSTOMER. CUSTOMER STATES - PLEASE CHECK ANDREPLACE AIR FILTER/ CABIN FILTER ASNEEDED (THINKS THEY WERE DONE RECENTLY??) MULTI-POINT INSPECTION

Cause:

Correction: [REDACTED] CHANGED ENGINE OIL AND FILTER,CHECKED ALL FLUID LEVELS, TOPPED OFF ASREQUIRED, FILLED WASHER FLUID, NO CHARGE,CHECKED ALL BELTS AND HOSES, CHECKED AIRFILTER, CHECKED AND SET TIRE PRESSURES TOSPEC, NO CHARGE, CHECKED ANTIFREEZE GOOD TO-30F, CHECKED ALL LIGHTS, NO CHARGE.SYNTHETIC. RESET MINDER CUSTOMER STATES, PLEASE PERFORM LUBE OIL AND FILTER, PREMIUM SYNTHETIC [REDACTED] PERFORMED TIRE ROTATION AND SETALL TIRE PRESSURES TO SPEC CUSTOMER REQUESTS 4 TIRE ROTATION [REDACTED] SERVICED FLUIDS IN DIFFERENTIALSAND TRANSFER CASE - GREASE/LUBE FRONT DRIVESHAFT - INSPECT ALL DRIVE LINES/ AXLE SEALS/U-JOINTS PERFORM 4X4 SERVICE AS REQUESTED BY CUSTOMER. 36046 REPLACEMENTS NOT NEEDED. ENGINE ANDCABIN FILTERS CLEAN. NO WORK PERFORMED [REDACTED] PERFORMED MULTI-POINT INSPECTION.CHECK ALL LIGHTS. SET ALL TIRE PRESSURES TOSPEC. INSPECT AIR FILTERS. CHECK AND TOP OFFALL FLUIDS AS REQUIRED.----- TECH FINDS- MULTI-POINT INSPECTION

LOP Information

LOP	LOP Description
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; Reset Module Unit to Clear Active Concern/Issue
[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]	OIL -0W40	7		No	
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	LUBE -GEAR	6		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	LUBRICANT-TRANSFER CASE	2		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	

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

VIN	[REDACTED]	Model Year	2017	Body	D28H92	RAM 3500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	11,770
MDH	071417	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	257
Dealer	26914	SAN DIEGO CHRYSLER DODGE JEEP					
Dealer Address	777 CAMINO DEL RIO SOUTH						
Dealer City	SAN DIEGO	State	CA	Zip	921083513		

Complaint: Multi-point inspection (according to maintenance interval) Check Tire Pressure Brake Systems Concern [CUSTOMER STATES WARNING LAMPS ARE ON AT DASH FOR BRAKE SYSTEM AND ABS. SOP ABS PUMP HERE.] PERFORM COMPLETE BRAKE FLUID EXCHANGE. DEALER RECOMMENDED MAINTENANCE BASED ON TIME, MILEAGE OR VISUAL INSPECTION. [REDACTED] REPLACE CABIN AIR FILTER. INCLUDES FRIGI FRESH SANITIZING SERVICE [REDACTED]

Cause: [REDACTED]-ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE, previously diag, customer returning for repairs maintenance dirty

Correction: INSPECT VEHICLE, TOPPED OFF FLUIDS, EVALUATED FOR LEAKS Multi-point inspection (according to maintenance interval) PERFORM MULTI POINT INSPECTION. CHECK TIRE CONDITION AND DOT, BRAKE CONDITION, SUSPENSION CONDITION, CHECK ENGINE-BAY FLUID LEVELS, INSPECT FOR SIGNS OF LEAKS SET TIRE PRESSURES TO MANUFACTURER SPECIFICATIONS OF 80 and 65psi Check Tire Pressure PER CALIFORNIA TIRE PRESSURE REGULATION, INSPECT ALL TIRES FOR AIR PRESSURE AND SET TO MANUFACTURER SPECIFICATIONS [REDACTED]-ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE, previously diag, customer returning for repairs removed driver inner fender liner and r&r abs hydraulic control unit, test drove and verified repair Brake Systems Concern [CUSTOMER STATES WARNING LAMPS ARE ON AT DASH FOR BRAKE SYSTEM AND ABS. SOP ABS PUMP HERE.] ADJUST PARKING BRAKE maintenance performed brake fluid flush, dot 4 PERFORM COMPLETE BRAKE FLUID EXCHANGE. DEALER RECOMMENDED MAINTENANCE BASED ON TIME, MILEAGE OR VISUAL INSPECTION. [REDACTED] PERFORM COMPLETE BRAKE FLUID EXCHANGE. DEALER RECOMMENDED MAINTENANCE BASED ON TIME, MILEAGE OR VISUAL INSPECTION. [REDACTED] dirty REMOVED GLOVE BOX ASSEMBLY, REMOVED AIR CONDITIONING BLOWER MOTOR COVER, REMOVED IN-CABIN A/C FILTER, CLEANED OUT AIR BOX FROM MANY OUTSIDE DEBRIS, INSTALLED NEW CABIN FILTER AND RE-INSTALLED BLOWER MOTOR COVER AND ENTIRE GLOVE BOX ASSEMBLY. REPLACE CABIN AIR FILTER. INCLUDES FRIGI FRESH SANITIZING SERVICE [REDACTED]

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	ARGENTO (SILVER)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	39,409
MDH	112301	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	11551
Dealer	27212	Ron Carter Chrysler Dodge Jeep					
Dealer Address	3005 FM 528 RD						
Dealer City	ALVIN	State	TX	Zip	775118837		

Complaint: CS ABS AND TRACTION LIGHTS ARE ON, ORDER HCU, GOODWILL PERFORM COMPLIMENTARY MULTI-POINT VISUAL VEHICLE INSPECTION & REPORT FINDINGS. RECORD BRAKE PAD THICKNESS IF TIRES ARE REMOVED FOR OTHER SERVICES. CS AIRBAG INSTALLED INCORRECTLY, SEE HISTORY

Cause:

Correction: [REDACTED] verified the customer concern, and found that the vehicle had code [REDACTED] active in the ABS. i then checked the abs fuses in the PDC, and found that the fuses were not blown and were able to carry current. i then load tested circuits [REDACTED] and found all circuits were functioning correctly and able to carry current. i then proceeded to replace the HCU according to service information and performed a brake bleed, and abs bleed. i then test drove the vehicle and verified the abs and traction control light did not illuminate and code [REDACTED] was no longer active. i then returned the vehicle to the customer after verifying the repair. Brake anti-lock HCU WARRANTY GOODWILL PERFORM COMPLIMENTARY MULTI-POINT VISUAL VEHICLE INSPECTION & REPORT FINDINGS. RECORD BRAKE PAD THICKNESS IF TIRES ARE REMOVED FOR OTHER SERVICES. PERFORM MULTI POINT INSPECTION [REDACTED] waiting on parts 0 parts have been ordered for the vehicle and will be let known when to return for repairs. SPECIAL ORDERED PART

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill 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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	2		No	
[REDACTED]	FLUID -BRAKE	2		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	2018	Body	D28L62	RAM 3500 ST REG CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	65,952
MDH	082012	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	1414 Dan Thomas
Dealer	41600	EXTREME DODGE CHRYSLER JEEP					
Dealer Address	2300 SEYMOUR RD						
Dealer City	JACKSON	State	MI	Zip	492018877		

Complaint: Brake Systems Concern

Cause:

Correction: 33 POINT VEHICLE INSPECTION

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7R81	RAM 2500 LONGHORN MEGA CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	53,359
MDH	111110	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	97702
Dealer	[REDACTED]	EAST CAROLINA CHRYSLER DODGE J					
Dealer Address	3401 SOUTH MEMORIAL DRIVE						
Dealer City	GREENVILLE	State	NC	Zip	278346732		

Complaint: REPAIR PER ESTIMATE

Cause: REPAIR BODY AND PAINT PER ESTIMATE

Correction: REPAIR PER ESTIMATE PAINT/BLEND/CLEAR COAT DAMAGED AREAS PAINT AND MATERIALS REPAIR PER ESTIMATE PAINT/BLEND/CLEAR COAT DAMAGED AREAS MISC. SHOP CHARGES

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	HOOD -NONE	1		No	

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

VIN	[REDACTED]	Model Year	2017	Body	D28L91	RAM 3500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PGW	TIMBERLINE GREEN PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	21,950
MDH	101502	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	8017
Dealer	44254	BOB CALDWELL CHRYSLER JEEP DOD					
Dealer Address	1888 MORSE RD						
Dealer City	COLUMBUS	State	OH	Zip	432296604		

Complaint: Electrical/Non PCM Flashes Concern [CHECK ENGINE LIGHT ON AGAIN SEE HISTORY CUSTOMER WOULD LIKE THROTTLE BODY ASSEMBLY REPLACED AND RELEARNED IF POSSIBLE. LET ME KNOW ON LABOR. QUOTED 1 HOUR.] FREE 16 POINT INSPECTION

Cause: CUSTOMER STATES PERFORM FREE MULTI POINT INSPECTION

Correction: [REDACTED] customer wanted throttle body replaced , removed engine cover and air intake tube and removed throttle body , installed new throttle body and reinstalled parts , programmed throttle body and testdrove and checked good . WORK COMPLETED FREE 16 POINT INSPECTION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	T/BODY -NONE	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	44,324
MDH	080916	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	902060
Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP					
Dealer Address	1201 EXCHANGE						
Dealer City	CONWAY	State	AR	Zip	720327812		

Complaint: [REDACTED] - General Diagnosis [Customer States the abs and traction lights are on SOP] Multi-point inspection (according to maintenance interval) Declined Services

Cause: code [REDACTED] abs pumpmotor general electric failur

Correction: [REDACTED] verified customer concern, scanned vehicle and found to have code [REDACTED] abs pumpmotor general electric failure, inspected for updates, inspected abs harness and connector, found HCU to have internal fault, removed and replaced HCU, manually and abs bleed brakes, cleared codes and test drove vehicle, found customer complaint to be fixed [REDACTED] - General Diagnosis General Diagnosis Multi-point inspection (according to maintenance interval) Perform Courtesy Vehicle Check (FORM) Declined Services DECLINED SERVICES

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill Authorization
[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
[REDACTED]	Suspension & Front Axle ; Wheel alignment

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	CONVERTER-CATALYTIC	0		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	GASKET -EXHAUST PIPE	0		No	
[REDACTED]	FLUID -BRAKE	1		No	
[REDACTED]	FLUID -BRAKE	1		No	[REDACTED]

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	68,555
MDH	092600	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	560 ARIEL STRICKLAND
Dealer	45281	RAINBOW CHRYSLER DODGE JEEP OF					
Dealer Address	1900 DELAWARE AVE						
Dealer City	MCCOMB	State	MS	Zip	396483628		

Complaint: EXPRESS LANE LUBE OIL AND FILTER MOPAR EXPRESS LANE INSPECTION ROTATE TIRES

Cause:

Correction:

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	ARGENTO (SILVER)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	30,647
MDH	100100	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	02 TAYLOR SMITH
Dealer	45577	JEFF WILSON CDJRF					
Dealer Address	109 US-51						
Dealer City	Brookhaven	State	MS	Zip	39601		

Complaint: CHECK ABS LIGHT ON [REDACTED] RANDALL-)

Cause:

Correction:

LOP Information

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

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P81	RAM 2500 LARAMIE MEGA CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PRV	DK. GARNET RED PEARL COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	134,194
MDH	063011	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	6018
Dealer	45747	RYAN CHRYSLER DODGE JEEP RAM O					
Dealer Address	3593 CHELSEA RD. WEST						
Dealer City	MONTICELLO	State	MN	Zip	553623400		

Complaint: CUSTOMER STATES THE ABS AND TRAC LIGHT IS ON AN THERE IS A CONSTANT DINGING COMING FROM VEHICLE - PLEASE CHECK AND ADVISE MULTI POINT VEHICLE INSPECTION REAR DIFFERENTIAL SERVICE, REPLACE FLUID TRANSFER CASE SERVICE DRAIN AND REFILL

Cause:

Correction: [REDACTED] FOR AN INTERNAL FAULTIN THE ABS HCU. PART ORDERED TESTED CHECEKD AND INSPECTED. NEED HYDRAULICCONTROL UNIT. PART ORDERED BRAKE SYSTEM REPAIR MULTI POINT VEHICLE INSPECTION 134194 DRAIN AND FILL THE REARDIFFERENTIAL REAR DIFFERENTIAL SERVICE, REPLACE FLUID 134194 DRAIN AND FILL THE TRANSFER CASEFLUID TRANSFER CASE SERVICE DRAIN AND REFILL ENVIROMENTAL WASTE DISPOSAL

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	LUBRICANT-GEAR	3		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	0		No	
[REDACTED]	LUBRICANT-TRANSFER CASE	2		No	
[REDACTED]	LUBRICANT-AXLE	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD 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	0
MDH	122614	Engine Built Date	[REDACTED]	Built Date	12/26/2018	Advisor	9191 PHILIP JOHN WRI
Dealer	60334	CHAMPION CHRYSLER JEEP DODGE					
Dealer Address	6525 W SAGINAW HWY						
Dealer City	LANSING	State	MI	Zip	489171109		

Complaint: Customer States that there is a message in cluster SERVICE A NTLIOCK BRAKE SYSTEM and ABS warning icon is on This happens mainly when hitting bumps MAXCARE WARRANTY - 100 DEDUCTIBLE CHECK FOR COVERAGE (IndicatorWarning Lights Concern) (Multi-point inspection according to maintenance interval) YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTRACT

Cause: [REDACTED] STORED IN HISTORY ABS MOTOR CONTROL GENERAL ELECTRIC FAILURE THIS CAN BE CAUSED BY AN ISSUE WITH ANY OF THE GROUNDS, POWER SUPPLY OR CAN WIRING TO ABS PUMP AND MODULE CUTOMER CONTRACT

Correction: CODE SET ONCE 273 MILES AGO AND ONCE 51 MILES AGO AND ONLY LASTED FOR 36 SECONDS. ACCORDING TO CHRYSLER FLOW CHART FOR THIS CODE THE CODE MUST BE ACTIVE TO BE ABLE TO DIAG THE FAULT. TORQUED ABS GROUND NUT, CHECKED AND CLEANED CONNECTOR AT ABS MODULE. IF AND WHEN ABS LIGHT COMES ON AND REMAINS ON RETURN FOR DIAG. COMPLETED MOPAR VEHICLE INSPECTION AUTORIZATION TO TEXT

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	2017	Body	D28P81	RAM 3500 LARAMIE MEGA CAB 4X4	
Built Date	05/04/2017	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	90,171
MDH	050401	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	526 Lee Cunningham
Dealer	60627	AUBURN CHRYSLER, DODGE, JEEP,					
Dealer Address	2925 AUBURN WAY N						
Dealer City	AUBURN	State	WA	Zip	980022468		

Complaint: BRAKES DRIVEABILITY COURTESY VEHICLE INSPECTION. 24 POINT INSPECTION TELL US MORE

Cause:

Correction: found active code [REDACTED] ABS Pump Motor found that customer put stop leak before that

LOP Information is not available

Part Information is not available

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H62	RAM 2500 SLT REG CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	81,125
MDH	100304	Engine Built Date	[REDACTED]	Built Date	10/03/2017	Advisor	135 JOHN S COSLETT
Dealer	60743	Marc C.D.J.R., LLC					
Dealer Address	1754 MAIN STREET						
Dealer City	SANFORD	State	ME	Zip	040732457		

Complaint: ABS LIGHT IS ON, SOP MODULE PERFORM COURTESY MULTI POINT INSPECTION

Cause: VERIFIED CONCERN, REPLACED HYDRAULIC PUMP PER LAST SERVICE VISIT, CLEARED CODES , ROAD TESTED CODE CLEARED FOR HCU, CODE FOR ELECTRONIC ABS MODULE CAME BACK, PART WAS JUST REPLACED LAST MAY AT 76K PART FAILED, REORDERED, PART IS ON BACK ORDER, THERE WILL BE NOCHARGE FOR PART OR LABRO TO INSTALL WHEN IT COMES IN

Correction: PERFORMED INSPECTION AND REPORT

LOP Information is not available

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	

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

VIN	[REDACTED]	Model Year	2018	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PGZ	BLACK FORREST GREEN PEARL COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	41,524
MDH	073116	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	625 BEARDEN,CHARLES
Dealer	60777	Farris Jeep Ram Chrysler Dodge					
Dealer Address	910 W MORRIS BLVD						
Dealer City	MORRISTOWN	State	TN	Zip	378132025		

Complaint: Customer states that the check engine light is on RENTAL VEHICLE.

Cause: check engine light on for code [REDACTED] catalyst efficiency below threshold

Correction: USING SERVICE MANUAL DIAG TREE COMPLETED STEPS 1-6, STEP 7 FOUND DEF INJECTOR TO BE MALFUNCTIONING, REPLACED INJECTOR ACCORDING TO STANDARD PROCEDURES. CLEARED CODES TEST DROVE FOR 21 MILES, NO CODES RETURNED. RETURNED TO CUSTOMER AND LIGHT CAME BACK ON IN ANOTHER 50 MILES. FOLLOWED SERVICE MANUAL DIAG TREE AND FOUND DEF PUMP NOT PUMPING PROPER AMOUNT, REPLACED DEF PUMP. CLEARED CODES HAD SERVICE MANAGER DRIVE FOR EXTENDED TEST DRIVE LIGHT CAME BACK ON. CONTACTED STAR FOR ASSISTANCE, STAR CASE [REDACTED] PLEASE SEE ATTACHED CASE FOR FURTHER DETAIL ON TROUBLESHOOTING. STAR RECOMMENDS RETURN TO CUSTOMER FOR EXTENDED DRIVE. RENTAL VEHICLE SEE MISC CHARGES

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
[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 ; 6.7L Diesel
[REDACTED]	Emission System ; Emission NOX / Particulate Sensors ; Sensor, Nitrogen oxide ; 6.7 liter diesel - Downstream

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SENSOR -NITROUS OXIDE	1		No	[REDACTED]
[REDACTED]	O RING -UREA MODULE	1		No	[REDACTED]
[REDACTED]	PUMP -UREA PUMP LEVEL UNIT	1		No	
[REDACTED]	FLUID -DIESEL EXHAUST	4		No	

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

VIN	[REDACTED]	Model Year	2018	Body	D28P91	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	50,173
MDH	101104	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	64
Dealer	60853	Champion Chrysler Jeep Dodge R					
Dealer Address	9827 E GRAND RIVER AVE						
Dealer City	BRIGHTON	State	MI	Zip	481161908		

Complaint: YOU CONSENT TO RECEIVING UPDATES AND STATUS VIA TEXT MESSAGING TO YOU CELL. IF YOU DO NOT AGREE, PLEASE PROVIDE A LAND LINE TO CONTACT YOU. YOU MAY OPT OUT AT ANYTIME. Multi-point inspection (according to maintenance interval) Anti-Lock Brake Light [CUSTOMER STATES ABS WARNING LIGHT IS ON AND FLASHING]

Cause:

Correction: YOU CONSENT TO RECEIVING UPDATES AND STATUS VIA TEXT MESSAGING TO YOU CELL. IF YOU DO NOT AGREE, PLEASE PROVIDE A LAND LINE TO CONTACT YOU. YOU MAY OPT OUT AT ANY TIME. YOU CONSENT TO RECEIVING UPDATES AND STATUS VIA TEXT MESSAGING TO YOU CELL. IF YOU DO NOT AGREE, PLEASE PROVIDE A LAND LINE TO CONTACT YOU. YOU MAY OPT OUT AT ANY TIME. Multi-point inspection (according to maintenance interval) 16 PT INSPECTION 50173 VERIFIED CUSTOMER CONCERN. SCANNED FOR CODES. FOUND [REDACTED]. TESTED WIRING AT ABS MODULE. TESTED GOOD. TRACED TO INTERNAL FAILURE OF THE ABS PUMP. PART PRE-PAID ORDERED. CUSTOMER TO RETURN WHEN PART ARRIVES Anti-Lock Brake Light ELECTRICAL MISC

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SENSOR -ANTI LOCK BRAKES	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	31,560
MDH	020720	Engine Built Date	[REDACTED]	Built Date	02/07/2018	Advisor	39 ISAAC CRUM
Dealer	65631	MANAHAWKIN CHRYSLER DODGE JEEP					
Dealer Address	500 ROUTE 72						
Dealer City	MANAHAWKIN	State	NJ	Zip	080502820		

Complaint: MULTI POINT VEHICLE INSPECTION CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON.

Cause: CEL ILLUMINATED ON VEHICLE DUE TO DEF SYSTEM

Correction: [REDACTED] - DIAGNOSTIC TIME; [REDACTED] - 6.7 liter diesel Tank (DEF); [REDACTED] - Tank 6.7 liter diesel Seal; [REDACTED] - Injector Assembly 6.7 liter diesel engine; [REDACTED] - Line, Pump to Injector 6.7 liter diesel

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; EMEA Tool Management ; Consumer Goodwill ; Consumer Goodwill Only
[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 ; Injector Assembly ; 6.7 liter diesel engine
[REDACTED]	Emission System ; Diesel Exhaust Fluid System ; Pump, Unit ; 6.7L Diesel
[REDACTED]	Emission System ; Diesel Exhaust Fluid System ; Line, Pump to Injector ; 6.7 liter diesel
[REDACTED]	Emission System ; Diesel Exhaust Fluid System ; Tank ; 6.7 liter diesel - Seal
[REDACTED]	Emission System ; Diesel Exhaust Fluid System ; Tank ; 6.7 liter diesel - Tank (DEF)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	O RING -UREA MODULE	1		No	
[REDACTED]	TUBE -DIESEL EXHAUST FLUID	1		No	
[REDACTED]	PUMP -UREA PUMP LEVEL UNIT	2		No	
[REDACTED]	PUMP -UREA PUMP LEVEL UNIT	1		No	
[REDACTED]	FLUID -DIESEL EXHAUST	1		No	
[REDACTED]	TANK -DIESEL EXHAUST FLUID	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7P81	RAM 2500 LARAMIE MEGA CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	35,300
MDH	112708	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	3921
Dealer	66479	Bergey's Chrysler Jeep Dodge					
Dealer Address	408 HARLEYSVILLE PIKE						
Dealer City	SOUDERTON	State	PA	Zip	189642141		

Complaint: MISCELLANEOUS CONCERN; ABS LIGHT ON-SOP ABS PUMP

Cause:

Correction: [REDACTED] replaced abs pump witch did not comewith controller, cleared codes MISCELLANEOUS CONCERN

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2017	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	40,063
MDH	062807	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	466 DEMICK ADAOAG
Dealer	06018	KAMAAINA MOTORS					
Dealer Address	400 EAST KAWILI STREET						
Dealer City	HILO	State	HI	Zip	967205045		

Complaint: ***CUSTOMER PROMISED TIME*** DIAGNOSTIC PERFORM RECOMMENDED REPAIR NO OUTSTANDING RECALLS OR RRT MILEAGE RECORD SHUTTLE SERVICE REQUESTED FACTORY MULTI POINT INSPECTION MEMO PERFORM RECOMMENDED REPAIR

Cause:

Correction: [REDACTED] - DIAGNOSTIC ALLOWANCE [REDACTED] - COIL, EVAPORATOR-Replace (A); [REDACTED] - MOTOR, BLOWER - TEST & REPLACE; [REDACTED] - AIR CONDITIONING SYSTEM-Test, recovery and recharg [REDACTED] - e (B) replaced s- belt- put old belt on pass side floor

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 ; Heater Core/Evaporator/Housing/Duct/Outlet/Actuator ; Coil, evaporator ; Front unit
[REDACTED]	Air Conditioning & Heater ; Blower Motor/Actuator/Condenser Fan ; Motor, front blower ; Air conditioning equipped-Front
[REDACTED]	Air Conditioning & Heater ; A/C System Charge ; A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system.

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
WARRANTY		1		No	
[REDACTED]	LUBRICANT-A C COMPRESSOR	1		No	
[REDACTED]	REFRIGANT-R134A	2		No	
[REDACTED]	EVAPORATR-AIR CONDITIONING	1		No	
[REDACTED]	SEAL -SLIM LINE	1		No	
[REDACTED]	MOTOR -BLOWER WITH WHEEL	1		No	
[REDACTED]	SEAL KIT -A C AND HEATER UNIT	1		No	
[REDACTED]	SEAL -A C LINE	1		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	132,600
MDH	092917	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	09 AARON BRESSLER
Dealer	26902	HUTCH CHRYSLER DODGE JEEP RAM					
Dealer Address	1082 THIRD STREET						
Dealer City	PAINTSVILLE	State	KY	Zip	412401812		

Complaint: CUSTOMER REQUESTED A COOLANT FLUSH PERFORMED COOLANT FLUSH -FOUND THAT COOLANT RESERVOIR WAS TOO CONTAMINATED TO BE REUSED INSTALLED RESERVOIR FINISHED COOLANT FLUSH VERIFIED REPAIR (35- JEFF-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	BOTTLE -COOLANT RECOVERY	1		No	
[REDACTED]	ANTIFREEZ-COOLANT	3		No	
[REDACTED]	CLEANER -COOLING SYSTEM	2		No	

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4
Built Date	[REDACTED]	Market	U	US	Plant	8475 SALTILLO TRUCK ASSEMBLY PLANT
Color	P62	OMAHA ORANGE				
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	33,942
MDH	032413	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	197 MALDONADO,LUIS
Dealer	27037	Thornton Chrysler Dodge Jeep R					
Dealer Address	2980 CAPE HORN RD						
Dealer City	RED LION	State	PA	Zip	173569067		

Complaint: Stabilatrac light comes on, Code [REDACTED] Tested wiring and found no fault, Replaced drive train control module. All was fine. Customer drove 11 miles and light came back on. Same issue replaced module multiple times. Each time fine for a short time 20-30 MOPAR 23-POINT INSPECTION General Concern 1 (Starting at 140.00) Tpms light on please check and advise Customer states dtcm is not communicating. Customer states dtcm is not communicating. (2nd time)

Cause: pulled in and the traction control light is on, scanned the controllers and the DTCM is of line, the PCM, ABS, and IPC all has code [REDACTED] - Lost Communication With Transfer Case Control Module / AWD pulled back the pass carpet to get to the DTCM, I verified the A194 RD FUSED B(+), F946 PK/GN FUSED IGNITION RUN/START CONTROL OUTPUT, and [REDACTED] GROUND all good checked the voltages on the [REDACTED] CAN C (-) and [REDACTED] WH CAN C (+) I have 210 and 260 volts the communication voltages are normal I unplugged and plugged the DTCM and it is still off line We have to replace the DTCM to get it back on line and then check the operation of the transfercase motor and the front axle disscconnect and see if they are working of if on of them may be taking the controller out I put it into the air and inspected both and the wiring looks ok I pulled back inside and sent off a request for star, Case [REDACTED] submitted successfully after replacing the controller I went through and checked the voltages and grounds and seam ok road tested and it is still on line with the loads unplugged (straight time) road tested after replacing the shift motor, still on line after I drove it for about 18 miles and put it into and out of 4x4 several differnt times and still ok inspected the left rear tire and found the valve stem is leaking and needs replaced inspected dtcm and it is offline can not connect to dtcm power and ground to module is good nothing coming out of module module is shorted and needs repalced DTCM shorted out

Correction: made a ground wire and

LOP Information

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

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7X91	RAM 2500 POWER WAGON CREW CAB	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PTA		MOCHA LATTE				
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	37,023
MDH	110811	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	911
Dealer	27243	LAKESHORE CDJR OF KENNER, LLC					
Dealer Address	2223 W ESPLANADE AVE						
Dealer City	KENNER	State	LA	Zip	700653727		

Complaint: General Concern #1 [Replacing abs]

Cause:

Correction: [REDACTED] INSPECTED AND VERIFIED CUSTOMER CONCERN. SCAN TESTED AND FOUND CODE [REDACTED] PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE THAT WOULD GO ACTIVE AS THE VEHICLE WAS DRIVEN. AS PER SERVICE INFO REPLACED THE ABS PUMP AND BLED THE SYSTEM. ROAD TESTED VEHICLE AND FOUND THE CODE RETURNED AT THIS TIME. REPLACED THE ABS MODULE AND INITIALIZED ABS MODULE. ROAD TESTED A SECOND TIME AND FOUND NO FURTHER ISSUES AT THIS TIME. General Concern #1 Manager Override GENERAL MAINTENANCE MISC. SHOP CHARGES

LOP Information is not available

Part(s) Information

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

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

VIN	[REDACTED]	Model Year	2018	Body	DJ7H92	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	29,392
MDH	122719	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	493
Dealer	41080	CARL BURGER DODGE CHRYSLER JEE					
Dealer Address	8355 HERCULES ST						
Dealer City	LA MESA	State	CA	Zip	919422921		

Complaint: Brake Systems Concern [Customer States service electronic brake warning comes on. Customer was told it is the HCU and already has part. Please check and advise.] INSPECT AND ADJUST TIRE PRESSURE TO DOOR PLACARD, IN ADDITION COMPLETION OF THIS ASSURES THAT THE REPAIRS AND SERVICES PERFORMED HAVE BEEN INSPECTED BY A QUALIFIED TECHNICIAN AND SUCCESSFULLY COMPLETED. PERFORM VISUAL VEHICLE INSPECTION PER CHECK SHEET, INSPECT AND ADVISE FLUID CONDITION AND LEVELS //

Cause:

Correction: [REDACTED] COMPLAINT VERIFIED, MODULE SCAN FOUND ABS [REDACTED] ABS Pump Motor Control-General Electrical Failure Stored PER SERVICE PROCEDURES, REC REPLACE THE HCU AND RE TEST REPLACED THE HCU, BLEED BRAKE SYSTEM, CLEARED DTCS, ROAD TESTED AND VERIFIED REPAIR R&R HCU INSPECT BRAKES [REDACTED] SET ALL TIRE PRESSURES TO THE DOOR PLACARD. INSPECT AND ADJUST TIRE PRESSURE TO DOOR PLACARD, IN ADDITION COMPLETION OF THIS ASSURES THAT THE REPAIRS AND SERVICES PERFORMED HAVE BEEN INSPECTED BY A QUALIFIED TECHNICIAN AND SUCCESSFULLY COMPLETED. INSPECT AND ADJUST TIRE PRESSURE TO DOOR PLACARD, IN ADDITION COMPLETION OF THIS ASSURES THAT THE REPAIRS AND SERVICES PERFORMED HAVE BEEN INSPECTED BY A QUALIFIED TECHNICIAN AND SUCCESSFULLY COMPLETED. PERFORM VISUAL VEHICLE INSPECTION PER CHECK SHEET, INSPECT AND ADVISE FLUID CONDITION AND LEVELS PERFORM VISUAL VEHICLE INSPECTION PER CHECK SHEET, INSPECT AND ADVISE FLUID CONDITION AND LEVELS

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #57630 For VIN: [REDACTED]

VIN	3C6UR5DJ4JG357743	Model Year	2018	Body	[REDACTED]	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	23,637
MDH	112213	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	8832
Dealer	42905	HARR CHRYSLER JEEP DODGE RAM					
Dealer Address	112 GOLD STAR BLVD						
Dealer City	WORCESTER	State	MA	Zip	016062871		

Complaint: REF RO 57090, ABS AND TRAC WARNING LIGHTS COMING ON INTERMITTENTLY. FOUND AT LAST VISIT TO BE DUE TO FAULTY ABS MODULE. INSTALL SOR, MAXCARE *Perform 23-Point Inspection**Test Battery**Perform Alignment check**send Tru-Video*

Cause: INTERNAL FAILURE

Correction: [REDACTED] VERIFIED THE ABS LIGHT IS ON --INSTALLED SCAN TOOL -- NOTED CODE [REDACTED] PUMP MOTOR CONTROL GENERAL ELECTRICFAILURE -- TESTED ALL POWERS AND GROUNDS ATTHE ABS MODULE -- NO OPENS OR SHORTS DETECTED-- REMOVED INTEGRATED HYDRAULIC CONTROL UNITFROM THE VEHICLE -- SEPARATED ELECTRONICCONTROL MODULE FROM ABS PUMP AND BOLTER TONEW HCU -- ASSEMBLED AND INSTALLED UNIT --PERFORMED BASE BRAKE SYSTEM BLEED --PERFORMED ABS CALIBRATION AND ABS BLEED --CLEARED ALL CODES AND ROAD TESTED VEHICLE --OPERATES NORMALLY AT THIS TIME--***NOTE:DEDUCTIBLE WAS PAID ON PREVIOUS RO WHENINITIALLY LOOKED AT FOR ABS CONCERN*** Control unit, Brake anti-lock hydraulic (HCU-ICU) - Replace All others (3 - Highly Skilled) OPERATION DIAGNOSIS HYDRAULIC CONTROL UNIT, ANTI-LOCK-Test and replace(A) OPERATION DIAGNOSIS *Perform 23-Point Inspection**Test Battery**Perform Alignment check**send Tru-Video*

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]	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 #307858 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	DJ7H81	RAM 2500 SLT MEGA CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	9	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	72,025
MDH	092010	Engine Built Date	[REDACTED]	Built Date	09/20/2018	Advisor	7008 PAMELA C ARNETT
Dealer	44754	A J DOHMANN CDJR LLC					
Dealer Address	802 ROBINSON DR						
Dealer City	BERWICK	State	LA	Zip	703423070		

Complaint: CUSTOMER STATES SERVICE ANTI LOCK BRAKES COMES ON AT OFF NOT E ABS MODULE WAS REPLACED [REDACTED] (IndicatorWarning Light s Concern)

Cause: DTC C0020 GENERAL ELECTRICAL FAILURE IN HCU

Correction: REPLACED HCU. ADDED BRAKE FLUID. TEST DROVE. OK.

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill 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]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	FLUID -BRAKE	1		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	1		No	[REDACTED]

Repair Order Detailed Report #305614 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	61,460
MDH	060211	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	HE7 Olivia Torres
Dealer	45756	STANLEY CDJR - GILMER					
Dealer Address	523 US HIGHWAY 271 S						
Dealer City	GILMER	State	TX	Zip	756447691		

Complaint: C/S THAT THE ABS LIGHT COMES ON DASH DISPLAY MULTI-POINT INSPECTION

Cause:

Correction:

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Goodwill Administration ; Goodwill Authorization ; Goodwill 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-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]	FLUID -BRAKE	3		No	
[REDACTED]	FLUID -BRAKE	3		No	[REDACTED]

Repair Order Detailed Report #168389 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	[REDACTED]	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	08/28/2018	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	9	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	35,015
MDH	082820	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	7447 WILLIAM ROBERT
Dealer	60369	SAFFORD CHRYSLER JEEP DODGE OF					
Dealer Address	7308 CEDAR RUN DR						
Dealer City	WARRENTON	State	VA	Zip	201872212		

Complaint: TRIM AT BOTTOM OF WINDOW POPPING UP RECENTLY REPLACED (Body Systems Trim Concern Non-Electrical) WHEN CONNECTED TO A TRAILER TRILER LIGHT WORK BUT TRAILER BRAKES DONT (Electrical Concern) SERVICE TRANSMISSION LIGHT COMES ON (Automatic Transmission Concern) SERVICE DPF LIGHT COMES ON (Engine Performance Concern Diese I) CUSTOMER STATES ABS LIGHT IS ON GPS WILL LOCK OUT CUSTOMER WHEN IN SCREEN AND GSP KEEPS THROWING SOFTWARE CODES CUSTOMER APPRECIATION SERVICE WASH

Cause: POOR FITMENT OF SEAL FOUND BLOWN FUSE INTERNAL FAILURE OF ABS MODULE SYSTEM SOFTWARE NEEDED UPDATED

Correction: REPLACED DRIVER AND PASSENGER SIDE LOWER WINDOW TRIM REPLACED TRAILER CONNECTOR FUSE NO LIGHTS WERE ON AND HAD NO CODES STORED IN SYSTEM. CUSTOMER ADVISED TO MONITOR AND CALL IF CONDITION RETURNS NO ACTIVE CODES STORED IN SYSTEM AND NO DPF MESSAGE DISPLAYED WHILE IN FOR SERVICE CUSTOMER ADVISED TO CALL IF CONDITION RETURNS REPLACED ABS MODULE AND CONTROLLER UPDATED SOFTWARE

LOP Information

LOP	LOP Description
[REDACTED]	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
[REDACTED]	Special Services ; Loaner ; Loaner Car ; Loaner Car
[REDACTED]	Body ; Sealing - Weatherstrip/Watershield/Carrier Plate/Welt ; Weatherstrip, door window belt outer ; Outer-Right or left-Front
[REDACTED]	Body ; Sealing - Weatherstrip/Watershield/Carrier Plate/Welt ; Weatherstrip, door window belt outer ; Outer-Right or left-Front
[REDACTED]	Software Flash ; Software Flash ; FOTA Backup Flash - Radio ; Radio, Check Software Level and Perform Software Update (ONE STEP) QR40.1 s/w
[REDACTED]	Electrical System ; Modules ; Module, anti-lock brake control ; 6.7L 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]
[REDACTED]	FUSE -J CASE	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	W/STRIP -FRONT DOOR BELT OUTER	1		No	[REDACTED]
[REDACTED]	W/STRIP -FRONT DOOR BELT OUTER	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	1		No	[REDACTED]
[REDACTED]	MODULE -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	[REDACTED]
[REDACTED]	W/STRIP -FRONT DOOR BELT OUTER	1		No	[REDACTED]
[REDACTED]	W/STRIP -FRONT DOOR BELT OUTER	1		No	[REDACTED]
[REDACTED]	FLUID -BRAKE	1		No	[REDACTED]

Repair Order Detailed Report #40329916 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	DJ7L92	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PS2	ARGENTO (SILVER)					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE				Serial #	[REDACTED]
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	72,996
MDH	120101	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	997956 Jason Floyd
Dealer	60483	Crown Chrysler Dodge Jeep Ram					
Dealer Address	2120 CHAPMAN RD						
Dealer City	CHATTANOOGA	State	TN	Zip	374211689		

Complaint: GENERAL CONCERN PERFORM COMPLIMENTARY CROWN MULTI POINT INSPECTION.

Cause:

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #2041863 For VIN: 3C6UR5DL5JG162364

VIN		Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
Built Date		Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #		
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #		

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Category	0	Mileage	60,219
MDH	101309	Engine Built Date		Built Date		Advisor	10327
Dealer	60851	Southern Chrysler Dodge Jeep R					
Dealer Address	1414 S MILITARY HWY						
Dealer City	CHESAPEAKE	State	VA	Zip	233202604		

Complaint: CUST STATES SERVICE ABS LIGHT IS BACK ON CUST STATES AFTER WE REPLACED THE DRAG LINK NOW THE STEERING IS MORE OFF IN THE OTHER DIRECTION HURTZ WE HAVE PERFORMED A COMPLETE CHECK OF YOUR VEHICLE WHILE IN FOR SERVICE TODAY. PLEASE SEE YOUR ADVISOR FOR ANY SAFETY CONCERNS OR FUTURE RECOMMENDATIONS FOR MAINTENANCE ON YOUR VEHICLE PER MIKE O

Cause: YAW DEGREE OUT / STEERING ANGLE SENSOR READING ABNORMAL WHEEL ALIGNMENT OFF/NOT CORRECT SETTING CTP RENTAL PROVIDED

Correction: YAW DEGREE OUT / STEERING ANGLE SENSOR READING ABNORMAL . 100 DIAG. AND TESTINGS.FOUND CODE ABS PUMP MOTOR CONTROL GENERAL ELECTRICAL FAILURE. PERFORM FLOWCHART TESTS. TEST AND FOUND YAW DEGREE OUT /STEERING ANGLE SENSOR READING ABNORMAL .NEEDS WHEEL ALIGNMENT PERFORM AND ABSINITIALIZATION. PERFORM WHEEL ALIGNMENT.PERFORM ABS INITIALIZATION. CLEAR CODE.RE-TEST ABS SYSTEM TEST. TEST DROVE VEHICLE.OK NOW. COMP. 6115. CUSTOMER STATES MISC 60219 WHEEL ALIGNMENT OFF/NOT CORRECTSETTING. 100 PERFORM WHEEL ALIGNMENT. COMP.6115. CUSTOMER STATES MISC CUSTOMER STATES MISC WE HAVE PERFORMED A COMPLETE CHECK OF YOUR VEHICLE WHILE IN FOR SERVICE TODAY. PLEASE SEE YOUR ADVISOR FOR ANY SAFETY CONCERNS OR FUTURE RECOMMENDATIONS FOR MAINTENANCE ON YOUR VEHICLE WE HAVE PERFORMED A COMPLETE CHECK OF YOUR VEHICLE WHILE IN FOR SERVICE TODAY. PLEASE SEE YOUR ADVISOR FOR ANY SAFETY CONCERNS OR FUTURE RECOMMENDATIONS FOR MAINTENANCE ON YOUR VEHICLE ROADTEST

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #634863 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	18,392
MDH	071018	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	179
Dealer	60909	VICTORVILLE MOTORS CHRYSLER JE					
Dealer Address	14617 CIVIC DR						
Dealer City	VICTORVILLE	State	CA	Zip	923940844		

Complaint: *General Concern 1 [GUEST STATES THAT THE CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval)

Cause:

Correction: [REDACTED] INSPECTED AND FOUND; VEHICLE CHECKENGINE MALFUNCTION INDICATOR LAMP DOES NOT REMAIN ILLUMINATED AFTER STARTING THE VEHICLE, AND DOES NOT ILLUMINATE DURING TEST DRIVE. MODULE SCAN REVEALS STORED CODE C0021-01 (ABS PUMP MOTOR CONTROL-GENERAL ELECTRICAL FAILURE), BUT NO STORED, PENDING OR ACTIVE CODES PERTAINING TO THE PCM. VEHICLE ALOUD TO REMAIN STATIONARY, AFTER SEVERAL ENGINE STARTS IT WAS NOTICED THAT THE ABS AND TRACTION CONTROL MALFUNCTION INDICATOR LAMPS TEMPORARILY ILLUMINATE WHEN THE BRAKE PEDAL IS PRESSED, CONFIRMING CUSTOMER CONCERN. ABS MODULE COVER AND CONNECTOR COVER REMOVED WITHOUT DISTURBING COMPONENTS (CONNECTOR REMAINED ATTACHED WHILE REMOVED OUTER CASE FOR TESTING), CIRCUITS A107/A200/F941/D79 AND D80 BACK-PROBED, FURTHER TESTING WITH THE FAULT IS ACTIVE REVEALS THE ABS MODULE WILL INTERMITTENTLY GO "OFF-LINE" WITH POWER, GROUND AND COMMUNICATION CIRCUITS PROPERLY FUNCTIONING, CONFIRMING AN INTERMITTENT INTERNAL FAULT OF THE ABS MODULE. RECOMMEND REPLACEMENT OF THE ABS MODULE AND RE-TEST. *CUSTOMER HAS DECLINED REPAIRS AT THIS TIME* *General Concern 1 GUEST STATES Multi-point inspection (according to maintenance interval) Ride hailed: 08/03 09:07AM (FIN.) PERFORM VEHICLE INSPECTION REPORT SUBLET REPAIRS

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #6109081 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PWQ	PEARL WHITE					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	99,948
MDH	070222	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	79 Garry
Dealer	67416	YOCHUM CHRYSLER DODGE JEEP RAM					
Dealer Address	1270 S HART STREET RD						
Dealer City	VINCENNES	State	IN	Zip	475919050		

Complaint: INSPECT FOR OIL LEAKS VEHICLE INSPECTION - CUSTOMER THANK YOU FOR CHOOSING YOCHUM CDJR

Cause:

Correction:

LOP Information

LOP	LOP Description
[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 ; 6.7 liter diesel engine

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SEALER -NONE	1		No	[REDACTED]
[REDACTED]	GASKET -TIMING CASE COVER	1		No	[REDACTED]
[REDACTED]	COVER -TIMING CASE	1		No	[REDACTED]
[REDACTED]	GASKET -TIMING CASE COVER	1		No	[REDACTED]
[REDACTED]	ANTIFREEZ-COOLANT	2		No	[REDACTED]
[REDACTED]	GASKET -CRANKCASE BREATHER COVER	1		No	[REDACTED]
[REDACTED]	GASKET -CYLINDER HEAD COVER	1		No	[REDACTED]
[REDACTED]	GASKET -CYLINDER HEAD COVER	1		No	[REDACTED]

Repair Order Detailed Report #315504 For VIN [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	12,418
MDH	100505	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	1550 Andrew Terrell
Dealer	67897	BILL MARSH CHRYSLER-DODGE & JE					
Dealer Address	1655 SOUTH GARFIELD AVE						
Dealer City	TRAVERSE CITY	State	MI	Zip	496864335		

Complaint: General Concern #1 General Concern #2 General Concern #3

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	LENS -INSTRUMENT CLUSTER	1		No	

Repair Order Detailed Report #197495 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	D28L92	RAM 3500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	25,128
MDH	062214	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	387 Patrick Martin
Dealer	68336	KELLER MOTORS INC					
Dealer Address	HIGHWAY 51 SOUTH OF I-55						
Dealer City	PERRYVILLE	State	MO	Zip	63775		

Complaint: Customer States FRONT END ALIGNMENT [REDACTED] TRUCK M14 WHEEL STUDS] General Concern [abs light is on please check and advise] General Concern [drag link needs replaced warranty through chrysler]

Cause:

Correction: can not set individual toe adjusted truck to best of abilities. test drove and everything drove as designed at this current time. NO REPAIR NEEDED
 INSTALLED NEW STYLE DRAG LINK.

LOP Information

LOP	LOP Description
[REDACTED]	Wheels ; Recall Y2x ; Safety Recall Y26 - Wheel Studs ; Inspect Wheel Studs
[REDACTED]	Steering ; Steering linkage ; Drag link ; Assembly

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	DRAG LINK-STEERING	1		No	

Repair Order Detailed Report #54587 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				Serial #	[REDACTED]
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	56,924
MDH	050304	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	02 CHRIS TAYLOR
Dealer	68433	JAY HODGE DODGE CHRYSLER JEEP					
Dealer Address	5100 SE LOOP 286						
Dealer City	PARIS	State	TX	Zip	754606553		

Complaint: CUSTOMER REPORTS WHILE TRYING TO START, HEARING A CLICK, KEEPS TRYING TILL IT STARTS, PLEASE ADVISE. INSPECTED AND TESTED ELECTRICAL SYSTEM, FOUND BOTH BATTERIES TESTING BAD. REMOVED AND REPLACED BOTH BATTERIES, RETESTED AND VERIFIED ELECTRICAL SYSTEM TEST GOOD. (17- SPHILLIPS-) CUSTOMER REPORTS WHILE DRIVING, HEARING A WHINE AT SLOW SPEEDS THAT GETS LOUDER AS SPEED PICKS UP, PLEASE ADVISE. INSPECTED AND TEST DROVE, FOUND NOISE COMING FROM LEFT FRONT HUB ASSEMBLY, AFTER WHEEL REMOVED, FOUND FRONT BRAKE PADS GRIND DOWN TO NEAR METAL. REMOVED AND REPLACED LEFT HUB ASSEMBLY AND BRAKE PADS ON BOTH FRONT WHEELS. VERIFIED REPAIR. (17- SPHILLIPS-) CUSTOMER REPORTS CENTER LIGHT BAR UNDER TAILGATE IS NOT WORKING, PLEASE ADVISE. INSPECTED AND VERIFIED CUSTOMER CONCERN, FOUND LAMP ASSEMBLY LEAKING WATER IN CONNECTORS AND SHORTING OUT BULBS. ORDER LAMP ASSEMBLY WITH WIRING, WILL INSTALL WHEN PART ARRIVES. (17- SPHILLIPS-) CUSTOMER REQUEST NEW WIPER BLADES (17- SPHILLIPS-) AIR FILTER REPLACEMENT (17- SPHILLIPS-) CABIN AIR FILTER REPLACEMENT (17- SPHILLIPS-) REPLACE ENGINE AND CHASSIS FUEL FILTERS (17- SPHILLIPS-) CUSTOMER REQUEST DIESEL OIL AND FILTER (16- EXPRESS-)

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
BT		1		No	
[REDACTED]	BATTERY -STORAGE	1		No	
[REDACTED]	FILTER -CABIN AIR	1		No	
[REDACTED]	OIL -5W40	12		No	
[REDACTED]	HOUSING -TAILGATE	1		No	
[REDACTED]	FILTER KI-FUEL WATER SEPARATOR	1		No	
[REDACTED]	HUB -BRAKE	1		No	
[REDACTED]	FILTER -FUEL	1		No	
[REDACTED]	FILTER -AIR	1		No	
[REDACTED]	FILTER -ENGINE OIL	1		No	
[REDACTED]	PAD KIT -FRONT DISC BRAKE	1		No	
[REDACTED]	BLADE -FRONT WIPER	2		No	

Repair Order Detailed Report #70959 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	D28L92	RAM 3500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	47,368
MDH	111707	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	S02 SCOTT;PAMELA
Dealer	68886	CHAMPION CHRY-DODGE					
Dealer Address	11477 NORTHPARK DR						
Dealer City	GULFPORT	State	MS	Zip	395031801		

Complaint: * I AGREE TO PAY THE DIAGNOSTIC FEE OF \$155.00 PLUS TAX IN THE EVENT ANY ITEM NOT COVERED UNDER ANY WARRANTY OR I DECLINE ANY REPAIRS. ELECTRICAL DIAGNOSIS STARTS AT \$296.00 PLUS TAX AND DIESEL DIAGNOSIS STARTS AT \$175.00 PLUS TAX. General Concern
 #2 Customer States abs light is on intermittently sometimes will not come on from Biloxi to here but when he starts it back up it will come on then go off again

Cause:

Correction: HCU and ABS Module are on order

LOP Information is not available

Part Information is not available

Repair Order Detailed Report #535887 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			Serial #	[REDACTED]	
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	94,824
MDH	092200	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	5598 Luke
Dealer	05551	PINE BELT CDJR					
Dealer Address	6905 U S HIGHWAY 98						
Dealer City	HATTIESBURG	State	MS	Zip	394028448		

Complaint: CUSTOMER REQUEST DRIVERS REAR Wheel speed sensor TO BE INSTALLED PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION

Cause: REPLACED WHEEL SPEED SENSOR

Correction: customer concern is wheel speed sensor. i replaced the wheel speed sensor and clear all DTC's and drove vehicle for 10 miles and there is no abs light and tire pressure light on PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SENSOR -WHEEL SPEED	1		No	

Repair Order Detailed Report #154536 For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	DJ7L91	RAM 2500 ST CREW CAB 4X4	
Built Date	[REDACTED]	Market	U	US	Plant	8475	SALTILLO TRUCK ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			Serial #	[REDACTED]	
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	[REDACTED]
Close Date	[REDACTED]	Narrative Date	[REDACTED]	Category	0	Mileage	89,412
MDH	052717	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	1373
Dealer	27001	Washington Chrysler Dodge Jeep					
Dealer Address	4001 US HIGHWAY 264 W						
Dealer City	WASHINGTON	State	NC	Zip	278898995		

Complaint: Multi-point inspection (according to maintenance interval) CUSTOMER STATES THAT DURING PREVIOUS VISIT REFERENCE [REDACTED] REAR DRIVELINE COMPONENTS WERE REPLACED, AND NOW LEFT REAR AXLE SEAL IS LEAKING ALIGNMENT CUSOTMER STATES THE ABS LIGHT IS ON.

Cause: TECHNICIAN VERIFIED CUSTOMER CONCERN FOUND THE SEAL DEFORMED

Correction: Multi-point inspection (according to maintenance interval) CALIPER PIN KIT 23-POINT VEHICLE CHECK-UPCHECK FOR NEEDED REPAIRS& INFORM CUSTOMER MISC. SHOP CHARGES [REDACTED] REMOVED AND REPLACED THE AXLE SHAFT GASKET AND WHEEL BEARING SEAL UNDER PARTS WARRANTY GASKET AND SEAL WERE REPLACED [REDACTED] MILES ON VEHICLE. RO IS ATTACHED GASJET, AXLE SHAFT-LEFT SIDE - REPLACE OIL SEAL, AXLE SHAFT-Replace (B) DUE TO DRAG LINK RECALL -COULD NOT PERFORM ALIGNMENT FOUR WHEEL ALIGNMENT REPLACED THE ABS MODULE, CLEARED CODES AND TEST DROVE. ABS LIGHT IS NO LONGER PRESENT BRAKES

LOP Information

LOP	LOP Description
[REDACTED]	Rear Axle ; Axle Shaft ; Gasket, axle shaft ; 267-292-300-310mm-Left
[REDACTED]	Rear Axle ; Axle Shaft ; Seal, axle shaft oil ; 1500 Only - Left

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
[REDACTED]	SENSOR -TIRE PRESSURE	0		No	
[REDACTED]	CONTROL -ANTI LOCK BRAKE SYSTEM	1		No	
[REDACTED]	BOLT -HEX FLANGE HEAD	0		No	
[REDACTED]	SEAL -WHEEL BEARING	1		No	
[REDACTED]	GASKET -AXLE SHAFT	1		No	
[REDACTED]	FLUID -BRAKE	1		No	
[REDACTED]	SEAL -WHEEL BEARING	1		No	[REDACTED]
[REDACTED]	GASKET -AXLE SHAFT	1		No	[REDACTED]

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